



# STUDENT INFORMATION HANDBOOK 2019

P: 1300 369 809

E: [education@seedtraining.com.au](mailto:education@seedtraining.com.au)

A: Lvl 10, 356 Collins St, Melbourne VIC 3000

W: [www.seedtraining.com.au](http://www.seedtraining.com.au)

RTO NO. 45225



## Welcome Letter from our CEO

Welcome to Seed Training Group. Thank you for choosing Seed and we hope that your time with us will be enjoyable.

We are obliged to provide high quality training and assessment to satisfy our student's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We understand that everyone learns in different ways and our students come from a variety of backgrounds and experiences. Therefore, all our courses are carefully designed by industry professionals to allow students to learn practical and updated skills and knowledge.

We want to make you feel as comfortable as possible whilst you undertake your training, and thus, we offer flexible delivery method with unlimited support. We try our best to ensure that all students get most out of the investment for their future.

Welcome and I hope you enjoy your studies.

Sincerely,

Sean Dong



Chief Executive Officer  
Seed Training Group





## Table of Contents

Introduction .....	5
Location.....	5
Transport.....	6
Staff contacts .....	6
External Support Service Contacts.....	6
Pre-enrolment.....	8
Recognition of Prior Learning (RPL) .....	8
Credit Transfer (CT).....	9
Pre-Training Review .....	9
Language Literacy and Numeracy (LLN).....	10
Access & equity .....	10
Unique Student Identifier .....	11
Enrolment Process .....	11
Individual learning needs .....	11
Training & Assessment.....	13
Training Guarantee .....	13
Student orientation.....	13
Training .....	13
Assessment .....	14
Course progress .....	14
Academic Support.....	14
Welfare Support.....	15
Student feedback .....	15
Certificates, Record of Results and Statements of attainment .....	15
Code of Conduct .....	16
Access & Equity .....	16
Management.....	16
Administration management.....	17
Training & assessment .....	17
Staff.....	18
Marketing & enrolment .....	18
Student support services .....	18
Student Code of Conduct.....	19
General Information .....	19





Occupational Health and Safety .....	19
Student Safety.....	20
Attendance.....	21
Privacy.....	21
Access to Records .....	21
Academic Misconduct.....	21
Complaints and Appeals .....	23
Appendix .....	31
Complaints and Appeals Policy & Procedure.....	31
1. Policy .....	31
Procedure.....	32
2. Informal Complaint Process – General Complaints .....	32
3. Formal Process - General Complaints .....	32
4. Internal Appeals Process – General Appeals .....	34
5 Internal Appeals Process – Assessments .....	36
6. External Appeals Process .....	37
7 Extending the duration of the Complaints and/ or appeals process .....	38
8. Continuous Improvement .....	38
Further information .....	38
National VET Regulator .....	38
Complaints and Appeals Form .....	39
Fees & refund Policy and Procedure.....	40
1. Policy .....	40
2. Fees .....	40
3. Refunds .....	41
4. Refund Terms and Conditions.....	42
Applying, Processing and Payment of Refunds.....	43
5. Provider Default.....	43





## Introduction

Established in 2014 Seed Training Group is conveniently located at Level 10, 356 Collins Street, Melbourne, VIC 3000. We are a nationally registered training organisation (RTO No.45225), providing training and assessments in financial services.

Training programs are tailored to meet specific industry requirements and are based on national guidelines.

Our principle purpose is to provide high quality training and assessment to satisfy our student's requirements. Our training courses are Australian Qualification Framework (AQF) nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the National VET Regulators Standards for Registered Training Organisation's 2015 and through our continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/ learning and assessment process.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Seed Training Group.

## Location

We are located on level 10/356 Collins Street, Melbourne, VIC 3000.







## Transport

The campus is excellently serviced by buses, trains and trams to all parts of metropolitan Melbourne.

## Staff contacts

Function	Staff	Phone	Email
<b>CEO</b>	Sean Dong	1300 369 809	s.dong@seedtraining.com.au
<b>Training Manager</b>	Yeethao Xiong	1300 369 809	y.xiong@seedtraining.com.au
<b>Enrolment</b>	Nee Yap	1300 369 809	n.yap@seedtraining.com.au
<b>Finance/ Accounts</b>	Bill Zhang	1300 369 809	finance@seedtraining.com.au
<b>Trainers/ Assessors</b>	Yeethao Xiong	1300 369 809	y.xiong@seedtraining.com.au
<b>Student support</b>	Monica Meng	1300 369 809	m.meng@seedtraining.com.au
<b>Access to records</b>	Nee Yap	1300 369 809	n.yap@seedtraining.com.au

\*The Student Support Officer's role is primarily to identify what support students require and then assist them in accessing the appropriate support service. This will include identifying relevant support services, explaining what and how they provide support and then helping students access the service. This includes internal and external support services. Refer to the Student support section of this handbook to identify the type of internal supports services that (RTO name) provide. External support services and contracts are outlined below.

## External Support Service Contacts

1	<p>Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.</p> <p>Consumer Affairs Helpline: 1300 55 81 81            email: rtba@justice.vic.gov.au            2/452 Flinders St            Melbourne 3000</p>
2	<p>Alcohol and Drugs</p> <p>Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.</p> <p>Phone: 1300 650 705</p>
3	<p>Legal</p> <p>Monash Oakleigh Legal Service - a free legal service attached to the Faculty of Law at Monash University.</p> <p>Phone: 9905 4336</p>





	<p>Dandenong 9-11 Pultney Street Phone: 9767 7111</p> <p>The Law handbook Online - a practical guide to the law and covers over 90 common legal issues. <a href="http://www.lawhandbook.org.au">www.lawhandbook.org.au</a></p>
4	<p>Work Rights Young Worker Toolkit.</p> <p>Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand</p> <p><a href="http://www.youngworkertoolkit.youth.gov.au">www.youngworkertoolkit.youth.gov.au</a></p>
5	<p>Welfare Centrelink offers a range of services to students, including Youth Allowance, ABSTUDY, Austudy, Health Care Cards and more. Even if you are not eligible for an income support payment like youth Allowance, you may be able to get a Health Care Card. For students, phone 13 2490, ABSTUDY phone 13 2317, and TTY 1800 810 586.</p> <p>Welfare Rights Unit (WRU) - Provides specialist information in the area of Social Security law, policy and practice, with advice to individuals and community services. 155 Easy St Collingwood Phone (03) 9416 1111 9.30am-12.30pm Tuesday-Friday</p>
6	<p>WHE Health Information Line A free service for women offering information, one-to-one from a trained nurse/women's health worker on a broad range of issues relating to women's health - physical, mental, emotional or any other aspect.</p> <p>Phone: 1800 069 967 Monday-Friday, 9.00am-1.00pm Counselling Program Women's Health East has a short to medium term low-cost counselling program, with female counsellors.</p>
7	<p>WIRE - Women's Information is a free information, support and referral service available to all Victorian women. It can help you explore a range of issues, including: family life and relationships, domestic violence, sexual assault, health and well-being, women professionals, education and training and legal issues.</p> <p>Phone 1300 134 130 Monday to Friday, 9:30am-5:30pm.</p>





