Domestic Student Handbook

Skills SA Subsidised Training

2026 – 2027

For students in Skills SA subsidised training

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 free, confidential Success and Wellbeing Services through our partner SYC.

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 students whose training is **subsidised by the South Australian Government through Skills SA**. If you are paying the full cost of your course yourself (or your employer is), please use the **Domestic Student Handbook – Fee-for-Service** 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, Skills SA requirements 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. The courses we plan to offer with Skills SA subsidised places 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

Whether a course is offered with a subsidised place depends on Skills SA funding at the time you enrol. Check the course information sheet or ask our Enrolment team.

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 SWS and other services Timetables, forms, fees, certificate collection, records, change of details	On campus during office hours, or by phone, email or Teams Phone: 08 8410 7020 / 08 7477 7547 Mobile: 0410 140 757 · info@soliscollege.sa.edu.au
Enrolment Manager	Enrolment, eligibility, the Upfront Assessment of Need (UAN), literacy and numeracy assessment, foundation skills support, Training Plans	Phone: 08 8410 7020 / 08 7477 7547 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
SYC — Success and Wellbeing Services (SWS)	Free, confidential coaching for study, wellbeing, money, housing, childcare, transport, relationships and career	08 8405 8500 · learning@syc.net.au mytraining.skills.sa.gov.au/SWS
Skills Infoline (Skills SA)	Questions about subsidised training, eligibility and concerns about your training	1800 673 097 mytraining.skills.sa.gov.au/contact
South Australian Skills Commission	Independent advice and dispute resolution about enrolment, fees, refunds, transfers and Training Plans	1800 673 097 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, including free Success and Wellbeing Services;
- 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, including about your eligibility for subsidised training;
- take part honestly in the Upfront Assessment of Need and complete the literacy and numeracy assessment yourself;
- take part in any support that is a **condition of access** to your subsidised training;
- 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 or concession card 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
- your participant course fee and any incidental fees
- payment arrangements and our refund policy
- your rights and responsibilities
- support services, foundation skills pathways 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.

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 9).

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 8). Some courses require a uniform, tools or personal protective equipment — these are listed on the course information sheet.

6. Skills SA subsidised training

Through Skills SA, the South Australian Government pays part of the cost of your training directly to Solis College. You pay a smaller student contribution called the **participant course fee**. This section explains who is eligible and what is different about a subsidised enrolment.

Who is eligible?

To be eligible for a subsidised place you must:

- be an Australian citizen, New Zealand citizen, Australian permanent resident, or hold an eligible visa (the list of eligible visas is published by Skills SA); **and**
- live or work in South Australia; **and**
- be 18 years or older and not enrolled at school; **and**
- meet any other eligibility rules for the course you have chosen.

You can check your eligibility at **mytraining.skills.sa.gov.au** or call the Skills Infoline on **1800 673 097**.

Evidence we need from you

We must check and keep evidence of your eligibility before your subsidised enrolment can be finalised. Depending on your circumstances, this may include:

- proof of identity and citizenship or residency: Australian birth certificate, passport, citizenship certificate, or Medicare card;
- for visa holders: your visa details, which we check on VEVO (Visa Entitlement Verification Online);
- proof that you live or work in South Australia (for example, an SA driver's licence, a recent utility bill or bank statement showing your address, or an employer letter);
- your current concession card, if you are claiming a concession fee;
- copies of previous qualifications, if relevant to your course, RPL or Credit Transfer.

We may verify some documents through the Australian Government Document Verification Service. Providing false information or documents is a serious matter and may result in your enrolment being cancelled.

Your Skills SA Participant Agreement and training account

Before you start, you will complete the Skills SA **Participant Agreement** and agree your **Training Plan** with us. Once everything is in place, we create your **training account** in Skills SA's system (STELA). Your training account records your course, units, start date and delivery arrangements, and it must match your Training Plan. If anything changes (for example, a unit, your location or your expected end date), we will update both and tell you.

