



Sport and Recreation



Student Information Booklet



Government of South Australia
Office for Recreation and Sport



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Useful Contact Numbers

<p>SPORT SA Military Road West Beach</p> <p>PO Box 103 West Beach SA 5024</p> <p>P: (08) 8353 7755 F: (08) 8353 7822</p> <p>CEO – Jan Sutherland</p> <p>Training Manager – Jodi Ryan E: training@sportsa.org.au</p> <p>After Hours Emergency – Jodi Ryan 0412 938 687</p>	<p>TRAINING ADVOCATE</p> <p><i>The Training Advocate responds to questions or concerns about the vocational education and training system in South Australia and can help by providing information about vocational education and training, investigating complaints or referring them to another authority and assisting the State Government to improve the training system.</i></p> <p>Phone 1800 006 488</p> <p>Web www.trainingadvocate.sa.gov.au</p> <p>Mail to GPO Box 320 Adelaide SA 5001</p> <p>Email trainingadvocate@sa.gov.au</p>
<p>TRAINEESHIP AND APPRENTICESHIP SERVICES</p> <p><i>Traineeship and Apprenticeship Services manages the state's traineeship and apprenticeship system. This includes administering training contracts, advisory and mediation services, trade skills recognition, auditing group training organisations and developing policy and providing strategic advice to the Minister.</i></p> <p>Phone 1800 673 097 Fax (08) 8463 5654</p> <p>Email dsd.tas@sa.gov.au</p> <p>Web www.skills.sa.gov.au/apprenticeships-traineeships</p>	<p>TRAINING AND SKILLS COMMISSION</p> <p><i>The Training and Skills Commission plays an important role in promoting quality, protecting apprentices and trainees throughout their training, and providing industry and community advice to Government about workforce development. It assists, advises and makes recommendations to the Minister on matters relating to higher education, vocational education and training and adult community education.</i></p> <p><i>The Commission provides a grievances and disputes mediation committee to inquire into grievances and disputes related to contracts of training.</i></p> <p>Phone (08) 8226 3462 Fax (08) 8226 1523</p> <p>Web www.tasc.sa.gov.au</p> <p>Mail to GPO Box 320 Adelaide SA 5001 Email: tasc@sa.gov.au</p>

WorkReady

WorkReady is a South Australian government initiative that brings together funding for training, employment and skills activities.

Infoline

Phone 1800 506 266 (Toll Free)
9:00am - 5:00pm Monday to Friday

Email WorkReady@sa.gov.au

Mail

WorkReady
Department of State Development
GPO Box 320
Adelaide SA 5001

In person

Skills and Employment Infocentre
9:00am - 5:00pm Monday to Friday
Ground Floor, 55 Currie Street, Adelaide
(near bus stop W1 southern side)

**OFFICE FOR RECREATION
AND SPORT (ORS)**

27 Valetta Rd
Kidman Park SA 5025

P: (08) 7424 7677
F: (08) 7424 7675
Web <http://www.recSPORT.sa.gov.au/>

SA SPORTS INSTITUTE (SASI)

27 Valetta Rd
Kidman Park SA 5025

P: (08) 7424 7677
F: (08) 7424 7675

About Sport SA

The South Australian Sports Federation Incorporated (Sport SA) was established in 1991 as the peak sports industry professional association, providing industry advocacy, training and professional support to its 160 members and affiliated bodies in the industry.

The organisation employs a full time Chief Executive Officer, Business Manager, Training Manager, Membership/ Administration Officer, Administration Trainee, Part time Finance / Training Administration Officer and Contracted lecturers as part of the training team.

We are a non-government, not for profit organisation and our members are:

- State Sporting organisations
- Sporting Industry bodies and organisations
- Local government
- Commercial sports industry organisations
- Sporting clubs
- Other organisations associated with the industry

Our Services:

Sport SA provides the following member services, activities and programs and also on a needs/fee for service basis for the community:

- Lobbying and Advocacy
- Governance
- Policy Advice and development
- The State Sport Dispute Centre
- Workforce Development
- Event and Project management
- Sport Volunteers Network
- The South Australian Masters Games
- The KPMG Celebration of South Australian Sport
- Sport Awards
- The KPMG South Australian Sport Hall of Fame
- The South Australian Sports Museum

Our Vision:

The leader for sport in SA

Mission:

To provide leadership for the growth and success of sport in SA.

Strategic Pillars:

Advocacy

To advocate for and promote the recognition of the value and role of sport.