	<p>Women's Information Centre has resources to help women access broad range of information and assistance.</p> <p>210 Lonsdale Street, Melbourne.</p> <p>Women from culturally and linguistically diverse (CaLD) backgrounds are able to utilise WIRE services using Telephone Interpreter Services.</p> <p>For hearing impaired women, contact the National Relay Service on 13 3677 or email WIRE.</p>
8	<p>Forums/Support information:</p> <p>ABC Ramp Up - Website about Disability, that generates discussion and debate (Online forum)</p> <p><a href="http://www.abc.net.au/rampup">www.abc.net.au/rampup</a></p>
9	<p>Reach Out - Website designed for young people. Information and resources to assist with self help or help for others.</p> <p><a href="http://au.reachout.com">http://au.reachout.com</a></p>
10	<p>Headspace Australia - Australia's National Youth Mental Health Foundation.</p> <p><a href="http://www.headspace.org.au">www.headspace.org.au</a></p>
11	<p>Language, Literacy and Numeracy Programs</p> <p>Where the applicant has clearly has difficulty with language and/or literacy and/or numeracy, the applicant will be advised to contact an external provider for assistance with their LLN skills and to re-apply once they have received further assistance. This may include referring the candidate to the Reading and Writing Hotline (1300 655 506) or to a local TAFE or community college where assistance with all LLN skills can be provided. The student will also be advised that they may re-apply once they have received LLN support. In this case, the Training Manager will conduct a face to face interview with the student to ascertain whether LLN requirements are satisfied and using the LLN Skills Check Tool (CSHISC).</p>
12	Translating and Interpreting Service Phone 131 450
13	Life Line 24 hour Counselling Services Phone 131 114
14	<p>Australian Skills Quality Authority Web: <a href="http://www.asqa.gov.au">www.asqa.gov.au</a> Email: <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a></p> <p>Phone: 1300 701 801</p>

## Pre-enrolment

### Recognition of Prior Learning (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment,







previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The RPL application form is available on request from [education@seedtraining.com.au](mailto:education@seedtraining.com.au).

### Credit Transfer (CT)

Seed Training Group recognises qualifications and statements of attainment issued by other Registered Training Organisations. Candidates who have successfully completed whole units of competency contained within one of our courses with another RTO can apply for credit transfer. Credit Transfer applications are processed free of charge.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Seed Training Group. The CT/RPL application form is available on request from [education@seedtraining.com.au](mailto:education@seedtraining.com.au).

On receipt of a credit transfer application, accompanied by the required evidence, Seed Training Group will review the evidence to verify if the unit/s possessed by the student matched those in the course. Once a match is ascertained, Seed Training Group will undertake investigation to determine the authenticity of the evidence provided. Once the authenticity of the evidence has been confirmed, students will be notified of the outcome of their application. The student is informed of the result of the assessment within 10 working days of submitting the application.

Students who are awarded credit transfer do not have to study or submit assessments for the units for which credit transfer has been granted. This process allows the student to reduce the time, cost and study load associated with achieving a qualification.

Further information on the RPL/ CT process can be accessed by contacting the Seed Training Group.

**\*\* Please note that RPL and CT applications can only be considered for whole units of competency.**

### Pre-Training Review

To ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying. Students are asked to complete this pre-training review during the application process by providing details of their existing knowledge, skills and experience relevant to the course.

Students Language, Literacy and Numeracy ability (LLN) is also assessed in conjunction with their knowledge, skills, experience and qualifications.

The results of the pre-training review are used to determine if the student possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

The pre-training review and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the students learning needs.





When completing the pre-training review form students are requested to provide information on the knowledge, skills and experience they possess in relation to the subjects in the course. For each subject area think about your previous work and/ or life experiences (including hobbies and interests) that relate to the subject area and indicate your level of skills, knowledge and experience in that area.

### Language Literacy and Numeracy (LLN)

To ensure that we are placing students in the appropriate course and cater for their individual learning needs we assess LLN skills on application in accordance with regulatory guidelines.

At Seed Training Group we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible. We also have relationships with agencies that can assist students who have LLN needs that cannot be accommodated by our training staff.

We welcome students with Language, Literacy and Numeracy needs and encourage potential or current students to contact the [education@seedtraining.com.au](mailto:education@seedtraining.com.au) for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available to you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require.

Some examples of the type of support that we can offer include:

#### Literacy

- ✓ Providing examples and models of completed tasks.

#### Language

- ✓ Presenting information in small chunks and speaking clearly, concisely and not too quickly.

#### Numeracy

- ✓ Providing students with calculators.

### Access & equity

Seed Training Group staff treats all students fairly, equally and without discrimination. All staff activities and practice are guided by our Code of Conduct. Seed Training Group provides access and equity to candidates with special learning needs.

As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Seed Training Group trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.





## Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

Seed Training Group collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct Seed Training Group to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website [www.usi.gov.au](http://www.usi.gov.au) if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

## Enrolment Process

---

To apply for a course please follow the steps outlined below:

1. Read this Student information handbook in full.
2. Contact [education@seedtraining.com.au](mailto:education@seedtraining.com.au) with any questions.
3. Seek clarification on any area relating to your course and enrolment.
4. Complete a Pre-training Review form.
5. Complete the Enrolment form.
6. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions. Seek clarification on any item you do not understand by contacting the RTO prior to submitted the signed form.
7. Attach any supporting documentation to the Enrolment form.
8. Return the Enrolment form to Seed Training Group level 10/356 Collins Street, Melbourne, VIC 3000 or e-mail [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
9. Seed Training Group will assess your application and notify you of the outcome within 5 working days.
10. If successful you will receive confirmation of the course start time and date.

## Individual learning needs

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are





appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning style/ s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Seed Training Group and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g. course aims, course durations and course demand per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Seed Training Group full details that will enable us to identify whether we can appropriately address your individual needs and if so how this can be achieved.

Seed Training Group encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.





