# Domestic Student Handbook

## Fee-for-Service

## 2026 – 2027

For fee-for-service students

Abbi Educational Services Pty Ltd trading as Solis College
RTO 45902 | Level 5, 117 King William Street, Adelaide SA 5000
www.soliscollege.sa.edu.au | Version 1.0, October 2026

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# 1. Welcome to Solis College

Welcome, and thank you for choosing Solis College. Whether you are starting your career, returning to study after some time away, or building on skills you already have, we are here to help you finish your course with the skills and confidence employers are looking for.

Many of our students juggle work, family and study. We know that life does not stop when a course starts, so we have built our support around real lives: timetables that work around school hours where possible, free tutoring, extensions when you need them, a Student Support Officer you can talk to about anything, and connections to free community support services.

This handbook explains how studying with us works, what you can expect from us, what we expect from you, and where to go for help. Please read it before you start and keep it handy. If anything is unclear, just ask — there is no such thing as a silly question.

I wish you every success in your studies.

**Silky Khanuja**

Chief Executive Officer and Director, Solis College

## About this handbook

This handbook is for **domestic students**: Australian citizens, New Zealand citizens, Australian permanent residents and eligible visa holders who are not studying on an Australian student visa. International students on a student visa should use the Solis College International Student Handbook.

It is for **fee-for-service** students: students who pay the full cost of their course themselves, or whose employer pays. If your training is subsidised by the South Australian Government through Skills SA, please use the **Domestic Student Handbook – Skills SA Subsidised Training** instead.

This handbook summarises our policies and procedures; it does not replace them. Full versions of all student policies are available on our learning platform (Moodle), on our website at www.soliscollege.sa.edu.au, and from Student Administration on request. Information is current at the date of publication. Where laws or our policies change, we will update this handbook and tell you about any change that affects your enrolment.

> **Need this in another format?**
> We can provide this handbook in large print, as a printed copy, or talk you through it in person. Ask Student Administration or the Student Support Officer.

# 2. About Solis College

| | |
|---|---|
| **Legal name** | Abbi Educational Services Pty Ltd |
| **Trading name** | Solis College |
| **RTO code** | 45902 (training.gov.au) |
| **Campus** | Level 5, 117 King William Street, Adelaide SA 5000 |
| **Phone** | 08 8410 7020 or 08 7477 7547 |
| **Email** | info@soliscollege.sa.edu.au |
| **Website** | www.soliscollege.sa.edu.au |
| **Office hours** | Monday to Friday, 9.00 am – 5.00 pm (closed on public holidays) |

## Our courses

Solis College delivers nationally recognised qualifications in community services, health, early childhood, hospitality, leadership and information technology. Our domestic courses are:

| Code | Qualification | Industry |
|---|---|---|
| CHC33021 | Certificate III in Individual Support (Ageing / Disability) | Community services and health |
| CHC43121 | Certificate IV in Disability Support | Community services and health |
| CHC43015 | Certificate IV in Ageing Support | Community services and health |
| CHC42021 | Certificate IV in Community Services | Community services |
| CHC52025 | Diploma of Community Services | Community services |
| CHC30125 | Certificate III in Early Childhood Education and Care | Early childhood |
| CHC50125 | Diploma of Early Childhood Education and Care | Early childhood |
| SIT30821 | Certificate III in Commercial Cookery | Hospitality |
| SIT40521 | Certificate IV in Kitchen Management | Hospitality |
| SIT50422 | Diploma of Hospitality Management | Hospitality |
| BSB50420 | Diploma of Leadership and Management | Business |
| ICT50220 | Diploma of Information Technology | Information technology |

Intake dates, fees and delivery options for each course are on the course information sheet. Ask our Enrolment team if you have any questions.

## Our commitment to you

- Give you clear, accurate and current information about your course, fees and support **before** you enrol.
- Only enrol you in a course that suits your goals and that you are ready for, with the support you need in place from day one.

- Deliver quality training and fair, flexible assessment, with qualified trainers who have current industry experience.
- Treat you fairly and respectfully, without discrimination, and keep your information private.
- Listen to your feedback and complaints, and act on them.
- Issue your qualification or statement of attainment within 30 calendar days of you completing your course (as long as all agreed fees are paid).