Industry and Workforce Capability

To lead and support the building of capable, sustainable organisations with a skilled, responsive workforce of paid and unpaid workers.

Infrastructure

To provide leadership, advocacy and advice in promoting the infrastructure needs for the sustainability of the sport and recreation industry at community, state and national level.

Promotion

To showcase and celebrate the achievements and heritage of South Australians in sport exciting all to achieve their potential in sport and life.

Values

Our values define our behaviour and establish our culture.

Excellence

Performing at the highest standard with professionalism and strive to achieve the best for our members and partners.

Equality

Valuing the contribution of everyone and ensure that fairness is at the forefront of our culture.

Integrity

Acting in an ethically responsible manner with honesty and respect

Enthusiasm

Demonstrating our passion for sport and our industry in all business

Innovation

Striving to be innovative, open to new ideas and creative to meet challenges

Headquarters

Military Road (opposite West Beach Caravan Park)
PO Box 103 West Beach 5024 (Opposite bus stop 20)

Phone: (08) 8353 7755
Fax: (08) 8353 7822
Email: training@sportsa.org.au
Website: www.sportsa.org.au

Training at Sport SA

Opportunities for training include:

- SIS20115 Certificate II in Sport and Recreation
- SIS20513 Certificate II in Sport Coaching
- SIS31015 Certificate III in Aquatics and Community Recreation
- SIS30315 Certificate III in Fitness
- SIS30115 Certificate III in Sport and Recreation
- SIS30813 Certificate III in Sports Trainer
- SIS50612 Diploma of Sport Development
- SIS50115 Diploma of Sport and Recreation Management

Industry Training Reference Group

Jan Sutherland CEO/Managing Director of RTO
Jill George
James Harris
Graham Oades
Sammy Nutt

Sport S.A. Staff

Chief Executive Officer	<i>Jan Sutherland</i>
Business Manager	<i>Peter Spry</i>
Training Manager	<i>Jodi Ryan</i>
Administration/Membership Officer	<i>Lea O'Brien</i>
Sport S.A. Board Representative for Training	<i>Jill George</i>
Finance Officer	<i>Sharon Stephenson</i>

Business Hours

Monday – Friday 9.00am – 5.00pm

Sport S.A. Lecturing Staff

Jodi Ryan
Jan Sutherland
Belinda Tredwell
Pam Simmons
Susan Stevens
Lesley Bartlett
Anne Price
AustSwim
Aquatic Operation and Development Australasia
YMCA

Program of Lectures

Please refer to your training plan and timetable.

Facilities – Sport SA Industry Skills Centre

- Lecture / training rooms
- Toilets (Disabled Access)
- Kitchen (with microwave & fridge)
- Small resource library with borrowing facility
- Photocopying at 10 cents per page (See reception)
- Access to computer during lunch (See reception)
- The building is a Smoke Free zone
- **Please Note: Only Water may be consumed during lectures** and no other eating or drinking.

Transport

Bus - Number J1 and 162 which leaves from stop V2 Currie St.

Route from Currie Street, Adelaide City to Military Road, West Beach

Currie Street, Glover Avenue, South Road, Sir Donald Bradman Drive, Tapleys Hill Road, West Beach Road and Military Road

Parking

No parking in the front car park.

Student car parking permitted only at the rear of the building or in parking areas adjacent.

Valuables

Sport S.A. accepts no responsibility for the loss or damage to any personal items.

Please do not leave mobile phones, car keys, wallets or other items unattended whilst attending training sessions.

Food & Drinks

- Adelaide Shores Café
- West Beach Road Shops near Beach.
- Target and associated shops including Red Rooster and McDonalds on Tapleys Hill Road
- Harbour Town food court and Woolworths
- Foodland on Sir Donald Bradman Drive, West Beach
- Glenelg 6km from Training Rooms

Cleanliness

Rubbish and recycling receptacles are provided.

Please leave the lecture room clean and tidy after each session.

Learning – Lectures/ Off the Job Sessions

Sessions will consist of the following:

- Presentations by the lecturers
- Group discussion
- Individual questioning
- Role Plays
- Group work and assignments
- Individual written and oral assignments
- Trainee presentations
- Video viewing
- Research Tasks
- Visits to facilities and sports associations
- Guest lecturers
- Work sheets and Workbooks – Self Paced Learning

Expectations

- Be there! (Rolls will be marked as a Sport S.A. and Contact requirement)
- **Be on time!** Late arrivals/absence will be reported to employer
- On-going lateness will be dealt with by the CEO of Sport SA
- **It is expected that you will attend all sessions**
- A requirement of our contract is that you complete all Assignments
- If you are sick, call and let us know and then pick up any work you may need to do before the next lecture (provision of Medical Certificate may be necessary)
- Follow-up individual lecturers for any missed work

Mobile phones are to be turned off during all training sessions and no usage including sms in sessions.