## Training & Assessment

---

### Training Guarantee

Seed Training Group will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Seed Training Group being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Seed Training Group takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Seed Training Group implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason Seed Training Group has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

Seed Training Group is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students, Seed Training Group will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

When delivering Australian Qualification Framework courses to students, Seed Training Group will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

### Student orientation

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Seed Training Group during the course. It is also an opportunity for students to ask any last-minute questions.

### Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.





Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our Training facility and will involve a mixture of classroom and simulated work-based environments to develop competency.

### Assessment

Student's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping log books or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – Satisfactory or NS – Not Satisfactory or DNS – Did Not Submit. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students are normally given 3 attempts to demonstrate competency at each assessment. If students are still unable to demonstrate competency at this point they must re-enrol and undertake the assessment and in some limited circumstances the training again. This will incur a fee. Refer to the fees and refund policy and procedure for further details.

### Course progress

Seed Training Group monitors students course progress and provides assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate supports services is provided to assist students to successfully complete their course within the scheduled duration. Seed Training Group may refer students to external sources if they are unable to sufficiently provide support for students learning needs. Seed Training Group may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Seed Training Group takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

### Academic Support

their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances we may refer you to external agencies for support.

Seed Training Group can provide and/ or arrange English language/ academic support including but not limited to:

- Advice and guidance on how to manage the study load,
- Helping students adjust to the learning and assessment process
- Provide guidance and assistance with addressing homework issues
- Reviewing learner materials with the student
- Arranging extra tuition, materials and exercises,
- Arranging access to supplementary reference materials







- Arranging for supplementary exercises to develop understanding
- Arranging access to computers
- Arranging access to modified resources
- Provide opportunities to re-attempt assessments
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays
- Providing opportunities to catch up

### Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. We have a relationship with an external professional welfare service to ensure that our students are provided with access to services if required. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff. Students are liable to pay the fees incurred if they access external welfare support services during their studies at Seed Training Group.

### Student feedback

To ensure we continually improve our training services and facilities Seed Training Group encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

### Certificates, Record of Results and Statements of attainment

Seed Training Group is responsible for complying with the requirements of the AQF to issue eligible students a Certificate and Record of results or a Statement of attainment.

Seed Training Group will issue students a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of Results and Statements of Attainment will meet the requirements of the AQF. Certificates, Record of Results and Statements of Attainment will only be issued to students once all course related fees due to Seed Training Group have been fully paid by the student.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of Results within 30 calendar days. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of Attainment indicating the units they have successfully completed.





Students who successfully complete a qualification with Seed Training Group may be able to access job opportunities. However, students should note that successfully completing a course at Seed Training Group does not guarantee that they will gain employment in a job role/ industry.

## Code of Conduct

---

Seed Training Group practices are directed by our Code of conduct. The code of conduct is guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

### Access & Equity

Seed Training Group ensures that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling students
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of students
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- staff and students are required to comply with access and equity requirements at all times.

### Management

Seed Training Group ensures that:

- the provision of high-quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training &
- assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- appropriate financial management and student fee protection arrangements are consistently implemented
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to Seed Training Group and the students
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances
- it will inform the National VET Regulator of any significant changes to the control, senior management and scope of registration.





- it provides the National VET Regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all National VET Regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction.
- it communicates all appropriate information relating to academic and support services to students in a timely manner.

### Administration management

Seed Training Group ensures that:

- AVETMISS & academic results records are stored electronically for a period of 30 years
- original copies of assessments are stored for a period of 6 months from the date the student completes their course
- enrolment and administrative documents relating to the student undertaking their course are stored for a period of one year from the date a student completes their course
- records relating to the delivery of training are stored for at least 6 months' post course completion
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant student management system
- staff and students are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers where required

### Training & assessment

Seed Training Group ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and students
- the opportunity for recognition of prior learning and credit transfer are provided to students
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate





- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and Seed Training Group information is provided to students prior to the enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

## Staff

Seed Training Group ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a TAE40110 Certificate IV in Training and Assessment or equivalent (From July 1<sup>st</sup> 2019, the credential requirement changes to TAE40116).
- engage in professional development activities relevant to their teaching
- follow Seed Training Group policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities

## Marketing & enrolment

Seed Training Group ensures that it:

- provides appropriate pre-enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about Seed Training Group or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies Seed Training Group name and Seed Training Group RTO number on all its materials
- only places students in courses appropriate to their needs
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

## Student support services

Seed Training Group ensures that:

All students will be supplied information pre-enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer





- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition, students will be provided access to appropriate academic and personal support services during their course

## Student Code of Conduct

### All students have the right:

- to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- to learn in an environment free from intimidation and interference from others
- to access all services and facilities as identified in pre-enrolment information
- to suitably qualified and experienced trainers
- to seek academic advice and support from their trainers
- to learn in a safe and clean environment that facilitates achievement
- to access the Complaints and Appeals policy to resolve disputes/ complaints

### All students are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating, collusion or plagiarism
- submit work when required.
- meet the terms of enrolment
- attend all classes and/ or participate as per delivery schedule
- participate in course learning and assessment activities
- follow all staff instructions during learning and assessment activities
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to Seed Training Group when requested
- inform Seed Training Group in writing of any changes to contact details (address, e-mail or phone).

## General Information

---

### Occupational Health and Safety

Seed Training Group conducts regular Health & Safety reviews covering all Seed Training Group operations to ensure our facilities, equipment, materials and practices comply with all OHS





legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Seed Training Group staff are providing OHS information it is important that this is understood and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.jobs.gov.au/occupational-health-and-safety-harmonisation>

<https://www.safeworkaustralia.gov.au/>

## Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety are important issues for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

### When attending Seed Training Group:

Seed Training Group will be staffed at all times during day and evening classes and all entrants may be asked for identification

- Students will be asked to display identification at all times when entering the premises
- Visitors are not permitted into the training facilities without express permission from the CEO
- Please contact the nearest member of staff if you:
  - o feel threatened or unsafe at any time
  - o have concerns about someone else's behaviour
  - o are worried about someone harming themselves or someone else
  - o receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

### Attending evening or weekend classes

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an Immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.







- Know the telephone numbers of Seed Training Group and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

### Attendance

Seed Training Group staff record student attendance at each session and this will be recorded in accordance with Seed Training Group policy and procedure. Students must attend all scheduled classes at the times indicated if they have enrolled for face to face training. Seed Training Group recognizes that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all or part of a planned session they are to contact on 1300 369 809.

Seed Training Group will monitor student's attendance and provide appropriate support to facilitate successful completion within the scheduled period.