Concession fees

If you hold a current **Health Care Card**, **Pensioner Concession Card** or **Veterans' Affairs concession card** when your training account is created, you pay a reduced participant course fee. Show us your card at enrolment and tell us if it expires or changes during your course.

If you are, or have been, under the guardianship of the Chief Executive of the Department for Child Protection (or an interstate equivalent), you do not pay a participant course fee. Please let the Enrolment team know.

7. Your enrolment journey and the Upfront Assessment of Need

Every Skills SA subsidised student completes an **Upfront Assessment of Need (UAN)** before they enrol — every time they apply for a subsidised course, including if you return to Solis College for a second course. It helps you and us check that the course is right for you, and that any support you need is organised **before** you start, not after you are struggling.

The steps at a glance

Step	What happens	Who
1. Enquiry and course information	We discuss your goals and give you the course information, fees and requirements.	Enrolment team
2. Eligibility check	We check your eligibility for subsidised training and collect your evidence.	Enrolment team
3. UAN information email	When your interview is booked, we email you information about the UAN and a link to the free ACER practice assessment.	Enrolment team
4. Pre-enrolment interview	A one-to-one conversation about your goals, the course and your circumstances (suitability and support needs).	UAN Officer
5. English screening	Short reading and writing tasks, completed by you under the supervision of a Solis College staff member.	UAN Officer
6. Supports agreed	Any support you need is agreed with you and recorded. Some supports may be a condition of access.	UAN Officer and you
7. Literacy and numeracy assessment	The online Core Skills Profile for Adults (CSPA), supervised by Solis College staff (unless you are exempt).	Authorised supervisor
8. Foundation skills support (if needed)	If your results are below the level for your course, an approved CSPA interpreter recommends support.	Enrolment Officer and CSPA interpreter (SYC)
9. RPL and Credit Transfer	We look at your previous study and experience.	Compliance Manager / Assessor
10. Agreement and Training Plan	You sign your Participant Agreement and agree your Training Plan.	Enrolment team and you
11. Training account and induction	We create your training account and you attend induction, including the SWS presentation.	Enrolment and Student Support

Step 4 — Your pre-enrolment interview

Your interview is held one-to-one, either **face to face at our campus** or **online by Microsoft Teams or Zoom with your camera on**. We do not hold interviews by phone, because we need to see and talk with you. It usually takes 30–45 minutes. It is a real conversation, not a test — answer in your own words. We will talk about seven areas:

Area	What we talk about
1. Communicating in English	Reading, writing, listening and speaking in English for study and for work.
2. Course requirements	Prerequisites, practical and physical tasks, digital skills, and your previous study and work.
3. Your career goals	Why you chose the course and where you want it to lead.
4. The jobs this course leads to	What employers expect and what the working conditions are like.
5. Industry and legal requirements	Clearances, licences, immunisations, safety and placement requirements.
6. Readiness for learning	Study skills (such as self-directed learning), time management, working with others, and any learning needs.
7. Course expectations	Delivery, attendance, placement, costs, location and anything that might get in the way — transport, money, family, health or technology.

Please be open with us. Telling us about a challenge will **not** stop you enrolling — it lets us put the right support in place from the start.

Step 5 — English screening

Every subsidised student completes our short Pre-Enrolment English Screening, whether or not English is your first language. You will read a short piece of information and answer questions about it, then write a short response in your own words (for example, why you chose the course).

> **Important: complete the screening yourself**
>
> The English screening is always **completed in front of a Solis College staff member** — in person, or online with your camera on and your screen shared. Family members, friends, interpreters, translation apps and other people cannot help you or complete it for you.
>
> If the screening shows that your English is not yet at the level you need for the course, we will put your application on hold and, with your consent, refer you to the **TAFE SA English Language Program**, or to the **Adult Migrant English Program (AMEP)** or **Skills for Education and Employment (SEE)** where you are eligible. No literacy and numeracy assessment (CSPA) is issued while your application is on hold, and we record the referral and follow up with you. You are welcome to come back and re-apply when you have completed it.

