



South Australian Learning Centre

by **MiNDA**

Student Handbook

Phone: (08) 8179 5200
Email: salc@minda.com.au
Website: salc.training
Address: Minda Services Limited, Rogerson Building
12 King George Ave, North Brighton SA 5048
Post: PO Box 5, Brighton SA 5048

This handbook has been prepared with the assistance of artificial intelligence (AI) tools to support drafting and editing. All content has been reviewed, verified and approved by the South Australian Learning Centre (SALC), which remains responsible for the accuracy and currency of the information provided.

Table of Contents

Welcome to SALC	1
1. Acknowledgement of Country	1
2. Introduction and Welcome	1
3. South Australian Learning Centre Team	2
4. Nationally Accredited Programs (RTO: 4881)	3
5. NDIS Workforce Training	4
6. VET for School Students (VSS)	5
Enrolment and Program Information	6
7. Getting Started at SALC	6
8. Unique Student Identifier (USI)	8
9. Fees and Charges	8
Student Support and Wellbeing	10
10. Student Support Services	10
11. Reasonable Adjustment and Additional Learning Support	12
12. Harassment and Bullying	12
13. Anti-Semitism and Religious Vilification Statement	12
14. Health, Safety and Security	13
15. Privacy	13
Learning and Assessment	14
16. How You Will Be Trained and Assessed	14
17. Recognition of Prior Learning (RPL)	15
18. Credit Transfer	15
19. Assessment Extension	15
20. Vocational Work Placement	16
21. mySALC Portal	17
22. Catapult Online Learning and Assessment	18
Certification	18
23. Program Completions and Certification	18
Student Responsibilities and Conduct	19
24. Student Attendance	19
25. Keeping Your Contact Details Up to Date	19
26. Code of Conduct	19
27. Academic Integrity	20
28. Complaints and Appeals	20
29. Suspension and Withdrawal of Enrolment	21
Continuous Improvement	21
30. Feedback and Continuous Improvement	21
Resources	22
31. SALC Student Forms and Policies	22
32. Useful Contacts and Links	23

Welcome to SALC

1. Acknowledgement of Country



2. Introduction and Welcome

Industry Connected and Outcome Driven.

As a Registered Training Organisation (RTO) based at Minda's North Brighton site, South Australian Learning Centre (SALC) combines decades of training expertise with strong industry connection across South Australia.

We are:

- ✿ A nationally regulated RTO (Code 4881)
- ✿ A preferred VET for School Students provider
- ✿ Experienced in delivering subsidised and customised training
- ✿ Embedded with the disability and community services sector

Our programs are practical, compliant and aligned to workforce needs. Whether supporting school students completing SACE, individuals entering the care workforce, or organisations upskilling teams, we deliver training that translates directly into capability.

We understand regulation.

We understand industry.

And we understand that learning must lead somewhere.

This handbook explains your rights and responsibilities as a student at SALC. It includes important information about enrolment, support services, fees, assessments, student conduct, and how to access help throughout your studies. Please read this handbook carefully and keep it for future reference.

3. South Australian Learning Centre Team

SALC Admin	General Enquiries	salc@minda.com.au 8179 5200
Karen Buhagiar	Quality and Compliance Lead	karen.buhagiar@minda.com.au 8179 5212 0406 565 803
Daniel Cassar	Lead Trainer	daniel.cassar@minda.com.au 8179 5203 0407 859 439
Nadine Frances	Workforce Training Administration Coordinator	nadine.frances@minda.com.au 8179 5214
Sumith George	Training Coordinator (Metro & Regional)	sumith.george@minda.com.au 0400 887 084
Timothy Koster	SALC Manager	timothy.koster@minda.com.au 8179 5211 0407 275 051
Debora Miller	Training Coordinator	debora.miller2@minda.com.au 0418 697 495
Michelle Moore	Training Coordinator (Regional)	michelle.moore@minda.com.au 0477 964 614
Alan Phillips	Training Coordinator	alan.phillips@minda.com.au 0428 845 340
Nakita Pillar	Training Coordinator	nakita.pillar@minda.com.au 0447 299 166
Peter Wilkes	Training Coordinator	peter.wilkes@minda.com.au 8179 5205 0477 966 830
Kelli Williams	Clinical & Workforce Training Lead	kelli.williams@minda.com.au 0427 185 926
Chris Wood	Training Coordinator	chris.wood@minda.com.au 0459 323 187
Alexis Yan	RTO Administration Coordinator	alexis.yan@minda.com.au 8179 5223

4. Nationally Accredited Programs (RTO: 4881)

Contact **SALC Admin** for Program dates and enrolment enquiries or visit salc.training

Adult Entry

FSK10119 Certificate I in Access to Vocational Pathways

AHC10322 Certificate I in Horticulture

AHC20422 Certificate II in Horticulture

AHC30722 Certificate III in Horticulture

CHC33021 Certificate III in Individual Support (Disability)

CHC43121 Certificate IV in Disability Support

BSB40520 Certificate IV in Leadership and Management

BSB50420 Diploma of Leadership and Management

VET for School Students (VSS) Programs

CHC33021 Certificate III Individual Support

AHC20422 Certificate II Horticulture

AHC30722 Certificate III Horticulture [Traineeship pathway only]

Enquire about our Flexible Industry Programs (FIP)

Nationally Accredited Short Programs and Skill Sets

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID011 Provide First Aid

HLTHPS006 Assist clients with medication

HLTWHS005 Conduct manual tasks safely

CHCSS00125 Entry to Certificate IV in Disability Support

CHCSS00129 - Individual Support - Ageing

CHCSS00130 - Individual Support - Disability

CHCSS00088 - Induction



5. NDIS Workforce Training

Non-Accredited Short Courses

Contact **SALC Admin** for Program dates and enrolment enquiries or visit salc.training

- ✿ Manual Handling for Carers
- ✿ Mealtime Management
- ✿ Medication Competency
- ✿ Medication Competency Refresher training
- ✿ High intensity Support Training



6. VET for School Students (VSS)

SALC's VET for School Students (VSS) program is designed for secondary school students who wish to complete a nationally recognised VET qualification as part of their South Australian Certificate of Education (SACE).