### Privacy

Seed Training Group will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent.\*\*

\*\*Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER) and other regulatory bodies or to a court of Law.

### Access to Records

Students may access their personal records free of charge at any time by contacting at [education@seedtraining.com.au](mailto:education@seedtraining.com.au). Seed Training Group will arrange an appointment within 5 working days to view the records and ask the student to bring confirmation of identity. Student must provide evidence of identity to access their records. E.g.: a driver's license.

### Academic Misconduct

Students are also required to adhere to Code of conduct. If a student is found to have acted in a way that Seed Training Group deems to be misconduct, it may impact their successful completion of the course.





As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At Seed Training Group our students almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

### **Cheating**

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

### **Plagiarism**

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this they are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact at [education@seedtraining.com.au](mailto:education@seedtraining.com.au)

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

### **Collusion**

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of Conduct and Academic Misconduct Policy and Procedure. The Code of Conduct is printed in the Student prospectus and Student handbook and a copy of the





Academic misconduct policy and procedure is available on request by contacting [education@seedtraining.com.au](mailto:education@seedtraining.com.au) at any time.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled.

### Complaints and Appeals

If student's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another Seed Training Group staff member. Students can lodge a complaint against any third-party providing services on Seed Training Group's behalf, or in relation to our trainers, assessors, fellow students or others.

Seed Training Group staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.

An external party to Seed Training Group will review the case to identify if Seed Training Group has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal. Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

As part of the continuous improvement process, information gained during the complaints and appeals process will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

### Notifying you if things change

Seed Training Group will notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current





home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, the RTO will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in RTO ownership or changes to existing third-party arrangements.

## Course Information

---

### FNS40217 Certificate IV in Accounting and Bookkeeping

**Course currency status:** Current

#### Target market

Applicants will wish to develop knowledge and skills to complete specialized tasks and functions in accounting and bookkeeping.

Applicants would like to develop their knowledge and skills in order to create further educational and/ or employment opportunities.

#### Course description

The aim of this course is to develop the knowledge and skills required by job roles in financial services and other industries requiring accounting support functions. Individuals in these roles apply theoretical and specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities.

#### Duration

This course is delivered online and students have access to online learning center up to 12 months.

Students will be required to undertake on line learning activities, independent study and assessment activities completed in their own time for approximately 16 hours per week. Total course study commitment is 16 hours/ week x 52 weeks = 832 hours.

The indicated hours are approximate as the amount of time different students spend on independent study/ open book assessment will vary with individual learner needs and students own individual contexts.

#### Course delivery

The course is delivered via on line learning. Students also undertake independent study and assessment activities in addition to online learning activities. Examples of on-line learning activities include reading subject content, undertaking tasks, watching/ reading Power Point presentations. Independent study activities include research, reading, practicing applying knowledge and skills learnt, and preparing for and undertaking assessment tasks.



**Assessment**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and students' complete tasks to workplace standards. Students must record their performance in simulated workplace environments and submit these to the institute.

Students' competency against the unit of competency specifications are assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate satisfactory performance during assessment tasks.

**Entry requirements**

Students must be at least 18 years of age at the time of enrolment.

Students Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications. Students must demonstrate appropriate language, literacy and numeracy (LLN) skills to gain entry to this course.

During enrolment Seed Training Group determines if the course is suitable for the student and addresses their learning needs. Students complete a pre training review (incorporating a LLN assessment) during the enrolment process. The results of the pre training review are used to determine if the student possesses the required levels of LLN skills to undertake the course.

The Pre Training Review and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the Students learning needs.

Seed Training Group implements reliable and fair process to ensure that Students possess the required LLN skills to cope with course demands and to ensure Students are provided equal access and opportunity to enter education.

The sequencing of units in the course delivery schedule reflects LLN requirements for the units of competency in the course. Units that require lower LLN levels are scheduled at the beginning of the course. Units of competency that require higher LLN levels are scheduled for the later stages of the course.

It is anticipated that by undertaking activities to develop, apply and consolidate LLN skills when completing coursework, Students LLN ability will improve over the course duration. Students will be provided access to LLN support in accordance with the Training & assessment and Student support policies and procedures.

Information on course demands and expectations will be clearly communicated to all Students' pre enrolment.

**Equipment Needed**

- A computer (Windows recommended) with Internet and web browser access
- Word/text processing, spreadsheet and presentation software installed (e.g. Microsoft Office)





- PDF reader

## Pathway Information

### Training Pathway

Student who successfully complete this course may progress onto:

- FNS50217 Diploma of Accounting or other related courses at Diploma level in the Financial Services Training Package.

### Employment Pathway

Student who successfully complete this course may be able to access employment such as:

- Accounts Administrator
- Lending Administrator
- Payroll Officer
- Superannuation Administrator

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All Students are provided with the opportunity to have their prior learning and experience assessed against current standards and gain recognition for this. (Recognition of Prior Learning - RPL)

Students who have successfully completed whole units of competency included in this course can apply for Credit Transfer.

Credit Transfer and RPL application processes are provided to Students in pre enrolment information in accordance with the policy and procedure.

### Qualification

On successful completion of this course, students will receive a FNS40217 Certificate IV in Accounting and Bookkeeping and a Record of results. A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

### Course Structure

In order to achieve the FNS40217 Certificate IV in Accounting and Bookkeeping students must satisfactorily complete the following 13 units of competency:

Unit code	Unit title	Core/ Elective
BSBFIA401	Prepare financial reports	Core
BSBSMB412	Introduce cloud computing into business operations	Core
FNSACC311	Process financial transactions and extract interim reports	Core







FNSACC312	Administer subsidiary accounts and ledgers	Core
FNSACC408	Work effectively in the accounting and bookkeeping industry	Core
FNSACC416	Set up and operate a computerised accounting system	Core
FNSTPB401	Complete business activity and instalment activity statements	Core
FNSTPB402	Establish and maintain payroll system	Core
BSBITU402	Develop and use complex spreadsheets	Elective
BSBWRT301	Write simple documents	Elective
FNSACC405	Maintain inventory records	Elective
FNSACC412	Prepare operational budgets	Elective
FNSACC414	Prepare financial statements for non-reporting entities	Elective

### Fee information

The total fee charged for this course is \$1,900. The course fee also includes a \$350 enrolment fee that is non-refundable (except if Seed Training Group fails to deliver the course in full).

**Payment** – On enrolment \$1,350 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid within the first 3 months of the study commencement. Students have 12 months access to Seed online study platform to complete the study.

Re-assessment fee per unit \$50.

RPL assessment fee per unit \$150

Re-training fee per unit \$150

All fees indicated are in Australian dollars.