Step 6 — Supports and conditions of access

If we identify something that could affect your study, we will talk with you about the supports available — for example, study skills sessions, a digital skills session, a Success and Wellbeing Services (SWS) referral, or a reasonable adjustment. Everything agreed is recorded in your **UAN Supports and Actions Record** and set up in our student system so we can check in with you.

Some supports are a **condition of access**. This means you must agree to take part in them to receive a subsidised place. If a support is a condition of access, we will explain it, you will sign a Condition of Access Acknowledgement, and you will receive a copy. It will also be restated in your Participant Agreement and at enrolment. If you do not agree to, start or keep taking part in a support that is a condition of access, Solis College cannot open, or must close, your subsidised training account.

Step 7 — Literacy and numeracy assessment (CSPA)

Most subsidised students complete the online **Core Skills Profile for Adults (CSPA)**, provided by ACER. It assesses reading, numeracy and writing.

- **It is not a pass or fail test.** It shows whether you may need some extra foundation skills support to succeed in your course.
- **Practise first.** Use the free ACER practice assessment link in your UAN information email.
- **There is no time limit.** Take your time, read each question carefully and take a break if you need one. You can use pen and paper for notes and working out.
- **You must complete it yourself,** supervised by an authorised Solis College staff member — at our campus, at your workplace with a Solis supervisor present, or online by Teams or Zoom.
- **Not allowed:** mobile phones, smart watches, earbuds or other internet-connected devices; books, dictionaries, translators, rulers or maths templates; talking to or working with anyone else; browser read-aloud tools (unless approved).
- **Online assessments:** your camera must be on and show you and your workspace, and you must share your whole screen for the entire assessment. At the start, you will show your room, desk and phone (switched off and out of reach).
- **Not feeling well or not ready?** Tell us and we will reschedule.
- **Disability:** if you have told us about a disability, we will discuss whether an adjustment to the assessment is needed. Some adjustments must be approved by Skills SA before the assessment, so please tell us early.

The levels we look for

Results are reported against the Australian Core Skills Framework (ACSF). The levels Solis College requires for each type of course are:

Course level	Reading	Numeracy	Writing
Certificate III	Level 3	Level 2	Level 2
Certificate IV	Level 3	Level 2	Level 2
Diploma	Level 4	Level 3	Level 3
Subsidised skill sets	Not assessed	Not assessed	Not assessed

Who does not need to complete the CSPA?

You do not need to complete the literacy and numeracy assessment if:

1. you are enrolling in a subsidised **skill set**; or
2. you **currently work** in an industry related to your chosen course **and** hold a related Certificate IV or higher qualification (achieved at any time); or
3. you hold a related Certificate IV or higher qualification **achieved in the last five years**.

We will need to see evidence (for example, a copy of your qualification and evidence of your current employment). Solis College may still ask you to complete the assessment where we think it will help. Even if you are exempt, you still complete the interview and English screening.

Step 8 — If your results are below the required level

If any result is below the level for your course, you can still enrol. We refer your results to a Skills SA-approved **CSPA interpreter**, who looks at your results together with what we learned at your interview and recommends the right foundation skills support for you. This might be:

- **Foundation Skills Bridging Units** — up to five fee-free units in reading, writing or numeracy, which can be completed before or alongside your course (but must be completed before you finish your qualification); or
- **Foundation Skills Tutor Service** — free tutoring with an approved tutor service, alongside your course.

We will explain the report to you, give you the relevant Skills SA fact sheet (and a consent form for the tutor service), and help introduce you to the support provider. The support recommended in the report is a **condition of access** to your subsidised place, and Skills SA monitors your engagement with it. We will check in with you each month about how it is going.