# 3. Key contacts at a glance

Keep this page handy. You can contact any of these people or services yourself — you do not need to go through your trainer first.

| Who | Help with | How to contact |
|---|---|---|
| **Student Administration / Student Support Officer** | Anything affecting your study: personal issues, wellbeing, money, family, housing, disability, referrals to support services<br>Timetables, forms, fees, certificate collection, records, change of details | On campus during office hours, or by phone, email or Teams<br>Phone: 08 8410 7020 / 08 7477 7547<br>Mobile: 0410 140 757 · info@soliscollege.sa.edu.au |
| **Enrolment Manager** | Enrolment, entry requirements, the pre-enrolment interview and LLND assessment, Letters of Offer, Training Plans | Phone: 08 8410 7020 / 08 7477 7547<br>Mobile: 0410 140 757 · info@soliscollege.sa.edu.au |
| **Your trainer and assessor** | Course content, assessments, extensions, tutoring, make-up classes, monthly catch-ups | Contact details given at induction and on Moodle |
| **Compliance Manager** | Formal complaints and appeals that have not been resolved | Email: info@soliscollege.sa.edu.au |
| **Placement Coordinator** | Work placement documents, allocation, self-arranged placement approval and placement support | Email: placements@soliscollege.sa.edu.au |
| **South Australian Skills Commission** | Independent advice and dispute resolution about enrolment, fees, refunds, transfers and Training Plans | 1800 673 097<br>skillscommission@sa.gov.au |

## Emergency and crisis support (24 hours, 7 days)

| Service | Number |
|---|---|
| Police, fire, ambulance (life-threatening emergency) | 000 |
| Lifeline — crisis support and suicide prevention | 13 11 14 |
| SA Mental Health Triage (urgent mental health) | 13 14 65 |
| 1800RESPECT — domestic, family and sexual violence | 1800 737 732 |
| 13YARN — crisis support for Aboriginal and Torres Strait Islander people | 13 92 76 |
| Beyond Blue — mental health support | 1300 22 4636 |
| Poisons Information Centre | 13 11 26 |

# 4. Your rights and responsibilities

## Your rights

As a Solis College student you have the right to:

- clear, accurate information about your course, fees, refunds, support services and your rights **before** you enrol and before you pay anything;
- a learning environment that is safe, respectful and free from discrimination, bullying, harassment and vilification;
- quality training and assessment that meets the requirements of your qualification, delivered by qualified trainers;
- fair, flexible and accessible assessment, including reasonable adjustment if you have a disability;
- be told how you are progressing and get feedback on your assessments;
- support for your learning and wellbeing;
- have your personal information kept private and to see and correct the records we hold about you;
- apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT);
- make a complaint or appeal a decision without being treated unfairly for doing so;
- receive your certificate or statement of attainment within 30 calendar days of completing your course requirements (where all agreed fees are paid).

> **Australian Consumer Law**
> Your agreement with Solis College and our complaints and appeals process do not remove your rights under the Australian Consumer Law. You can also contact Consumer and Business Services (CBS) SA on 131 882.

## Your responsibilities

In return, we ask you to:

- give us complete and truthful information at enrolment;
- take part honestly in the pre-enrolment interview and complete the LLND assessment yourself;
- attend classes, placements and catch-ups as set out in your Training Plan, and tell us if you cannot attend;
- submit your own work, on time, or ask for an extension before the due date;
- follow the Student Code of Conduct and our health and safety rules;
- pay your fees on time, or talk to us early if you are having difficulty;
- tell us within **7 days** if your name, address, phone number, email, employment status changes;
- let us know as early as possible if something is getting in the way of your study, so we can help.

# 5. Before you enrol

## Information you will receive

Before you enrol, we will give you — and make sure you understand — information about:

- the qualification title and code
- course duration and start date
- delivery mode, timetable and locations
- attendance requirements
- training and assessment requirements, including any work placement
- entry requirements and inherent requirements (for example, physical tasks or clearances)
- Work health and safety requirements
- all fees: tuition, materials and any other costs
- payment arrangements and our refund policy
- your rights and responsibilities
- support services and interpreter access
- RPL and Credit Transfer
- complaints and appeals
- what you need to complete the course

Course information sheets for each qualification are available on our website and from the Enrolment team. Read them carefully and ask questions — choosing a course is a big decision and it should be **your** informed choice.

## Entry requirements

You must be **18 years or older** to enrol at Solis College. Each course also has its own entry requirements (for example, prerequisites, literacy and numeracy levels and digital skills), which are listed on the course information sheet.

Before you enrol, you complete a **pre-enrolment interview** and a short **language, literacy, numeracy and digital (LLND) assessment**, so we can check the course suits you and plan any support you need (see section 6).

## Requirements to complete your course

Some courses include a work placement, and placement hosts require checks and documents before you can start. These are **not** entry requirements, but you must be willing to obtain them, and you must give them to Solis College **within the first 45 business days after your course starts** (unless we agree a different timeframe in writing). They can include:

- **Working with Children Check** (early childhood and some community services courses);
- **NDIS Worker Screening Check** (disability and some individual support courses);
- National Police Certificate, immunisations or vaccinations required by placement hosts;
- other placement documents listed for your course.

Some jobs also involve physical tasks, such as manual handling. Before you enrol, we will explain which checks you need, how long they take and what they cost. You cannot start a work placement until all required checks and documents are in place (see section 8).