Training is available to students undertaking:

- ✿ Standard VET pathways; and
- ✿ School-Based Apprenticeship or Traineeship (SBAT) pathways.

Units of competency successfully completed through VSS contribute SACE credits at Stage 1 and/or Stage 2, depending on the qualification being studied.

Further information about VET recognition and SACE credits can be found on the SACE website:

<https://www.sace.sa.edu.au/web/vet/vet-recognition-search>

VET Readiness Orientation (VETRO)

Entry into a VET for School Students program is subject to the requirements of the VET Readiness Orientation (VETRO) process.

As part of this process:

- ✿ The student's school must complete and submit the VETRO Online Referral Form.
- ✿ Applicants must provide evidence of participation in a preparatory VET activity, such as:
 - Work experience;
 - Industry immersion events;
 - Industry projects; or
 - Other relevant career exploration activities.
- ✿ Students must complete SALC's Upfront Assessment of Need process.

For more information about VET for School Students, speak with your school or visit:

<https://mytraining.skills.sa.gov.au/training/thinking-about-vet/vet-for-school-students>

Additional Support

Schools are responsible for providing any additional support required by their students.

For students with more complex support needs, SALC has a Success and Wellbeing Services Agreement with ATEC. Through this partnership, students may access personal and learning support services when a need is identified through the Upfront Assessment of Need process, or at any stage during their training if additional support would be beneficial.

Students are encouraged to speak with their Training Coordinator if they feel they would benefit from additional support during their studies.

Enrolment and Program Information

7. Getting Started at SALC

To enrol with SALC students must be an Australian citizen, permanent resident, or hold a valid visa that permits them to live, study and work in South Australia. Please note that SALC is not CRICOS registered and cannot accept enrolments from holders of a Subclass 500 Student Visa.

Students must be able to successfully complete all program requirements, including assessments and any vocational work placement, within the duration of their enrolment.

Students are expected to have:

- ✿ A suitable level of reading and writing skills to meet the program requirements.
- ✿ Basic digital literacy skills, including the ability to use email, edit and save documents and PDFs, scan and attach files, and use web browsers for research.
- ✿ Effective written and verbal communication skills.
- ✿ A professional attitude and respectful behaviour towards trainers, staff, peers and workplace hosts.

Some programs have specific pre-requisite skills or underpinning knowledge requirements. Where applicable, these will be discussed during the Information Session and confirmed during the Enrolment Interview to ensure suitability for the program.

Subsidised Training and Funding

The South Australian Government offers subsidised training places in priority industries where additional skilled workers are required. You may be eligible for funding through the Department of State Development – Skills SA program. Eligibility for subsidised training is assessed at the time your training account is created. SALC will advise you of the process and any steps required to confirm eligibility. Please note that accessing a subsidised training place may affect your eligibility for future government-funded training opportunities.

Check your eligibility here: <https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility>

Contact Skills SA Helpline on 1800 673 097.

Enrolment Interview and Language, Literacy and Numeracy (LLN) assessment

To determine whether a qualification is suitable and to identify any support needs, applicants will participate in an enrolment interview with a member of the SALC team. The interview also provides an opportunity for applicants to ask questions about the program and discuss their individual circumstances.

Applicants may also be required to complete an online Language, Literacy and Numeracy (LLN) assessment. However, exemptions may apply if the student:

1. is **currently** employed in an industry aligned to their chosen qualification **and** holds an AQF Certificate IV or higher qualification in a related industry (regardless of when achieved).
2. is not currently employed in an industry aligned to their chosen qualification **but** holds an AQF Certificate IV or higher qualification in a related industry that was completed within the **previous five years**.

English Language Program

Where a student's English language skills are identified as not yet sufficient to successfully undertake their chosen qualification, SALC may recommend referral to an external English language program, including programs delivered through TAFE SA. This is intended to support the development of foundational communication skills required for vocational training. Where appropriate, students will be provided with

information about suitable options and supported to transition into preparatory study before commencing or continuing their enrolled program.

Enrolment Period

Upon acceptance into a program, you will receive an enrolment confirmation email containing:

- ✿ Your group or class name.
- ✿ Training location and Program timetable.
- ✿ Your Training Coordinator's contact details.
- ✿ Confirmation of any conditions of enrolment (if applicable).
- ✿ Details of any fees or payments required.

Unless otherwise advised or approved through special arrangements, the standard enrolment periods are outlined below.

Qualification level	Program	Standard enrolment Period
Certificate I	Horticulture	6 months
Certificate I	Access to Vocational Pathways	6 months
Certificate II	Horticulture	12 months
Certificate III	Individual Support (Adult entry)	Length of program (timetable) plus 6 weeks
Certificate III	Horticulture	Length of program (timetable) plus 6 weeks
Certificate IV	Disability	Length of program (timetable) plus 6 weeks
Certificate III Vet for School Students	Individual Support	12-24 months
Certificate III Vet for School Students	Horticulture (Contract of training)	Duration of traineeship program

Training schedules are designed to provide sufficient time for students to complete all required training and assessment within their enrolment period.