Please refer to the Fees & refunds policy and procedure for further details on all fees and charges and when they are applied.

### Further Information

Contact the Training Manager at ([education@seedtraining.com.au](mailto:education@seedtraining.com.au)) or (1300 369 809) or refer to [www.training.gov.au](http://www.training.gov.au) for further course information.

## FNSSS00004 BAS Agent Registration Skill Set

**Course currency status:** Current

### Target market

Applicants will wish to develop knowledge and skills to complete specialized tasks and functions in accounting and bookkeeping.





Applicants would like to develop their knowledge and skills in order to create further educational and/ or employment opportunities.

### **Course description**

The aim of this course is to develop the knowledge and skills required by job roles in financial services and other industries requiring accounting support up to 12 month functions. Individuals in these roles apply theoretical and specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities.

### **Duration**

The scheduled duration for this course is 12 weeks. Students are provided access to the LMS for 26 weeks to complete the course.

The approximately\* delivery hours for this course are as follows:

Students will be required to undertake on line learning activities, independent study and assessment activities completed in their own time for approximately 8 hours per week. Total course study commitment is 8 hours/ week x 12 weeks = 96 hours.

The indicated hours are approximate as the amount of time different students spend on independent study/ open book assessment will vary with individual learner needs and students own individual contexts.

### **Course delivery**

The course is delivered via on line learning. Students also undertake independent study and assessment activities in addition to online learning activities. Examples of on-line learning activities include reading subject content, undertaking tasks, watching/ reading Power Point presentations. Independent study activities include research, reading, practicing applying knowledge and skills learnt, and preparing for and undertaking assessment tasks.

### **Assessment**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student's complete tasks to workplace standards. Students must record their performance in simulated workplace environments and submit these to the institute.

Students' competency against the unit of competency specifications are assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate satisfactory performance during assessment tasks.

### **Entry requirements**

Students must be at least 18 years of age at the time of enrolment.





Students Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications. Students must demonstrate appropriate language, literacy and numeracy (LLN) skills to gain entry to this course.

During enrolment Seed Training Group determines if the course is suitable for the student and addresses their learning needs. Students complete a pre training review (incorporating a LLN assessment) during the enrolment process. The results of the pre training review are used to determine if the student possesses the required levels of LLN skills to undertake the course.

The Pre-Training Review and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the Students learning needs.

Seed Training Group implements reliable and fair process to ensure that Students possess the required LLN skills to cope with course demands and to ensure Students are provided equal access and opportunity to enter education.

The sequencing of units in the course delivery schedule reflects LLN requirements for the units of competency in the course. Units that require lower LLN levels are scheduled at the beginning of the course. Units of competency that require higher LLN levels are scheduled for the later stages of the course.

It is anticipated that by undertaking activities to develop, apply and consolidate LLN skills when completing coursework, Students LLN ability will improve over the course duration. Students will be provided access to LLN support in accordance with the Training & assessment and Student support policies and procedures.

Information on course demands and expectations will be clearly communicated to all Students' pre enrolment.

### **Equipment Needed**

- A computer (Windows recommended) with Internet and web browser access
- Word/text processing, spreadsheet and presentation software installed (e.g. Microsoft Office)
- PDF reader

### **Pathway Information**

#### **Training Pathway**

Students who successfully complete this course may progress onto:

- FNS40217 Certificate IV in Accounting and Bookkeeping

#### **Employment Pathway**

Students who successfully complete this course may be able to access employment in the following or related roles in:

- Accounting job roles in financial services and other industries requiring BAS and payroll functions





### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All Students are provided with the opportunity to have their prior learning and experience assessed against current standards and gain recognition for this. (Recognition of Prior Learning - RPL)

Students who have successfully completed whole units of competency included in this course can apply for Credit Transfer.

Credit Transfer and RPL application processes are provided to Students in pre enrolment information in accordance with the policy and procedure.

### Qualification

On successful completion of this course, students will receive a Record of results. A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

### Course Structure

This course consists of 2 Units of competency.

Unit code	Unit title	Core/ Elective
FNSTPB402	Establish and maintain payroll systems	Core
FNSTPB401	Complete business activity and instalment activity statements	Core



### Fee information

The total fee charged for this course is \$900. The course fee also includes a \$350 enrolment fee that is non-refundable (except if Seed Training Group fails to deliver the course in full).

### Payment

On enrolment \$900 is payable of which \$350 is a non-refundable enrolment fee. Students have 6 months access to Seed online study platform to complete the study.

Re-assessment fee per unit \$50. RPL assessment fee per unit \$150

Re-training fee per unit \$150

All fees indicated are in Australian dollars.

Please refer to the Fees & refunds policy and procedure for further details on all fees and charges and when they are applied.

### Further Information

Contact the Training Manager at ([education@seedtraining.com.au](mailto:education@seedtraining.com.au)) or (1300 369 809) or refer to [www.training.gov.au](http://www.training.gov.au) for further course information.





## Appendix

### Complaints and Appeals Policy & Procedure

#### 1. Policy

- 1.1 If a student has a complaint that they wish to raise with Seed Training Group they are encouraged to do so through the Complaints and Appeals procedure. Students are also encouraged to appeal any Seed Training Group decision if they feel they have valid grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.2 Students may lodge informal and formal complaints. Students can lodge a complaint against any decision made by a third-party providing services on Seed Training Group behalf, its trainers, assessors, fellow students or others. Students may also access Seed Training Group internal and the external appeals process.
- 1.3 Seed Training Group has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.4 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.5 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.6 This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6.
- 1.7 This policy and procedure applies to all Seed Training Group students and staff.
- 1.8 Students right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.
- 1.9 All students are provided information on Seed Training Group Complaints and appeals policy and procedure pre and post enrolment.
- 1.11 Students may be accompanied and assisted by a representative at any time.
- 1.12 Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.13 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to Seed Training Group management meeting as part of the continuous improvement process.
- 1.14 The student will incur no cost during the complaints and appeals process unless they seek external representation.
- 1.15 Complaints and appeals are taken seriously by Seed Training Group and action is commenced within 5 working days of receipt of a complaint or appeal. Seed Training Group act upon the outcome of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.
- 1.16 Students are provided the opportunity to lodge their complaint or appeal in writing.
- 1.17 The principles of natural justice and procedural fairness are consistently applied when Seed Training Group is implementing this policy and procedure.
- 1.18 Seed Training Group encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.



- 1.19 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair, unbiased and equitable to all parties.
- 1.20 Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.
- 1.21 The following procedure outlines how students will have their complaints and appeals processed.