## Unique Student Identifier (USI)

Every student undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI links all of your training records and lets you view your authenticated VET transcript online. We cannot issue your certificate without a valid USI. You can create a free USI at **www.usi.gov.au** — if you need help, ask Student Administration.

## Equipment you will need

You will need a mobile phone and a Wi-Fi enabled laptop or tablet for Moodle. Campus computers and Wi-Fi are free to use during opening hours. Printed copies of learning materials can be provided on request (see the fees table in section 7). Some courses require a uniform, tools or personal protective equipment — these are listed on the course information sheet.

# 6. Your enrolment journey

Before you enrol, we make sure the course is right for you and that any support you need is in place from day one. Here is what to expect.

| Step | What happens | Who |
|---|---|---|
| **1. Enquiry and course information** | We discuss your goals and send you the course information, fees and application pack. | Enrolment team |
| **2. Application** | You complete the enrolment form and give us your ID, USI and copies of any previous qualifications. | You |
| **3. Pre-enrolment interview** | A one-to-one conversation, in person or by Teams or Zoom with your camera on, about your goals, the course and anything that might affect your study. | Enrolment team |
| **4. LLND assessment** | Short reading, writing, numeracy and digital skills tasks, completed by you under the supervision of a Solis College staff member. | Enrolment team |
| **5. Supports agreed** | Any support you need is agreed with you and recorded in Wisenet. | Enrolment team and you |
| **6. RPL and Credit Transfer** | We look at your previous study and experience (see section 10). | Assessor |
| **7. Letter of Offer** | You receive your Letter of Offer, which sets out your fees and payment dates, and you accept it. | Enrolment team and you |
| **8. Training Plan and induction** | We email your Training Plan, you pay your first instalment and you attend induction. | Enrolment team and Student Support |

## Your LLND assessment

- **It is not a pass or fail test.** It helps us check that the course suits you and shows where you may need extra support.
- **Complete it yourself.** Family members, friends, translation apps and other people cannot help you or complete it for you.
- **Need support?** If your results show you would benefit from help with reading, writing, maths or computers, we will agree support with you, such as tutoring or study skills sessions. If the course is not the right fit yet, we will talk with you about other options, such as a foundation skills course first.
- **Disability:** tell us if you need an adjustment for the assessment, so we can arrange it beforehand.

## Your Training Plan

Your **Training Plan** sets out your units, start and expected completion dates, how and where you will train and be assessed, any work placement or workplace training, your trainer, and when your plan will be reviewed.

- We create your Training Plan in **Wisenet**, our student system, from your enrolment details, and email it to you before you start.
- You confirm your Training Plan **online in Moodle** at induction. There is no separate paper form to sign.
- Your trainer checks your progress against your plan at your monthly catch-ups.
- If something changes (for example, RPL is granted, you take approved leave, a unit date moves or you need a reassessment), we update Wisenet and email you the updated plan. You do not need to fill in a new form.

# 7. Fees, payments and refunds

As a fee-for-service student, you (or your employer) pay the full cost of your course. Your **Letter of Offer** sets out every fee that applies to you, what it covers and when it is due. All fees are in Australian dollars and VET course fees are GST-free.

## Fees at a glance

| Fee | What you pay |
|---|---|
| **Application / enrolment fee** | $300 (non-refundable if your application is not approved) |
| **Course (tuition) fee** | Full tuition fee, as set out in your Letter of Offer |
| **Uniform, kits, tools or personal protective equipment that you keep** | As listed in your Letter of Offer |
| **Printed learning materials (optional)** | $20 per unit |
| **Assessment attempts** | 2 attempts included |
| **Reassessment (3rd attempt), with tutoring** | $125 for theory<br>$125 for practical |
| **Re-enrolment in a unit after Not Yet Competent** | As set out in your Letter of Offer |
| **Recognition of Prior Learning (RPL)** | Quoted before you apply |
| **Credit Transfer** | Free |
| **Cancelling a placement Solis College has organised (at your request)** | $250 |
| **Late payment** | $50 (0–15 days overdue); $100 (16–30 days); $200 (31–60 days) |
| **Approved leave from your course** | No fee |
| **Re-issue of a certificate or statement of attainment** | $100 |
| **Postage of a certificate to an interstate address** | $15 per copy |

The cost of clearances (for example, a Working with Children Check, NDIS Worker Screening Check or police certificate) is not included in your course fee. We will tell you about these costs before you enrol.

## Paying your fees

- Payments are made by **bank transfer**. Our bank details are on your enrolment form and Letter of Offer. Please use your name and date of birth as the payment reference.
- Payment dates are shown in your Letter of Offer. We will never ask you to pay more than **$1,500** in tuition fees in advance of the training being delivered.
- If you are having difficulty paying, **talk to us early**. We can agree a payment plan of up to 12 months, and the Student Support Officer can help with financial stress.
- Late payment fees apply to overdue amounts, as shown in the table above. If fees remain unpaid after 31 days, we will send you a formal warning letter before taking any further action.