If unforeseen circumstances arise during your studies, students are encouraged to contact SALC as soon as possible to discuss available options. Depending on individual circumstances and the status of the enrolment, an extension or deferral may be considered. Approved extensions may allow up to a total of six (6) additional months beyond the original enrolment period.

Program fees apply to the initial enrolment period only. Where a student does not complete all required assessments within the enrolment period and no approved extension has been granted, re-enrolment may be required, and additional fees may apply for any outstanding units.

8. Unique Student Identifier (USI)

A Unique Student Identifier (USI) is your individual lifelong education number. It provides you with an online record of all nationally recognised vocational education and training (VET) completed in Australia since 2015.

If you are undertaking nationally recognised training through SALC, TAFE or another training provider, you must have a USI. Without a USI, you will not be able to receive Commonwealth financial assistance or be issued with a qualification or Statement of Attainment.

You must provide your USI at enrolment. Creating a USI is free and only takes a few minutes.

Your USI account allows you to:

- ✿ Access your authenticated VET transcript online.
- ✿ View your nationally recognised training records.
- ✿ Give your training provider permission to access a downloadable copy of your VET transcript.
- ✿ For more information go to www.usi.gov.au

9. Fees and Charges

SALC is committed to transparency, fairness, and compliance in relation to all student fees. All students are provided with clear information about fees, payment terms, and refund conditions prior to enrolment. SALC ensures that prepaid fees are protected in accordance with the 2025 Standards for Registered Training Organisations.

Payment of Fees

- ✿ Students will be advised of all applicable fees prior to the commencement of training.
- ✿ Fees may be paid upfront or through an approved payment plan.
- ✿ SALC will not require a student to pay more than **\$1,500 in advance** for services not yet delivered.
- ✿ Instalment payment plans are available where the total program cost exceeds this amount.
- ✿ Students are responsible for ensuring payments are made in accordance with their agreed payment schedule (where applicable, including individual enrolments not funded through an organisation).

Failure to maintain agreed payments may result in enrolment being placed on hold, and assessment results may be withheld until outstanding fees are paid.

Fee Protection and Certification

SALC complies with prepaid fee protection requirements under the Standards for RTOs. Where applicable, approved fee protection measures to safeguard student payments are implemented.

AQF certification documentation (including certificates and statements of attainment) will only be issued when:

- ✿ All assessment requirements for the program have been successfully completed; and
- ✿ All fees have been paid in full.

Certification will be issued within 30 calendar days of meeting all requirements.

What Fees Include

Program and tuition fees generally include:

- ✿ All training and assessment required to complete the qualification, skill set, individual unit of competency or course (within the permitted assessment attempts)
- ✿ Learning materials provided by SALC (where applicable)
- ✿ Issuance of one set of certification documents (testamur and record of results, or Statement of Attainment where applicable)

What Fees Do Not Include

Program and tuition fees do not include:

- ✿ Optional or recommended textbooks and resources not required for completion
- ✿ Replacement of lost or damaged textbooks or learning materials
- ✿ Stationery (e.g. pens, paper, folders)
- ✿ Uniforms or PPE required for vocational placement (where applicable)
- ✿ Re-assessment fees where additional attempts are required (as outlined in this handbook)
- ✿ Re-issuance of certification documents (a fee of \$30 applies)
- ✿ Bank or payment processing fees (including dishonour fees, where applicable)
- ✿ Personal costs such as internet or data usage

Concessions and Subsidised Training

Students enrolled in subsidised training may be eligible for concession or funding support, depending on government program eligibility requirements. Eligibility information is available at:

<https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility>

Refund Policy

- ✿ Refunds are processed in accordance with SALC's published refund conditions.
- ✿ Students who withdraw prior to commencement may be eligible for a full or partial refund, less any administration fees.
- ✿ Refunds for withdrawals after commencement are assessed case by case, considering training already delivered and costs incurred.
- ✿ Refund applications are reviewed within 10 business days and outcomes communicated in writing.
- ✿ Records of all refund applications and decisions are maintained.

Continuous Improvement

SALC regularly reviews fee structures, payment arrangements, and refund processes to ensure transparency, fairness, and compliance. Feedback from students is used to improve financial processes and communication.

Student Support and Wellbeing

10. Student Support Services

SALC is committed to supporting students throughout their training. Support may be available for students who:

- ✿ Are experiencing barriers that may affect their ability to complete their training.
- ✿ Are falling behind in their studies.
- ✿ May be at risk of withdrawing from their program.
- ✿ Require additional personal, learning or wellbeing support.

Students are encouraged to seek assistance as early as possible. A range of support services is available.

Speaking with SALC Staff

Students are encouraged to discuss any concerns or support needs with SALC staff. This may include their Training Coordinator, Lead Trainer, SALC Administration staff or the SALC Manager.

Success and Wellbeing Services

SALC has partnered with ATEC to provide Success and Wellbeing Services to students.

Funded by the Government of South Australia, these services provide additional personal and learning support where required.

Students may contact the Success and Wellbeing Coach directly or, with their consent, be referred by SALC.