## Procedure

### 2. Informal Complaint Process – General Complaints

- 2.1 Students are encouraged to approach any member of Seed Training Group staff and make an informal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Seed Training Group's behalf, its trainers, assessors, fellow students or others.
- 2.2 Where possible staff members utilize advice, discussions, and general mediation in relation to the issue/ complaint. Staff members try and resolve the issue informally. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 2.3 Any staff member can be involved in this informal process to resolve issues. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their informal complaint and a copy of this policy and procedure within 5 working days of Seed Training Group receiving the informal complaint.
- 2.4 Parties identified in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to present their side of the matter. Seed Training Group gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 2.5 Staff members refer students to the Training Manager if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue. The Training Manager may seek advice from or delegate the handling of the complaint to the CEO.
- 2.6 Staff may arrange a future meeting with the student if further investigation is required.
- 2.7 If the complaint is against the Training Manager the CEO should be approached and deal with the complaint.
- 2.8 The outcome of the informal complaint should be communicated to the student within 10 working days of lodgement.
- 2.9 Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- 2.10 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

### 3. Formal Process - General Complaints

- 3.1 Students are encouraged to approach any member of Seed Training Group staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint



- against any decision made by a third-party providing services on Seed Training Group's behalf, its trainers, assessors, fellow students or others.
- 3.2 If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form (with assistance from the Training Manager if required).
  - 3.3 Students should lodge formal complaints using the Complaints & Appeals form located in the Student information handbook and Seed Training Group website.
  - 3.4 Complaints & Appeals forms are to be submitted to: Seed Training Group Level 10, 356 Collins Street Melbourne Victoria 3000 or by e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
  - 3.5 If the complaint is against the Training Manager the CEO will deal with the complaint. In this instance submit the complaint form to the CEO Seed Training Group Level 10, 356 Collins Street Melbourne Victoria 3000 or by e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
  - 3.6 Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 5 working days of Seed Training Group receiving the formal complaint form. Seed Training Group processes the complaint/ appeal within 15 working days of lodgement.
  - 3.7 Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint. Seed Training Group gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
  - 3.8 The Training Manager (or CEO) will investigate the complaint and liaise with appropriate staff (if/ when appropriate) to ensure all the facts are considered prior to making any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
  - 3.9 If appropriate the Training Manager may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint.
  - 3.10 If appropriate the Training Manager may seek advice from CEO in the handling of the complaint.
  - 3.11 If appropriate the Training Manager may implement Seed Training Group's Critical Incident policy if they believe the issue meets the criteria to be deemed so.
  - 3.12 The Training Manager may delegate the handling of the complaint to the CEO if appropriate.
  - 3.13 The Training Manager may arrange a meeting with the student during the investigation process if appropriate. Other parties identified in the complaint/ allegations may attend the meeting.
  - 3.14 If a meeting is initiated the Training Manager and will attend the meeting and provide the complainant an opportunity to present their side of the matter.
  - 3.15 Meeting minutes will be taken and made available to all parties.
  - 3.16 Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.
  - 3.17 At any meeting the student has the opportunity to submit and discuss any evidence in support of their complaint.
  - 3.18 The Training Manager will consider all evidence from the student, and/ or other parties and/ or The Seed Training Group prior to coming to any decision.

- 3.19 The Training Manager will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 3.20 On reviewing the evidence the Training Manager will attempt to negotiate a resolution to the issue/ complaint. The Training Manager will approach the resolution with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 3.21 The Training Manager notifies the student in writing of Seed Training Group's decision within 3 working days of the decision being made. This will include reasons for the decision.
- 3.22 Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- 3.23 All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- 3.24 If a student's complaint is substantiated through this process the Training Manager will take immediate corrective action.
- 3.25 All relevant documentation relating to the complaint is stored in the student's file.
- 3.26 If the complainant is unsatisfied with the outcome of the formal complaint process they may access the Seed Training Group internal appeals processes. The internal appeals procedure is outlined below.

#### 4. Internal Appeals Process – General Appeals

- 4.1 If students are not satisfied with a Seed Training Group decision they may appeal by accessing the appeals process. All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 4.2 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 4.3 General appeals may be made in relation to the situations identified in clauses 4.4 and 4.5 of this procedure.
- 4.4 The outcome of a formal complaint.
- 4.5 The outcome of action being brought against the student for breaching the code of conduct or a decision made by Seed Training Group that impacts the student.
- 4.6 Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.7 The Training Manager can assist students with completing the Complaints and Appeal form (or the CEO if the complaint is against the Training Manager).
- 4.8 The Training Manager is not able to assist students in establishing if they have reasonable grounds for an appeal.
- 4.9 Students' have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the student.
- 4.10 If the appeal is in relation to the Training Manager and/ or his decisions another member of staff will deal with the process. This will be the CEO.



- 4.11 If the appeal is lodged as a result of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.
- 4.12 Students must lodge an appeal within 20 working days of being notified by Seed Training Group of any decision they wish to appeal.
- 4.13 Students must lodge appeals using the Complaints & Appeals form located in the Student information handbook via e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au). Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Seed Training Group receiving the Complaints and appeals form.
- 4.14 Complaints & Appeals forms are to be submitted to: Training Manager Seed Training Group Level 10, 356 Collins Street Melbourne Victoria 3000 or by e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au). If the appeal is against a decision undertaken by the Training Manager the appeals form is to be forwarded to the CEO.
- 4.15 The appeals process will commence within 3 working days of lodgement and the outcome communicated to the student within 20 working days of lodgement. On receiving an appeal Seed Training Group will arrange a meeting to take place and inform the student in writing.  
  
Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Seed Training Group gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- 4.16 The student and representative (if requested), Training Manager (or CEO if the appeal is against a Training Manager decision) will attend the meeting.
- 4.17 Staff handling the appeal provide all parties every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.
- 4.18 Seed Training Group considers all the evidence and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 4.19 If appropriate Seed Training Group staff may seek advice from external welfare support services and/ or academic staff.
- 4.20 If appropriate staff may implement the Seed Training Group Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 4.21 Seed Training Group representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 4.22 All evidence will be reviewed in a fair, unbiased, equitable and impartial manner in coming to a decision.
- 4.23 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- 4.24 Seed Training Group staff discuss the reasons for the decision with the appellant.
- 4.25 If the outcome is in favor of the student Seed Training Group will immediately commence corrective/ improvement action.
- 4.26 Students are forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.