## Refunds

Refunds are only paid to the person or organisation that paid the fees. Approved refunds are paid by bank transfer within 14 days.

- **If Solis College cancels your course** or cannot start it on the agreed date, all fees paid for training not yet delivered are refunded in full.
- **If you do not meet the minimum entry requirements** or the conditions in your Letter of Offer, your fees are refunded in full, less a $250 administration fee.
- **If you withdraw before your course starts**, you must tell us in writing. The refund depends on how much notice you give before your agreed start date:

| Notice before your agreed start date | Refund |
|---|---|
| 42 or more calendar days (6 weeks or more) | 100%, less the $250 registration fee |
| 29 to 41 calendar days (4 to 6 weeks) | 75%, less the $250 registration fee |
| 7 to 28 calendar days (1 to 4 weeks) | 50%, less the $250 registration fee |
| Less than 7 days, on or after your start date | No refund |

- **If you gave false or misleading information** at enrolment, no refund is payable, whether or not you have started your course.
- **If you arrive late or miss classes**, no refund is given for missed classes. Re-sit fees may apply for missed sessions and assessments (see the fees table above).

### How to apply for a refund

- Complete a Withdrawal from Course form and give it to Student Administration with any supporting documents.
- We will tell you in writing within 5 working days whether a refund applies and how much it is.

### Exceptional circumstances

If something outside your control stops you from studying (for example, serious illness, an accident or a family emergency), you can apply in writing to the CEO for a refund or credit, even where no refund would normally apply. Please include evidence, such as a medical certificate. Each application is considered on its merits.

If you disagree with a refund decision, you can use our complaints and appeals process (section 15). The South Australian Skills Commission can give you free, independent advice about fees and refunds on 1800 673 097. This refund policy does not affect your rights under the Australian Consumer Law.

# 8. Studying with us

## Induction

All new students attend an induction before or at the start of their course. At induction you will:

- meet your trainer and the Student Support Officer, and find out how to contact them;
- learn how to use Moodle and how to submit assessments;
- go through your Training Plan, timetable, attendance requirements and assessment dates, and confirm your Training Plan in Moodle;
- learn about the supports available, including tutoring, extensions, reasonable adjustment and how to disclose a disability confidentially at any time;
- take a campus tour and learn our emergency and safety procedures;
- go over the Student Code of Conduct, complaints and appeals, and your rights.

## Choice in how you learn

Depending on your course, training is delivered through a mix of:

- **face-to-face classes** at our Adelaide campus, including practical training in simulated workplace environments;
- **live online sessions** for theory, where the course allows;
- **workplace-based training** for students already working in the industry, and **work placement** where the qualification requires it.

At enrolment you choose the mix of class days and online sessions that suits you best from the options available for your course. Your choice is recorded in your Training Plan and can be changed later with notice, if other options are available. We set timetables around school hours where possible.

## Attendance

- Attend all scheduled classes, online sessions and placement shifts in your Training Plan.
- If you do not attend the classroom training for a unit, you may need to re-enrol in that unit (see section 9).
- If you are going to be absent or late, tell your trainer before the session.
- Your trainer reviews attendance weekly. If you miss sessions, we will contact you by email or phone to check in and offer help.
- If you miss a session, ask about a **make-up class** so you do not fall behind.

## Work placement and workplace training

Many of our qualifications include a mandatory work placement in a real workplace. Our **Placement Coordinator** (placements@soliscollege.sa.edu.au) organises placements and supports you before and during your placement.

- **Placement documents:** give us all required placement documents and checks within the first **45 business days** after your course starts, unless we agree a different timeframe in writing. Late documents may delay your placement and your course completion.
- **Scheduling:** placement dates depend on host availability and course requirements, and placement may require full-time attendance during the placement period. Please plan ahead for work, travel and family commitments.
- **Approval:** placement cannot start until Solis College has approved the placement and all mandatory documents, checks and clearances are complete. Only approved and properly recorded placement hours count towards your course.

- **Arranging your own placement:** you must obtain written confirmation from the placement provider and give it to us with their contact details. We then check and approve the placement. Do not start until you receive written approval from Solis College.
- **Cancelling a placement we have organised:** ask in writing and tell us why. Cancelling may delay your course completion. A **$250 cancellation fee** applies. Your current placement stays in place until you confirm the conditions in writing.
- **During placement:** follow the workplace's policies and your supervisor's instructions, keep your logbook and records up to date, and contact your trainer or the Placement Coordinator straight away if you have any concerns about your safety, supervision or treatment.

## Taking leave, deferring or changing your course

Life happens. If you need a break, you can apply to take approved **leave from your course** (usually up to 6 months) and resume your training without penalty. Apply to the Student Support Officer, who will discuss your options and record the agreed arrangements and your return date. Your Training Plan will be updated and emailed to you. If you are thinking about withdrawing or changing courses, please talk to us first — there may be support or options that can help you continue.