ATEC Success and Wellbeing Coach

Di Cooper

Mobile: 0403 269 258

Email: dianne@atec.asn.au

<https://atec.asn.au/about/individual-learner-support>

Employee Assistance Program (EAP)

All enrolled SALC students have access to Minda's Employee Assistance Program (EAP), delivered by TELUS Health.

This confidential service provides access to professional support and resources to assist with personal, family and wellbeing concerns that may impact study and everyday life.



Contact TELUS Health 24/7 by phoning 1300 361 008.
Say you are a Minda Inc Student

External Support Services

Below is a list of other support services that you can reach out to.

In case of an emergency call 000



For all ages – Available 24/7

Provides all Australians access to crisis support and suicide prevention services.

Phone: 131 114

Chat online:

<https://www.lifeline.org.au/crisis-chat/>

Website: <https://www.lifeline.org.au/>



For ages 5-25 – Available 24/7

Free 24/7 phone and online counselling service for young people.

Phone: 1800 551 800

Chat Online:

<https://kidshelpline.com.au/get-help/webchat-counselling>

Website: <https://kidshelpline.com.au/>



For all ages – Available 24/7

Support if you, or someone you know, is experiencing sexual assault or domestic and family violence.

Phone: 1800 737 732

Chat online:

<https://www.1800respect.org.au/help-and-support>

Website: <https://www.1800respect.org.au/>



For all ages – Available 24/7

Free and confidential telephone support line for Aboriginal & Torres Strait Islander people in crisis.

Phone: 139276

Website: <https://www.13yarn.org.au/>



If it's not a crisis, or you want to connect with someone who might have been through something similar, try ReachOut's peer-support forums. Forums for young people and for parents/carers.

Chat online:

<https://au.reachout.com/peerchat>

Website: <https://au.reachout.com/>



We provide free and confidential support where young people aged between 12 and 25 can access qualified youth mental health professionals.

Phone: 1800 063 267

Website: <https://headspace.org.au/headspace-centres/adelaide/>



A free telephone and online counselling service offering support for Australian men anywhere, anytime

Phone: 1300 789 978

Website: <https://mensline.org.au/>

11. Reasonable Adjustment and Additional Learning Support

SALC is committed to providing an inclusive and supportive learning environment. Students are encouraged to discuss any disability, medical condition, learning difficulty or other circumstances that may affect their training. Information shared with SALC will be treated confidentially and will only be disclosed with the student's consent, unless required by law.

Students may choose to speak with their Training Coordinator, Lead Trainer or another member of the SALC team at any stage of their training. Early disclosure helps SALC to identify and provide appropriate support to assist students to successfully participate in and complete their program.

Where additional support needs are identified, SALC will work in partnership with the student to plan, implement and review reasonable adjustments. Adjustments are designed to provide equitable access to training and assessment while maintaining the integrity of the qualification requirements.

Reasonable adjustments may include:

- ✿ Additional time to complete assessment activities.
- ✿ Modified learning or assessment materials.
- ✿ Assistive technology or alternative assessment methods.
- ✿ One-to-one support and tutoring with trainers.
- ✿ Additional learning support through SALC's Success and Wellbeing Services or external support providers.

Reasonable adjustments are reviewed throughout the training program to ensure they continue to meet the student's needs and support successful participation and progression.

12. Harassment and Bullying

SALC is committed to providing a safe, respectful and inclusive learning environment. Harassment and bullying of any kind are not acceptable. Students who engage in or support such behaviour may be subject to action in accordance with Minda policies and procedures.

If a student believes they are experiencing or witnessing harassment or bullying, they are encouraged to take the following steps:

- ✿ Clearly tell the person that the behaviour is unwelcome and must stop, where it is safe to do so.
- ✿ Make a record of what occurred, including dates, details and the person(s) involved.
- ✿ Report the incident to a Trainer, Training Coordinator, SALC Manager or another SALC staff member as soon as possible.

SALC will take all reports seriously and provide appropriate support to students involved.

13. Anti-Semitism and Religious Vilification Statement

SALC and Minda Inc are committed to maintaining a safe, respectful and inclusive learning environment for all students and staff.

SALC has zero tolerance for discrimination, harassment, vilification or intimidation on the basis of race, ethnicity, culture or religion, including antisemitism.

Antisemitism includes any behaviour, language or imagery that expresses hostility, prejudice or discrimination toward Jewish people or Jewish identity. This includes offensive remarks, stereotyping, or the use of hate symbols or gestures.

SALC strictly prohibits any form of hate-based behaviour or the display of hate symbols within the training environment, including online learning spaces and work placement settings.



All students are expected to:

- ✿ Treat others with respect regardless of background or belief
- ✿ Refrain from discriminatory, offensive or hate-based behaviour
- ✿ Report any concerns relating to discrimination or harassment

SALC will respond appropriately to all reports and may take action including support, mediation, disciplinary processes or referral to external authorities where required.

14. Health, Safety and Security

SALC is committed to providing a safe learning environment for all students, staff and visitors. SALC meets its obligations under the Work Health and Safety Act 2012 (SA) and relevant regulations.

Students are expected to take reasonable care of their own health and safety and ensure their actions do not place others at risk.

To support a safe environment, students must:

- ✿ Maintain appropriate personal hygiene and use facilities responsibly
- ✿ Dispose of rubbish in provided bins and keep learning areas clean
- ✿ Comply with site safety instructions and signage at all times
- ✿ Refrain from attending training or placement if affected by alcohol or drugs
- ✿ Follow all relevant workplace or placement policies, including PPE requirements where applicable



Reporting Hazards

Students must report any hazards, risks or safety concerns to their Trainer, Training Coordinator or SALC staff member as soon as possible.