> **If you decide not to accept the recommended support**
> We cannot open a subsidised training account for you. You would need to wait at least **three months** before retaking the CSPA with Solis College. We will talk you through other options, and you can ask for this decision to be reviewed through our complaints and appeals process.

Steps 9 to 11 — RPL, agreement, Training Plan and starting your course

Before your Training Plan is finalised, we will discuss Recognition of Prior Learning and Credit Transfer (see section 11). You will then sign your Participant Agreement and confirm your **Training Plan** (see below). Once your training account is created, we will confirm your start date, location, attendance requirements and contacts, and invite you to induction.

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. It must always match your Skills SA training account.

- 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 your training account and email you the updated plan. You do not need to fill in a new form.

8. Fees, payments and refunds

As a Skills SA subsidised student, the South Australian Government pays most of the cost of your training directly to Solis College. Skills SA rules mean we can only charge you the **participant course fee** and any **incidental fees** we told you about before you enrolled. Your **Verification of Enrolment** letter sets out these fees and when they are due. All fees are in Australian dollars and VET course fees are GST-free.

Fees at a glance

Fee	What you pay
Application or enrolment fee	Not charged
Participant course fee	Your student contribution. The rest is paid by the SA Government. Reduced fee with an eligible concession card (see section 6). Solis College cannot pay or waive this fee for you.
Uniform, kits, tools or personal protective equipment that you keep	Incidental fee, only if listed before you enrol. You may buy these items elsewhere.
Printed learning materials	Included in your participant course fee; provided on request
Assessment attempts	3 attempts included
Reassessment (3rd attempt), with tutoring	Not charged
Re-enrolment in a unit after Not Yet Competent	Participant course fee for that unit only (concession applies)
Recognition of Prior Learning (RPL)	Included in your participant course fee
Credit Transfer	Free
Cancelling a placement Solis College has organised (at your request)	Not charged
Late payment	Not charged. Talk to us about a payment plan.
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 Verification of Enrolment. Please use your name and date of birth as the payment reference.
- Payment dates are shown in your Verification of Enrolment. We will never ask you to pay more than **$1,500** in 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 and SWS can help with financial stress.

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 a unit, the participant course fee for training not delivered is refunded in full.
- If you withdraw more than 7 days before your course starts, the participant course fee you have paid is refunded in full.
- If you withdraw 1 to 7 days before your course starts, or after your course has started, the participant course fee you have paid is non-refundable.
- Fees for incidental items (such as a uniform or kit) are refunded only if the items have not yet been supplied to you.
- When you withdraw, we will close your training account and explain how this may affect future subsidised study.

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 17). 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.

9. 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;
- hear a live presentation from our Success and Wellbeing Services provider, **SYC** (for rolling intakes, presentations are held every three to four months so every new student can attend one early in their course);
- 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 10).
- 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. There is no cancellation fee for Skills SA subsidised students. 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** (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 and training account 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.

10. 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 15). 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 Skills SA subsidised student, **three attempts are included** at no extra cost.

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.
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. There is **no charge** for your third attempt. 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**, with further training. You pay the participant course fee for that unit only. Skills SA funds up to three enrolments in the same unit.

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 17).

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. It counts as one of your attempts. 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.

11. 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 and training account will be updated in Wisenet to reflect any RPL or CT granted, and we will email you the updated plan.

12. 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, at no charge.	Request it in Moodle or by replying to your result email. See section 10.
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)	Fee-free bridging units or tutoring through Skills SA; you can ask to do a literacy and numeracy assessment 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 an SWS referral — 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 (including SWS)	Help with things outside the course that affect your study, such as stress, family, money, housing or transport. Includes a referral to SYC's Success and Wellbeing 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 bridging units or a tutor service.	Your trainer (and the Enrolment Officer for foundation skills)	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

13. 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, including Success and Wellbeing 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.

14. Success and Wellbeing Services (SWS)

Free. Confidential. For every Skills SA subsidised student.