# 9. Assessment

## How assessment works

Vocational training is **competency-based**. For each unit, your assessor collects evidence that you can perform the skills and apply the knowledge to the standard expected in the workplace. Each unit result is recorded as **Competent (C)** or **Not Yet Competent (NYC)**. Every unit has both theory (knowledge) and practical assessments, and you must complete all of them. Before you start a unit, you will be told what each assessment involves, how to submit it and when it is due.

Assessment methods include written questions, case studies, projects, observation of practical tasks in a simulated or real workplace, and reports from workplace supervisors.

## Your options when completing assessments

- Most knowledge assessments are **written**. You can submit online through Moodle or on paper.
- Your assessor may ask you **follow-up verbal questions** to confirm your understanding of written answers.
- Verbal questioning can replace **some** written questions as an agreed reasonable adjustment where the unit allows (see section 13). It cannot replace a whole assessment, and tasks the job requires to be written (for example, care notes or reports) must still be written.
- Practical skills are assessed by observation in a workplace or simulated workplace.

## Due dates, extensions and feedback

- Submit your assessments for each unit within **7 calendar days** after your final class for that unit, unless your trainer sets a different date.
- You can ask for an **extension of up to two weeks** without giving detailed reasons. Email your trainer **before** the due date. Longer extensions can be agreed with your trainer.
- You will receive feedback within **two weeks**, through Moodle, on your assessment document or in person. You will receive an email when your assessor's feedback is ready to view on Moodle.
- If you do not attend, take part in or submit an assessment, the result will be Not Yet Competent.

## Assessment attempts and reassessment

If your assessment is Not Yet Competent, you will receive written feedback in Moodle explaining what is needed. Every attempt, with your assessor's feedback, is kept in Moodle and your result is recorded in Wisenet, so you do not need to fill in any paper forms. As a fee-for-service student, **two attempts are included** in your fees.

| Stage | What happens |
|---|---|
| **Attempt 1** | Your first submission, through Moodle or on paper. |
| **Attempt 2** | Resubmit in Moodle using your assessor's feedback. No charge.<br>A second attempt is only available if your first submission was on time or within an approved extension. |
| **Attempt 3 — reassessment** | Ask for a reassessment within **5 working days** of receiving your result, by using the **Request reassessment** option in Moodle or replying to your result email. There is no form to complete.<br>We will email you an invoice for the reassessment fee (see section 7). Your reassessment is scheduled once it is paid.<br>Your trainer will book **tutoring** with you and record a short **reassessment support plan** in your student file: what you need to work on, your tutoring sessions and your new due date. Your new due date will appear in Moodle. |

| Stage | What happens |
|---|---|
| **Still Not Yet Competent, or reassessment not requested or attended** | The unit is recorded as Not Yet Competent. You will need to **re-enrol in the unit** (re-enrolment fee applies — see section 7). |

If you disagree with an assessment decision, talk to your assessor first. If that does not resolve it, you can lodge an **assessment appeal** using the Complaints and Appeals Form (see section 15).

## Academic integrity

All work you submit must be your own. Plagiarism, copying, sharing your answers, having someone else complete your work, or using another person's ideas without acknowledging them is cheating. Using generative AI tools (such as ChatGPT or Copilot) to produce assessment answers is also not allowed unless your assessor has told you that a particular task permits it and how to acknowledge it.

If we believe work is not your own, we will talk with you about it before any decision is made. Every student involved must redo the assessment. The reassessment fee applies. Outcomes can include redoing the assessment under supervision, a formal warning, or re-enrolment in the unit. Repeated breaches may lead to suspension or cancellation of your enrolment under the Student Code of Conduct. You can appeal any decision.

# 10. Recognition of Prior Learning and Credit Transfer

## Credit Transfer (CT)

If you have already completed a unit of competency (or an equivalent unit) with any Registered Training Organisation, we will recognise it. Give us a copy of your qualification or statement of attainment, or your USI transcript, and we will verify it. Credit Transfer is free.

## Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge you have gained through work, life experience or other training. An assessor reviews your evidence (for example, work records, references and a practical demonstration or interview) against the unit requirements. You can apply at enrolment or during your course. Ask for our RPL booklet, which explains the process and the evidence you need.

- An RPL assessor will meet with you to plan your application.
- You will be told the outcome in writing. If more evidence is needed, you will be given the chance to provide it, or to complete gap training.
- Your Training Plan will be updated in Wisenet to reflect any RPL or CT granted, and we will email you the updated plan.