Emergency Situations

In the event of an emergency, students must follow all instructions given by SALC staff or emergency services personnel. Fire wardens and emergency personnel will provide directions to ensure the safe evacuation or management of the situation.

15. Privacy

SALC is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth), the Student Identifiers Act 2014 (Cth), and other applicable legislation.

To enrol and participate in training, SALC collects personal information including enrolment details, assessment records and Unique Student Identifier (USI) information. This information is used to administer your training, issue qualifications and statements of attainment, meet reporting and regulatory requirements, and provide appropriate support services.

Personal information is stored securely, and access is restricted to authorised staff. Information will only be disclosed to external parties where required by law, for regulatory or funding purposes, or with your consent.

You have the right to request access to the personal information held about you and to request corrections if the information is inaccurate or incomplete.

If your personal details change, please notify SALC as soon as possible to ensure your records remain current.

Learning and Assessment

16. How You Will Be Trained and Assessed

SALC uses a competency-based training and assessment model. This means training focuses on the skills and knowledge required to meet industry standards, rather than comparing students against each other.

Competency-based assessment involves collecting evidence and making a judgement about whether a student has demonstrated competency against nationally recognised standards, such as units of competency.

Students are provided with information about assessment requirements, methods, timing, assessment criteria, feedback processes, and the appeals process at the start of their training.

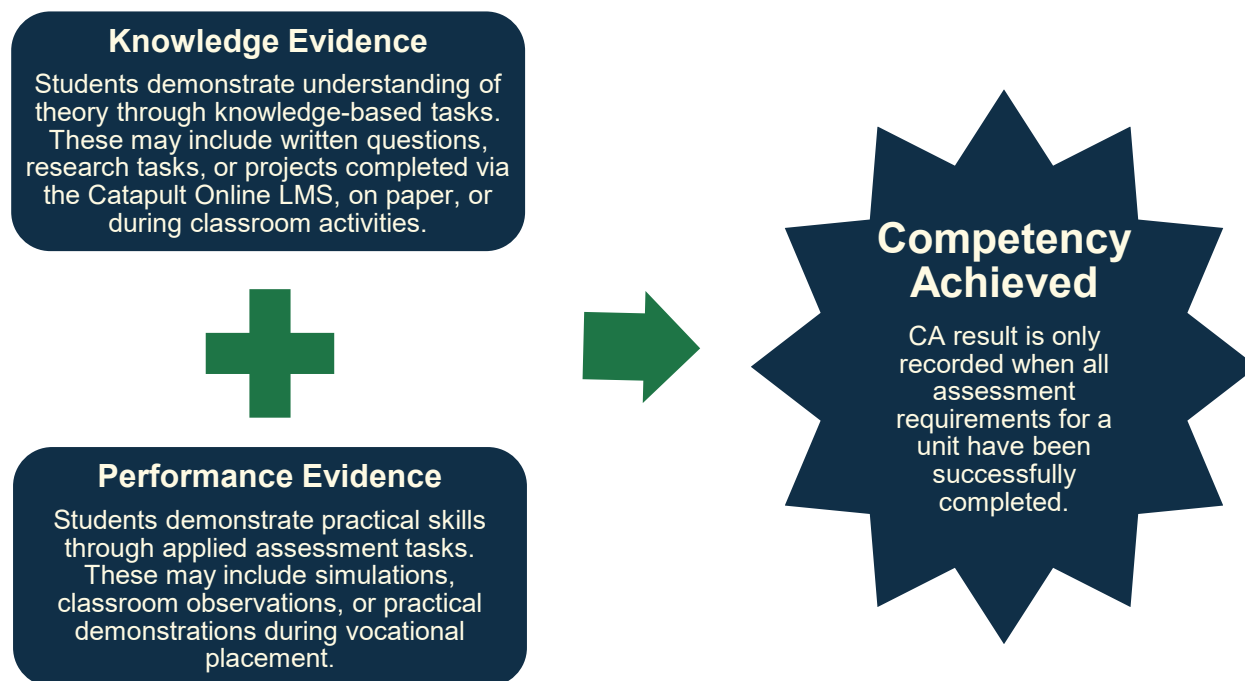
All units of competency require the collection of both knowledge and performance evidence. Evidence is assessed and results are recorded as either:

- ✿ Competency Achieved (CA)
- ✿ Not Yet Competent (NYC)

Where a student receives an NYC result, they will be provided with feedback and guidance and may be supported to resubmit the assessment. Students may have up to two resubmission attempts per assessment method. If competency is still not achieved after resubmission attempts, the student may be required to re-attend the theory component of the unit at their own expense.

For unit-specific requirements, students can refer to www.training.gov.au

Evidence Requirements for Competency Achieved (CA) Result



Important Information

Where a student does not complete all required assessment tasks for a unit, the unit will be recorded as **Withdrawn (W)**. For example, a student may complete knowledge-based tasks; however, if practical or placement requirements are not completed satisfactorily, the unit cannot be deemed Competency Achieved.

17. Recognition of Prior Learning (RPL)

SALC recognises that students may acquire skills and knowledge through a range of formal and informal learning experiences, including:

- ✿ Formal training with a registered training organisation
- ✿ Workplace experience
- ✿ Life experience
- ✿ Other informal learning

Recognition of Prior Learning (RPL) is an assessment process used to determine whether a student's existing skills and knowledge meet the requirements of a unit of competency or qualification.