- 4.27 The complaints and appeals registration are updated. The continuous improvement register may also be updated.
- 4.28 All evidence will be placed in the students file.
- 4.29 There are no further avenues within Seed Training Group for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available to students.
- 4.30 Details of the external appeals process and how students may access it are outlined below.
- 4.31 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## 5 Internal Appeals Process – Assessments

- 5.1 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 5.2 If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.
- 5.3 Students should approach their assessor in this case outlining the reasons for their appeal.
- 5.4 If the assessor feels there are reasonable grounds for the appeal he will decide to re-assess the student.
- 5.5 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- 5.6 If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.
- 5.7 Complaints & Appeals forms are to be submitted to: CEO, Seed Training Group Level 10, 356 Collins Street Melbourne Victoria 3000 or by e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
- 5.8 The CEO will deal with this process. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Seed Training Group receiving the Complaints and appeals form.
- 5.9 The CEO reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Seed Training Group gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- 5.10 The CEO will invite the student and other party/ies to attend a meeting and present their evidence (if appropriate). All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation. The CEO will also review all evidence in an impartial manner. If the CEO decides that the students appeal be upheld the following will apply.
- 5.11 The assessment submission in question will be marked again by the assessor or an additional opportunity to demonstrate competency provided to the student or another assessor will mark the submission or another assessor will provide an additional opportunity for the student to demonstrate competency (the relevant factors impacting the appeal and circumstances will be considered in deciding on the most appropriate course of action).



- 5.12 Seed Training Group will document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- 5.13 The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- 5.14 If the students appeal is refused he/she will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.
- 5.15 Students can only appeal an assessment decision once.
- 5.16 If students are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- 5.17 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## 6. External Appeals Process

- 6.1 External appeals may only be lodged if a student thinks Seed Training Group has not followed this Complaints and Appeals policy and procedure. Students can lodge an external appeal against any decision made by a third party providing services on Seed Training Group behalf, its trainers, assessors or others.
- 6.2 Students may access the external appeals process with Joanne Law, Mi Mediation Centre, 730b Centre Road, Bentleigh East Vic 3165.
- 6.3 Students must lodge external appeals using the Complaints & Appeals form located in the Student information handbook or available from [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
- 6.4 Complaints & Appeals forms are to be submitted to: Training Manager Seed Training Group Level 10, 356 Collins Street Melbourne Victoria 3000 or by e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au). Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Seed Training Group receiving the Complaints and appeals form.  
  
Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.
- 6.5 Seed Training Group will forward all external appeals to Mi Mediation Centre within 2 working days of lodgement.
- 6.6 Mi Mediation Centre will advise the student that in general, the purpose of the external appeals process is to determine whether Seed Training Group has followed its internal complaints and appeals policy and procedure.
- 6.7 Mi Mediation Centre will not review the evidence or make a decision in place of the one made by Seed Training Group.
- 6.8 Students will not incur costs in accessing the external appeals process unless they seek external representation.
- 6.9 All documentation is placed in the students file.







- 6.10 Mi Mediation Centre will provide a written statement of the outcome including reasons and details for the decision to the appellant and Seed Training Group at the completion of the external appeals process.
- 6.11 If the outcome of the external appeals process results in a decision favoring the student, Seed Training Group will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by Seed Training Group as per Mi Mediation Centre advice.
- 6.12 The student will be contacted within 1 working day of receiving notification from Mi Mediation Centre of the decision.
- 6.13 The student may access and receive the outcome of only one external appeals process

## 7 Extending the duration of the Complaints and/ or appeals process

- 7.1 If Seed Training Group considers that due to the nature of the complaint or appeal that more than 60 days are required to process the complaint or appeal the following will apply:
  - Seed Training Group will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
  - During the period of processing the complaint of appeal Seed Training Group will regularly update the complainant or appellant in writing on the progress of the matter.

## 8. Continuous Improvement

- 8.1 Information collected during the complaints and appeals process will be securely stored and used for continuous improvement purposes.
- 8.2 All records and information collected will be stored in a locked office. Hardcopy records in a locked filing cabinet, and soft copy records on a PC which is password protected.
- 8.3 Soft copy data is backed up on and off site
- 8.4 As part of the continuous improvement process, information gained during the processes will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

### Further information

Seed Training Group's Complaints and Appeals policy and procedure in no way effects the students right to access consumer affairs legislation and legal representation.

Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Seed Training Group.

### National VET Regulator

Australian Skills Quality Authority

Web: [www.asqa.gov.au](http://www.asqa.gov.au)

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

Phone: 1300 701 801







## Complaints and Appeals Form

---

Students who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint** ☐ **Appeal** ☐

**Student name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ students involved, places, timings, assessment/ course details and other relevant details if appropriate).

**Note:** Please attach all supporting evidence and submit this form to the Training Manager Seed Training Group, level 10/356 Collins Street, Melbourne, VIC 3000 or via e-mail to [education@seedtraining.com.au](mailto:education@seedtraining.com.au)

**Signed:**





## Fees & refund Policy and Procedure

### 1. Policy

- 1.1 Seed Training Group has a fair and reasonable course refund policy and provides this information to all students' pre-enrolment.
- 1.2 Seed Training Group implements financial practices to ensure that student fees are processed in compliance with Australian Standard Accounting practices.
- 1.3 Seed Training Group will notify the regulator of any significant changes fee payment arrangements and TAS/ fee assurance arrangements (if employed).
- 1.4 Seed Training Group takes all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Seed Training Group being unable to fulfill its commitment to provide a course at the agreed date it will offer the student a full refund of fees paid to date or re-schedule the course. Seed Training Group takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.
- 1.5 This policy and procedure applies to all students enrolled in Seed Training Group courses, organisational partnerships and marketing, enrolment and finance staff.
- 1.6 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 7 and Financial Viability Risk Requirements 2011.

### 2. Fees

- 2.1 Fees are collected in advance of course commencement and at the identified points during each course.

#### Enrolment fee

An enrolment fee of \$350 is charged for each course. This amount is included in the total course fees advertised for each course.

- 2.2 The fees for each course are outlined below.

Course	Fee \$
FNS40217 Certificate IV Accounting and Bookkeeping	<input type="checkbox"/> \$1,900 Incl. \$350 enrolment fee
FNSSS00004 BAS Agent Registration Skill Set	<input type="checkbox"/> \$900 Incl. \$350 enrolment fee

The course fees indicated include the cost of all online materials such as learner guide and enrolment fee.

#### Fee payment terms



- FNS40217 Certificate IV Accounting and Bookkeeping

On enrolment \$1,350 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid within the first 3 months of the study commencement.

- FNSSS00004 BAS Agent Registration Skill Set

On enrolment \$900 is payable of which \$350 is a non-refundable enrolment fee.