Success and Wellbeing Services is funded by Skills SA. Solis College's SWS partner is **SYC**. You can use SWS from the moment you enrol, all the way through your course, and for **12 weeks after you finish**.

A Success and Wellbeing Coach will listen, work with you on what is getting in the way, and help you stay on track with your study and career goals. SWS can help with:

- study skills and confidence
- wellbeing and mental health
- financial stress
- housing
- transport and travel
- childcare and family
- relationships
- cultural support
- disability adjustments
- career planning
- referrals and warm introductions to other services

How to access SWS

- **Contact SYC directly** — you do not need to go through Solis College: phone **08 8405 8500**, email **learning@syc.net.au**, or go to **mytraining.skills.sa.gov.au/SWS** and select "Get support".
- **Ask us to refer you.** With your consent, the Student Support Officer or the Enrolment team will send a referral to SYC for you. This can be done at your UAN interview or at any time during your course.
- You can meet your coach in person, by phone, video call, email or text. SYC can book a private room on our campus to meet you.

You will hear about SWS at your UAN interview, at a live presentation by SYC early in your course, from your trainer in class at least once a term, during SYC campus visits every three months, and in our termly emails.

15. 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 UAN 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 an adjustment to the CSPA literacy and numeracy assessment is needed, Skills SA must approve it before the assessment, so please let us know early.

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.

16. 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 • attend scheduled classes and workplace training as set out in their Training Plan • make every effort to progress through the course • meet the conditions of their enrolment, including fees and required documents • follow health and safety instructions on campus and at placement • respect privacy and confidentiality, especially at placement • 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 • discriminate against anyone because of their race, culture, religion, sex, gender, sexuality, age, disability or background • cheat, plagiarise or submit false documents • attend under the influence of alcohol or illegal drugs, or smoke or vape on the premises • carry or use a weapon • 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**. If your enrolment is suspended or cancelled, your training account will be updated accordingly.

17. 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);
- the UAN outcome or a decision not to open a subsidised training account;
- 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
Skills SA — My Training / Skills Infoline (subsidised training)	1800 673 097 · mytraining.skills.sa.gov.au/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

18. 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, Skills SA and other government authorities and regulators** (such as ASQA), for funding, administration, audit and regulation;
- **Skills SA**: your training account information, UAN records and foundation skills engagement, which Skills SA monitors;
- **our Success and Wellbeing Services partner (SYC), CSPA interpreters and foundation skills providers** — 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 or a Skills SA 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).

19. 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 8).

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). Skills SA can also help you transfer to another provider (1800 673 097).

After you complete, we would love to hear about your experience. Your feedback helps us improve for future students. Remember that SYC's Success and Wellbeing Services remain available to you for 12 weeks after you finish.

20. 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.

21. Words you might hear

Term	Meaning
ACSF	Australian Core Skills Framework — the scale used to describe reading, writing and numeracy levels.
Condition of access	A support you must take part in to receive a Skills SA subsidised place.
CSPA	Core Skills Profile for Adults — the online literacy and numeracy assessment from ACER.
CSPA interpreter	A Skills SA-approved literacy and numeracy specialist who reviews CSPA results and recommends support. Not a language interpreter.
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.
Participant Agreement	The Skills SA agreement you sign at your first subsidised enrolment.
Participant course fee	The student contribution for a Skills SA subsidised course.
Reassessment	A third attempt at an assessment, with tutoring from your trainer. Free for Skills SA subsidised students.
RPL	Recognition of Prior Learning — assessment of skills you already have.
RTO	Registered Training Organisation.
Skills SA	The South Australian Government agency that funds subsidised training.
STELA / training account	Skills SA's system and the record of your subsidised enrolment.
SWS	Success and Wellbeing Services — free, confidential coaching funded by Skills SA. Our partner is SYC.
Training Plan	Your plan of units, dates, delivery, assessment and support, created in Wisenet and confirmed by you in Moodle.
UAN	Upfront Assessment of Need — the pre-enrolment process for subsidised students.
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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