Students applying for RPL must provide evidence that their prior learning aligns with the required learning outcomes and performance criteria.

RPL applications should be submitted at the commencement of the training program. For more information or to apply, students should advise SALC Admin at time of enrolment.

18. Credit Transfer

SALC recognises qualifications and Statements of Attainment issued by other registered training organisations for nationally recognised qualifications or units of competency.

Credit transfer is granted upon presentation of original certification and/or verified electronic transcripts.

Verification may include contacting the issuing training provider or accessing the student's authenticated VET transcript via the Unique Student Identifier (USI) system, with the student's permission.

For more information, visit <https://www.usi.gov.au/transcripts/info-for-students> or request the SALC guide on accessing a VET transcript.

19. Assessment Extension

Timelines for the submission of assessments are provided to you at the start of each program. To meet the requirements of the enrolment period it is expected that students will submit assessments on time.

If, due to unforeseen circumstances, you are unable to achieve this an assessment extension may be requested from your trainer by completing an "Assessment Extension Application Form".

20. Vocational Work Placement

It is the responsibility of the learner to understand and meet all industry, regulatory and SALC requirements prior to the commencement of a scheduled vocational placement. You will be provided with this information upfront. Failure to do so may result in the placement being delayed or withdrawn.

SALC will facilitate one vocational placement opportunity for students enrolled at the Certificate III level. See below for more details.

SALC will work together with students enrolled in a Cert IV or Diploma level program, where vocational placement hours are required.

CHC33021 Certificate III in Individual Support

- ✿ Adult Entry enrolments - students are expected to be available for a minimum of 4 days per week within the timetabled placement period, unless special arrangements have been made prior to the commencement of your training program.
- ✿ VET for School Students enrolments (VSS) - vocational placement will be scheduled during school term breaks throughout the year.

CHCSS00130 Individual Support - Disability

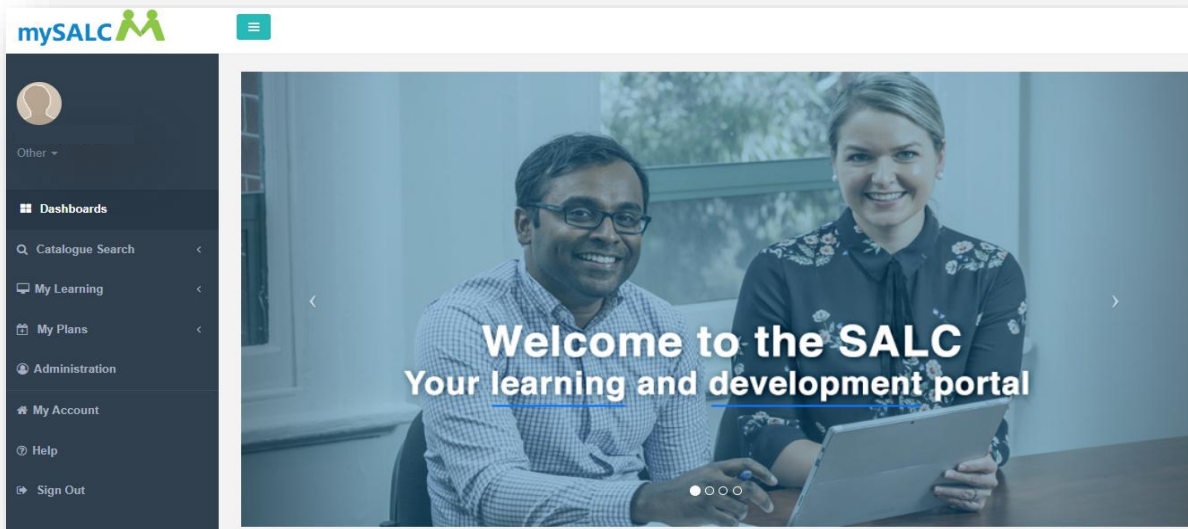
- ✿ Requirements around the length and duration of any vocational placement will be communicated to you at the Enrolment Interview.

CHCSS00129 Individual Support - Ageing

- ✿ Requirements around the length and duration of any vocational placement will be communicated to you at the Enrolment Interview.
- ✿ May be required to complete a full 120-hours (subject to the Host provider).



21. mySALC Portal



<https://mysalc.mindainc.com.au>

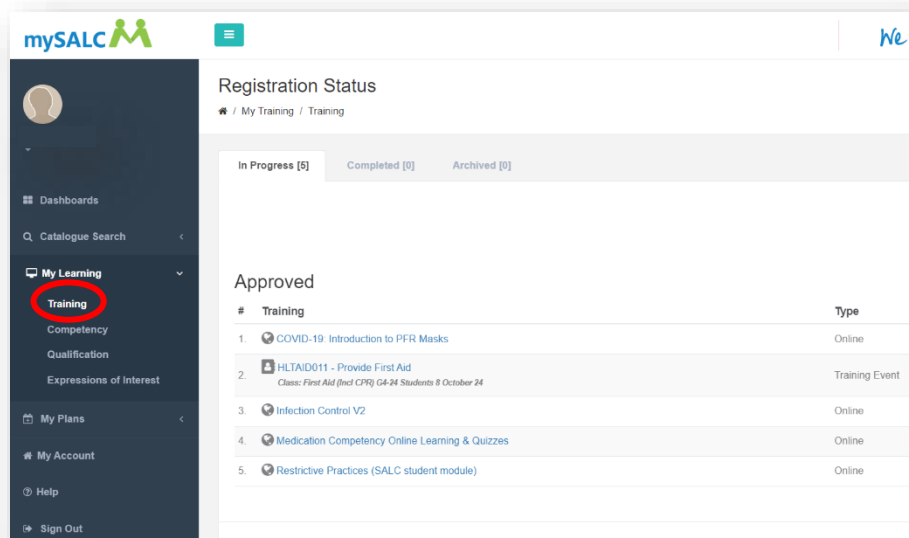
Depending on the program you have enrolled in a profile may be created for you within **mySALC Portal**.