# 11. Support for your learning

These supports are available to **every** student. You do not need to have a diagnosis or a special reason to use them — just ask.

| Support | What it is | How to get it |
|---|---|---|
| **Free tutoring** | One-to-one or small-group sessions with your trainer, outside class time, at no cost. Your trainer will also offer a session if you fall behind or miss a submission. | Ask your trainer or email them to book. |
| **Make-up classes** | If you miss a scheduled session, you can attend a make-up class to cover the content. | Ask your trainer. |
| **Extensions** | Up to two weeks for any assessment without detailed reasons; longer by agreement. | Email your trainer before the due date. |
| **Further attempts and reassessment** | Written feedback and a free resubmission. A third attempt (reassessment) includes tutoring with your trainer; a reassessment fee applies. | Request it in Moodle or by replying to your result email. See section 9. |
| **Leave from your course** | Approved leave, then resume your training without penalty. | Apply to the Student Support Officer. |
| **Study skills and digital skills help** | Help with planning, time management, writing, using Moodle and uploading assessments. | Ask your trainer or the Student Support Officer. |
| **Foundation skills (reading, writing, maths)** | Help from your trainer, or a referral to a foundation skills course; you can ask for an LLND check at any time if you think you need help. | Ask the Enrolment Officer. |
| **Quiet space and campus facilities** | A quiet study space on campus, free campus computers and Wi-Fi, a student break-out area with tea and coffee, and printed copies of online materials on request. | Ask at reception. |
| **Reminders** | Deadlines are explained and displayed at every class and on Moodle, and you will receive course progress reminders. | Automatic. |

## If you need support during your course

Your trainer and the Student Support Officer will keep an eye out for anything that may be making study harder — but you can raise something at any time. When a need is identified:

1. **You lead the conversation.** We ask what is getting in the way and what would help. Nothing is put in place without your agreement.
2. We agree the support with you — for example, tutoring, an extension, a timetable change, or a referral to a support service — and arrange it **within a week**.
3. The agreed support is read back to you and a **copy is emailed to you**.
4. We record it in Wisenet, your student file, with the person responsible and how often it will be checked, and we check in with you regularly to make sure it is working.

| Type of support | What this means | Who checks in with you | How often |
|---|---|---|---|
| **Wellbeing and personal support** | Help with things outside the course that affect your study, such as stress, family, money, housing or transport. Includes referrals to free community services if you want one. | Your trainer (catch-up), with the Student Support Officer | Monthly |
| **Study and learning support** | Extra help to keep up with your course: tutoring with your trainer, planning your study time, understanding assessment tasks, writing answers, and catching up if you fall behind. | Your trainer | Every 2 weeks for your first 4 weeks, then monthly |
| **Reasonable adjustment (disability access plan)** | Changes agreed with you because of a disability or learning difference, such as extra time, a quiet room or verbal questioning. | Your trainer and the Student Support Officer | At the start of each unit, and at least monthly |
| **Digital skills or foundation skills support** | Help using Moodle and computers, or reading, writing and maths support, such as extra tutoring. | Your trainer | Monthly until finished |
| **Attendance support** | Follow-up if you miss classes, to check you're OK and help you catch up. | Your trainer | Weekly, if you have missed classes |

# 12. Someone to talk to: your Student Support Officer

Our **Student Support Officer** is here for anything that affects your study but is not about the course content — for example, stress, family or caring responsibilities, money worries, housing, transport, health, disability, or feeling unsafe. They can talk things through with you, arrange support at Solis College, and connect you with free external services.

- **You can self-refer at any time** — by email, phone or Teams, or by dropping in during office hours. You do not need to go through your trainer.
- Contact details are in section 3 of this handbook, on campus noticeboards and on every wellbeing email we send you.
- Conversations are confidential. We only share information with your consent, or where the law requires it or someone's safety is at risk.
- Your trainer will also check in on your wellbeing at monthly catch-ups and can refer you to the Student Support Officer.

We will remind you about the Student Support Officer at induction, by email part-way through each term, and at your monthly catch-ups. If the Student Support Officer is away, the Enrolment Manager will help.

# 13. Disability and reasonable adjustment

Solis College welcomes students with disability. Under the **Disability Discrimination Act 1992** and the **Disability Standards for Education 2005**, you have the right to take part in training and assessment on the same basis as other students. "Disability" is broad — it includes learning differences such as dyslexia and ADHD, autism, mental health conditions such as anxiety, chronic illness, physical, sensory and intellectual disability. You do not need a formal diagnosis to talk to us.

## What is a reasonable adjustment?

A reasonable adjustment is a change to how your training or assessment is delivered, so that you can take part and show your skills. It does not change what the unit requires you to be able to do. Adjustments are agreed with you individually, based on your needs, and written into your support plan. Examples include:

- extra time to complete assessments;
- your trainer going through the assessment instructions with you verbally and checking you understand (you are welcome to record the explanation on your phone);
- assessment documents in an accessible digital format (Word or PDF), so you can use the free text-to-speech tools on your device, such as Microsoft Immersive Reader or your phone's read-aloud function;
- speech-to-text or dictation tools for written answers;
- verbal questioning instead of some written answers, where the unit allows;
- larger print, coloured paper or overlays, and dyslexia-friendly formatting;
- a quiet room or space for assessments;
- rest breaks, or agreed time-out from class (for example, for anxiety);
- flexible attendance (in person or online) for theory sessions;
- changes to seating, or sensory items.