### Other qualifications, fees and charges

Payment of the above fees is collected at confirmation of booking/ point of acceptance of request from student.

Enrolment Fee	\$350
Credit Transfer	No Charge
Recognition of Prior Learning (RPL) Assessment Fee for each unit of competency	\$150
Issuance of first Certificate / Statement of Attainment (electronic version)	No Charge
Issuance of Certificate / Statement of Attainment (hard copy)	\$45 for each document
Issuance of replacement Certificate or Statement of Attainment (electronic version)	\$45 for each document
Re-assessment of each unit of competency (Students are permitted three attempts for each assessment task. Re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts)	\$50
Re-training of each unit of competency (Students are normally given 3 attempts to demonstrate competency at each assessment. If students are still unable to demonstrate competency at this point and in limited circumstances they may have to re-enrol undertake the training again.)	\$150
An extension of study time (Students may apply for one 3-month extension on a module of study. Extensions will only be granted in exceptional circumstances. See details in the <a href="#">Student Information Handbook</a> .)	\$150

*Limited circumstances* – Students will be asked to undertake training again if they fail to demonstrate competence in significant parts of all the assessment tasks for a unit of competency. From the submissions it will be clear that the student clearly does not understand concepts, is unable to address the performance criteria or possess the required knowledge and skills.

- 2.3 Fee information is provided to student's pre enrolment in the Student information handbook, Marketing flyers and the enrolment form.
- 2.4 Fees are collected and placed in the organization's bank account within 5 working days of collection.
- 2.5 All students are provided with a receipt for fees paid.
- 2.6 All fee information is recorded against each student in Xero. Fee information recorded:
  - Amount due for course
  - Amount paid to date for course
  - Balance due for course

- Course cancellation/ refund information (where appropriate)
- 2.7 No more than \$1500 is collected in advance of course commencement from an individual student enrolling in a course.
- 2.8 Course fees collected are not accessed until the student commences their course.
- 2.9 Students pay on going course fees in arrears.
- 2.10 No more than \$1500 is collected from individual students when paying fee installments.
- 2.11 Fee amounts include all course related fees including enrolment, tuition, materials fees, administration, and processing and issuing a first testamur.
- 2.12 Employers may pay fees for employees in advance and/ or as they fall due.
- 2.13 Employers paying fees for several students (their employees) in advance of course commencement may pay Seed Training Group in excess of \$1500 at any point. However, no more than \$1500 is collected in relation to any one employee.
- 2.14 Employers pay fees for their employees as they fall due.

### 3. Refunds

- 3.1 Seed Training Group has a fair and equitable refund policy.
- 3.2 The refund policy is made available to all students' pre-enrolment via the student handbook and enrolment form.
- 3.3 The enrolment fee for a course is non-refundable in all circumstances (except provider default).
- 3.4 Seed Training Group provides applicants 7 working days cooling off period. This means that if a student accepts an offer of a place and pays Seed Training Group relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the enrolment fee) will be provided. Students must notify Seed Training Group in writing within 7 working days of paying Seed Training Group any fees.
- 3.5 No refund will be provided for withdraws after the start of the course.
- 3.6 All student refund details are placed in their file.

**If a student withdraws from a course the following terms and conditions apply:**

### 4. Refund Terms and Conditions

- 4.1 If an enrolment in a course is cancelled more than 28 days prior to commencement of the course all fees less the enrolment fee is refunded.
- 4.2 If an enrolment in any course is cancelled within 28 days of commencement of the course or the student does not commence on the agreed date or withdraws from the course once it has commenced there will be no refund of fees paid to date unless the circumstances in item 4.3 of this procedure exist.
- 4.3 A full refund, less any enrolment fee will be provided to the student prior to commencement where:
  - I. illness prevents the student from taking up the course;
  - II. illness of a close family member of the student (parent, sibling, spouse or child); or



- III. other special or extenuating circumstances are accepted at the discretion of Seed Training Group.

Students must provide original and verifiable documentary evidence to Seed Training Group in support of the grounds listed in paragraphs I, II, III.

Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with Seed Training Group and shall be assessed on a case by case basis.

- 4.4 In the event where a student experiences compelling circumstances identified in item 4.3 of this procedure after the commencement of the course, a refund of course fees will be made for the proportion of the course not completed, less the enrolment fee.
- 4.5 It is the responsibility of the student to provide written advice of withdrawal, by completing a Withdrawal form. This form is available from [education@seedtraining.com.au](mailto:education@seedtraining.com.au). Advice of withdrawal made by telephone will not be accepted.
- 4.6 The enrolment fee is non-refundable in all circumstances except if Seed Training Group fails to deliver the course on the agreed start date and the student claims a refund.
- 4.7 Courses can be deferred to the next available intake where extenuating circumstances exist.

#### Applying, Processing and Payment of Refunds

- 4.8 All students can apply for refunds by completing the course refund/ withdrawal form.
- 4.9 Course refund/ withdrawal forms may be requested from Seed Training Group by email from [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
- 4.10 Students requiring assistance with completing course withdrawal/ refund forms may contact [education@seedtraining.com.au](mailto:education@seedtraining.com.au) for assistance.
- 4.11 Course refund/ withdrawal forms must be submitted along with supporting documentation by email to [education@seedtraining.com.au](mailto:education@seedtraining.com.au).
- 4.12 Refund/ withdrawal requests will be approved/ denied within in 15 working days of receipt.
- 4.13 Refunds are made in the same manner fees were paid. If a student paid fees through credit card, the refund amount will be credited to the credit card; and same holds for other methods of payments.
- 4.14 All students will be notified in writing of the Seed Training Group outcome of their application along with reasons why it was declined (if appropriate).
- 4.15 Students have the right to access the Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 4.16 The student enrolment agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the student to take action under Australia's Consumer Protection Law.

#### 5. Provider Default

- 5.1 In the unlikely event that Seed Training Group is unable to deliver the course in full, students will be offered a refund of all the course money paid to date.
- 5.2 The following circumstances may be the cause of not providing the course in full:





- If the offered course does not start on the scheduled starting date or an alternative agreed starting date.
  - If the course ceases to be provided after the course starts but before the course is completed.
  - If a course is not provided fully to the student because Seed Training Group has a sanction imposed by the National VET Regulator.
  - If the RTO ceases to operate or for any other reason that results in the course not being provided.
- 5.3 The refund will be paid within 15 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at Seed Training Group at no extra cost.
- 5.4 Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document indicating acceptance of the placement at Seed Training Group.







[www.seedtraining.com.au](http://www.seedtraining.com.au)