This is to complete any online learning modules related to unit assessment and/or in preparation for vocational placement.

You will be provided with your unique User ID and Password.

The **My Learning > Training** Tab displays all the courses that you are enrolled in.

Go to the Completed tab to see all finished courses and to download a PDF record to provide to your assessor as proof of completion.



22. Catapult Online Learning and Assessment

Some learning programs include an online learning and assessment submission component.

Learning resources and assessment submission is managed through the **Catapult Online Learning Management System (LMS)**.

You will be advised if you need to access this LMS.

Once logged in you will be directed to the starting point for your enrolled program. If you ever have any problems logging into Catapult, you might check your internet service first.

Upon enrolment into your training program, we will upload your details to Catapult LMS and you will receive a welcome email from salc@minda.com.au

- ✿ check your spam if you can't see the email
- ✿ If you still can't see the welcome email, contact SALC to confirm contact details
- ✿ Follow the instructions in the email to register.
- ✿ To start go to https://minda.learnlogin.com.au/users/sign_in
- ✿ For technical support reach out to the Catapult Helpdesk
support@catapult_elearning.com
08 82759380

Certification

23. Program Completions and Certification

Nationally Recognised Training

To successfully complete a qualification, students must satisfactorily meet all training and assessment requirements for each unit of competency within their program.

Students who complete one or more individual units of competency, but not the full qualification, will be issued with a Statement of Attainment.

Once all training and assessment requirements have been met, and all fees have been paid in full, SALC will issue the appropriate qualification certificate, record of results and/or Statement of Attainment within 30 calendar days.

Students will be notified by email when their certification documents are ready for collection.

Replacement Certificates

Students who request a replacement qualification certificate, statement of attainment or record of results will be charged a fee of \$30 to cover administration, printing and postage costs.

Non-Accredited Training

Participants who successfully complete a non-accredited training program will receive a Certificate of Completion.



Student Responsibilities and Conduct

24. Student Attendance

SALC is committed to supporting student success and maintaining a respectful learning environment.

Students are expected to attend all scheduled training sessions and any work placement requirements that form part of their program. Where attendance is not possible due to valid or extenuating circumstances, students must notify their Training Coordinator and/or workplace host as soon as possible.

Depending on enrolment conditions, SALC may be required to report attendance information to relevant stakeholders, including schools, employers, or government agencies such as Centrelink.

Where possible, SALC will support students to catch up on missed learning. However, catch-up opportunities cannot be guaranteed, and students may be required to continue training with another class cohort and Training Coordinator.

Absence due to work or employment commitments will not normally be accepted unless prior approval has been granted by the Training Coordinator.

25. Keeping Your Contact Details Up to Date

It is important that SALC has your current contact information. Please notify us as soon as possible if your phone number, email address or home address changes.

Updated contact details can be sent to salc@minda.com.au

26. Code of Conduct

Participants, trainers and assessors have the right to participate in this program in an environment free from harassment, discrimination, or threatening behaviour and to be treated fairly.

All persons involved in training programs (**this includes during any Vocational Placement**) must:

- ✿ Respect the rights of others to have opinions that may not agree with their own.
- ✿ Respect difference and diversity
- ✿ Observe any reasonable direction by the trainer/assessor/management regarding WH&S matters.
- ✿ Not intimidate any other person by behaving in a disruptive manner such as using offensive language, bullying, and making racist or sexist or other inappropriate comments
- ✿ Respect people's right to privacy and confidentiality
- ✿ Be punctual for workshops/coaching sessions/assessment meetings/ Vocational Placement roster
- ✿ Dress in an appropriate manner (Refer to the Minda Dress Code and Identification Card Procedure).
- ✿ Not cause damage to the premises/equipment when taking part in training/ assessment activities
- ✿ Complete all relevant and reasonable documentation required to assist in the administration of the program.

If a student breaches the Code of conduct:

- ✿ In the first instance, the student will be spoken to by a SALC staff member and asked to discontinue the behaviour.
- ✿ If behaviour continues, the student will be asked to leave the program or have their enrolment cancelled and withdrawn.

27. Academic Integrity

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism. If you use the words or ideas of others in your assignments (including the use of Artificial Intelligence (AI) tools to generate answers), you must reference them accordingly. Plagiarism is considered academic misconduct and any student found to be engaging in plagiarism will face disciplinary action.

In many cases suspected cases of plagiarism may be the result of unintentional plagiarism on behalf of the student being unfamiliar with proper referencing procedures when submitting work.

Assessors need to satisfy themselves that the student genuinely made an error. The student's work is not to be awarded a grade until after the case of alleged academic misconduct has been properly investigated and any appeal process has concluded.

When submitting online assignments, students declare that the work submitted is their own work. When undertaking group activities, it is important that you state what sections of the work is yours. If everyone in the group hands up the same assessment, it will not be clear who has written the work, and a competent mark will not be given.