Some tasks must be done in a set way because the job requires it — for example, writing a care note or performing CPR to the required standard. We will tell you about these before you enrol and talk with you about the support available.

## Telling us about a disability

You can tell us about a disability **confidentially at any time** — before you enrol, at your pre-enrolment interview, or at any point during your course. Speak to your trainer or the Student Support Officer in person, by phone, or by email. You will never be disadvantaged for telling us, and it is always your choice. We will remind you of this at induction and by email during your course.

## How we plan adjustments with you

1. We meet with you, in person or online, at a time that suits you. You are welcome to bring a support person.
2. You tell us what affects your learning and what has worked for you before. Together, we agree the adjustments and check they still meet the unit's assessment requirements.
3. The agreed adjustments are written into an **individual support plan**, which you sign and receive a copy of.
4. We review the plan with you at the start of each unit and at least monthly, and change it whenever you need.

**Your information is protected.** Your plan is stored securely and can only be seen by Student Support staff and your trainers. Trainers are only told what they need to know to put the adjustments in place, unless you agree to share more.

If you feel you have been treated unfairly because of a disability, you can use our complaints process, or contact the Australian Human Rights Commission (1300 656 419) or the Equal Opportunity Commission SA.

# 14. Student Code of Conduct

Everyone at Solis College — students and staff — has the right to a safe, respectful place to learn and work. When you enrol, you agree to follow the Student Code of Conduct. In summary:

| Students must | Students must not |
|---|---|
| • treat others with respect, fairness and consideration<br>• attend scheduled classes and workplace training as set out in their Training Plan<br>• make every effort to progress through the course<br>• meet the conditions of their enrolment, including fees and required documents<br>• follow health and safety instructions on campus and at placement<br>• respect privacy and confidentiality, especially at placement<br>• come to class and placement in clean, neat clothing suitable for the industry (or the required uniform) and maintain good personal hygiene, particularly in kitchens, care and childcare settings | • bully, harass, intimidate, threaten or abuse anyone, in person or online<br>• discriminate against anyone because of their race, culture, religion, sex, gender, sexuality, age, disability or background<br>• cheat, plagiarise or submit false documents<br>• attend under the influence of alcohol or illegal drugs, or smoke or vape on the premises<br>• carry or use a weapon<br>• damage or steal property |

## If there is a problem

Where behaviour does not meet the Code, we will first work with you to resolve it fairly and privately. The CEO or their nominee will investigate, talk with you, and may issue a written warning. Repeated or serious misconduct can lead to suspension or cancellation of your enrolment, and criminal matters are reported to police. You will always be given the chance to explain your side, and you can bring a support person. You can appeal a disciplinary decision within **20 working days**.

# 15. Complaints and appeals

We want to hear from you if something is not right. Making a complaint will not affect your enrolment, your results or how you are treated. We follow the principles of fairness: you will be heard, you can bring a support person, and decisions are made by someone who was not involved in the issue.

## You can complain or appeal about

- the quality of training, assessment or support;
- an assessment decision (an **appeal**);
- fees, refunds, or decisions about your enrolment, including suspension or cancellation;
- unfair treatment, discrimination, bullying or harassment by staff, students or a third party (such as a placement host);
- any other concern about your experience with Solis College.

## How to make a complaint or appeal

1. **Talk to us informally first** if you feel comfortable — your trainer, the Student Support Officer or the Compliance Manager may be able to fix it quickly.
2. **Lodge it in writing** using the Complaints and Appeals Form (from reception, Moodle or our website) or by email. Appeals of assessment and other decisions should be lodged within **20 working days** of the decision. Tell us what happened, when, and what outcome you are seeking. We can help you fill in the form.
3. **We acknowledge it in writing within 7 days** and keep you informed as we look into it.
4. **We aim to resolve it as quickly as possible.** We aim to resolve most complaints within **20 working days**. If it will take more than **60 calendar days**, we will write to tell you why and when you can expect a decision.
5. **We tell you the outcome in writing,** with reasons. If the decision is in your favour, we act on it immediately.
6. Your **enrolment continues** while a complaint or appeal is being decided.