Upon assessment of your assignment, if it is found that you have plagiarised your assignment you will receive a Fail (NYC) result. You will be given another opportunity to resubmit your assignment and will be required to pay again to repeat the unit. The resubmission will be reassessed, and you will have the chance to gain a Competency Achieved (CA) result for that unit.

Repeated incidents of plagiarism may result in your withdrawal from the program.

28. Complaints and Appeals

At SALC, we want every student to have a positive learning experience. If something isn't right, we encourage you to tell us as soon as possible. We welcome your feedback and will listen to your concerns, treat you with respect, and work with you to find a fair solution.

A **complaint** is when you tell us that you are unhappy with something about your training or your experience at SALC. This could include your training, assessments, learning resources, facilities, staff, student support, or another service we provide.

An **appeal** is when you ask us to review a decision that affects you. This could include an assessment result, Recognition of Prior Learning (RPL), Credit Transfer, program progress, or another decision made by SALC.

If you are unhappy with any part of your training or your experience at SALC, you have the right to let us know and ask us to review the matter.

If You Have a Complaint

If you have a concern, we encourage you to speak with a SALC staff member first. Many issues can be resolved quickly by talking them through.

If your concern cannot be resolved, you can make a formal complaint either in person, over the phone, or in writing to the SALC Manager.

When you make a complaint, SALC will:

- ✿ acknowledge your complaint within 3-business days
- ✿ listen to everyone involved and consider all the information fairly
- ✿ keep your complaint confidential where possible
- ✿ provide you with a written response explaining the outcome and the reasons for the decision
- ✿ aim to resolve your complaint within 20-business days

- ❁ let you know if more time is needed and keep you informed of our progress.

If You Want to Appeal a Decision

If you disagree with a decision made by SALC, you can ask us to review it by submitting a written appeal within **20 business days** of receiving the decision.

Your appeal will be reviewed by the SALC Manager or another staff member who was not involved in making the original decision. You will have the opportunity to provide any additional information that may support your appeal.

When you lodge an appeal, SALC will:

- ❁ acknowledge your appeal within 3-business days
- ❁ review the decision fairly and independently
- ❁ aim to finalise the appeal within 20-business days
- ❁ provide you with a written response explaining the outcome and the reasons for the decision.

If You Are Still Not Satisfied

If you are not satisfied with the outcome of your complaint or appeal, you can ask for an independent review. You also have the right to contact an external organisation that handles complaints at any stage of the process.

If you need help making a complaint or appeal, speak with your Training Coordinator or contact the SALC team on (08) 8179 5200 or email salc@minda.com.au.

29. Suspension and Withdrawal of Enrolment

Students are expected to maintain active participation and communication throughout their studies.

Where a student has made no progress and has had no contact with SALC for a period of **20 business days**, their training account may be suspended. A written notice will be issued requesting the student to contact SALC.

If no contact is received within **10 business days** of the notice being issued, the student may be withdrawn from the program.

Continuous Improvement

30. Feedback and Continuous Improvement

At SALC, we value your feedback. That's why you'll receive a series of student surveys at different points throughout your learning journey.

Surveys are a vital part of improving the students' experience, so we encourage you to complete all surveys you receive. All responses are confidential.

If there are any questions or queries you have regarding your training program that your trainer is not able to help you with, or you require additional assistance please feel free to contact the SALC Manager or Lead Trainer.

Resources

31. SALC Student Forms and Policies

Placement Forms:	
– Placement Preference Form	https://www.cognitoforms.com/SouthAustralianLearningCentre/PlacementPreference
– SALC Vocational Placement Agreement – for placement with Minda	https://www.cognitoforms.com/SouthAustralianLearningCentre/SALCVocationalPlacementAgreementV3
– SALC Vocational Placement Agreement – for placement with External Organisation	https://www.cognitoforms.com/SouthAustralianLearningCentre/SALCVocationalPlacementAgreementExternalOrganisation
Credit Transfer Application (CT)	https://www.cognitoforms.com/SouthAustralianLearningCentre/CreditTransferApplication
Application for Skills Recognition (RPL)	Talk to SALC Admin or Training Coordinator
Assessment Extension Application Form:	Email your Training Coordinator
Withdraw from program form	Email your Training Coordinator and salc@minda.com.au
Pay Deduction Form [MINDA Staff only]	https://www.cognitoforms.com/SouthAustralianLearningCentre/SALCCOURSEPayDeductionApplicationFormV2
Request to replace/re-issue a lost Qualification Certificate/ Record of Results	https://www.cognitoforms.com/SouthAustralianLearningCentre/RequestForReissuedParchmentAcademicRecordFromSALearningCentre
Complaints and Appeals Form	request from salc@minda.com.au
Policies referenced in this document	salc.training https://salc.training/policies/

32. Useful Contacts and Links

Adult Migrant English Program (AMEP)	https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program
Minda Services Limited	https://mindainc.com.au/
National Training Register	www.training.gov.au
Screening Check information	https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks
Skills SA	https://mytraining.skills.sa.gov.au/training
Skills SA eligibility for subsidised training	https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility
Unique Student Identifier	https://www.usi.gov.au/
VET for School Students Success and Wellbeing Services Fact Sheet	https://providers.skills.sa.gov.au/file/tools/vet-for-school-students-fact-sheet



South Australian Learning Centre

by **MiNDA**

Follow us on