## If you are still not satisfied — external review

You can ask for an independent person or body to review the decision. Solis College will work with you to arrange this. You can also contact any of the organisations below at any time, although the Skills Commission generally asks that you first try our internal process.

| Organisation | Contact |
|---|---|
| South Australian Skills Commission — free, confidential advice, advocacy, negotiation and mediation about enrolment, fees, refunds, transfers and Training Plans | 1800 673 097 · skillscommission@sa.gov.au · GPO Box 1152, Adelaide SA 5001 |
| National Training Complaints Hotline | 13 38 73 · dewr.gov.au/national-training-complaints-hotline |
| Australian Skills Quality Authority (ASQA) — the national VET regulator | 1300 701 801 · asqa.gov.au |
| Consumer and Business Services SA | 131 882 |
| Australian Human Rights Commission (discrimination) | 1300 656 419 |

# 16. Privacy, your records and your data

## How we handle your personal information

Solis College collects personal information to enrol you, deliver your training and support, and meet our legal obligations as a Registered Training Organisation. We handle it in line with the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles. All student records are kept securely in our student management system, Wisenet, and only staff who need the information can access it. If you do not give us the information we need, we may not be able to enrol you.

## Who we share it with

We only share your information where you consent or where the law requires or allows it, including with:

- **the National Centre for Vocational Education Research (NCVER)** — we are required by law to report your training data to the National VET Data Collection. NCVER uses it to update your authenticated VET transcript (through your USI), for statistics and research, and to administer and regulate VET;
- **the Australian Government Department of Employment and Workplace Relations and other government authorities and regulators** (such as ASQA), for administration, audit and regulation;
- **support services you are referred to** — only with your consent, so they can support you;
- **your employer or placement host**, where this is part of your training arrangement.

You may be contacted to take part in a student survey (for example, the NCVER Student Outcomes Survey). You can choose not to take part when you are contacted. For full details, see the Solis College Privacy Policy and the VET Data Privacy Notice published by the Department of Employment and Workplace Relations.

## Accessing your records

- You can ask to see and correct the personal information we hold about you, free of charge, by completing an Access to Records form or emailing Student Administration.
- You can check your progress and results with your trainer at any time, and view your full record of nationally recognised training on your USI transcript.
- We keep records of qualifications and statements of attainment issued for 30 years, so we can re-issue them if needed.

If you have a concern about how your information has been handled, contact the Compliance Manager. If you are not satisfied, you can contact the Office of the Australian Information Commissioner (1300 363 992, oaic.gov.au).

# 17. Completing your course and your certificate

- When you have been assessed as competent in all units of your qualification, we check your records and issue your **qualification (testamur) with a record of results** within **30 calendar days**, provided all agreed fees have been paid.
- If you leave before finishing, you will receive a **statement of attainment** for any units you completed.
- You need a valid USI before we can issue your certificate.
- Your first certificate is free. Replacement certificates incur a fee (see section 7).

**If Solis College were ever to close,** you would be able to obtain your records and get help to continue your training through ASQA (asqa.gov.au).

After you complete, we would love to hear about your experience. Your feedback helps us improve for future students.

# 18. Health, safety and wellbeing on campus

- **Emergencies:** in a life-threatening emergency call **000**. Follow the instructions of staff and fire wardens and know your nearest exits and assembly area — these are covered at induction.
- **Accidents and incidents:** report any injury, near miss, hazard or incident to your trainer or reception straight away, so it can be recorded and managed. First aid is available on campus.
- **Critical incidents:** if a serious incident occurs that affects students or staff, Solis College will respond under its Critical Incident Policy, including offering support and counselling referrals.
- **Smoke, alcohol and drug free:** smoking and vaping are not allowed within 5 metres of any entrance. Do not attend under the influence of alcohol or illegal drugs.
- **Practical areas:** wear the required uniform and protective equipment in kitchens and simulated workplaces, and follow your trainer's safety instructions.
- **Feeling unsafe?** If you experience or witness bullying, harassment, sexual harassment or violence, tell a staff member or the Student Support Officer. We will take it seriously and support you.

# 19. Words you might hear

| Term | Meaning |
|---|---|
| **ACSF** | Australian Core Skills Framework — the scale used to describe reading, writing and numeracy levels. |
| **Competent / Not Yet Competent** | The result for each unit of competency. |
| **Credit Transfer (CT)** | Recognition of a unit you have already completed with an RTO. |
| **Foundation skills** | Reading, writing, numeracy, digital and learning skills. |
| **Moodle** | Solis College's online learning platform, where you find your learning and assessment resources and submit assessments. |
| **Reassessment** | A third attempt at an assessment, with tutoring from your trainer. A reassessment fee applies. |
| **Letter of Offer** | The document that sets out your course, fees and payment dates, which you accept before you enrol. |
| **LLND** | Language, literacy, numeracy and digital skills. |
| **RPL** | Recognition of Prior Learning — assessment of skills you already have. |
| **RTO** | Registered Training Organisation. |
| **Training Plan** | Your plan of units, dates, delivery, assessment and support, created in Wisenet and confirmed by you in Moodle. |
| **USI** | Unique Student Identifier — your lifelong reference number for VET records. |
| **Wisenet** | Solis College's student management system, where your records are kept. |

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