Procedure for Missed Classes

Either you or your supervisor will call Sport S.A. to notify that you will be absent (a Medical Certificate will be required for 2+ days missing and for days either side of a Long weekend).

Any other absences to be notified and approved by Training Manager at least 2 days prior to the scheduled Session.

Record Books

Record Books must be kept up to date with signatures of lecturers and workplace supervisors. Please carry this with you to all lectures. This will form part of the learning and assessment requirements.

The comment section may be used as a diary describing your experiences in that subject area.

Standards of Behaviour

Your behaviour and appearance should replicate that shown and expected in the workplace, and if a trainee you are still employed by your agency whilst at Sport S.A. and you are representing them.

Some general tips – please be on time, please be responsive and please do not hinder other people’s ability to listen and learn. Any students who disrupt the classes will be asked to leave.

Other

Sport S.A. is happy to assist with the Curriculum Vitae of successful trainees and students who we would recommend for employment within our Industry. This applies if you have conducted yourself as both an exemplary student and employee during your trainee year.

Please feel free to contact Lee Patterson, Training Manager - Sport S.A. regarding your traineeship.

General Housekeeping

- Office Hours 9am – 5pm (Monday – Friday)
- Toilet facilities (including people with a disability)
- Enter through blue back door facing east on left of building.
- Photocopying 10 cents per page
- Phone: 40 cents per call (See office staff)
- Small resources library or Computer access during
- lunch hour (12pm-1pm)
- No Smoking in or around the Building
- WH & S issues:
 - multiple exits and 5 fire extinguishers
 - meet in the car park at the front of the building

Work, Health and Safety

Sport SA is responsible for the health and safety of all employees, students and volunteers in the workplace/training centre and also students undertaking training. In fulfilling this responsibility we have a duty to provide and maintain a working and learning environment that is safe and without risks to health.

To meet the objectives of this policy, we are committed to regular discussions with employees, students and volunteers to ensure that health and safety issues are regularly reviewed. Health and safety is most effective when a joint owner/manager and employee/student approach is used to identify and solve problems.

We are committed to continuously improving WHS by addressing hazards and reviewing outcomes.

Management

- Has the responsibility to ensure, as far as reasonably practicable, that employees, students and volunteers, whilst at work or study, are safe from injury and risk to health;
- Are responsible for the effective implementation of this Work Health, Safety and Welfare Policy;
- Must be positively committed to the consultation process; and
- Are responsible for ensuring adequate information, instruction, training and supervision of all employees.
- Have a duty to take care of their own health and safety, and that of others who may be affected by their actions or failure to act whilst at work or study;
- Follow instructions, observe safety signage, abide by safety protocols, use protective equipment where required and are not affected by drugs and alcohol.

Active consultation will be undertaken in order to ensure the best possible resolution for work, health, safety and welfare issues at Sport SA.



In all instances, Sport SA will seek to implement best practice solutions for health, safety and welfare concerns and is committed to ensuring compliance with current legislation.

Sport SA will endeavour, through regular review of systems and an annual WHS Audit, to strive for continuous improvement to bring about an on-going improvement of work, health and safety performance with the aim of eliminating all unwanted work-related hazards and work-related injuries.

If you need any information about workplace health and safety, please contact: Safe Work SA
www.safework.sa.gov.au **SafeWork SA Help Centre Phone: 1300 365 255**

Code of Practice

Services to Members, Clients and Stakeholders

Code of Practice Statement	Sport SA Policies/ Forms/ Procedures
<ul style="list-style-type: none"> • Your rights as a consumer and client are important to us. • We market and advertise our training services in an ethical and accurate manner. • Before you enrol, we will advise you of all fees and charges and material costs which you will be charged during your training. • We have a refund policy that is fair and equitable and you will receive a copy of this before you enrol. • We have systems in place to ensure that if we are unable to fulfil our training obligations to you, then you will receive the refund of our services and assistance in completing your qualification with another RTO. • We maintain your academic, financial and all other information in strict confidence meeting the privacy principles. 	Training Information Booklet Enrolment form Induction Course Payment Policy Refund Policy Privacy Policy Permission and Privacy of Learners Records Management Policy
<ul style="list-style-type: none"> • We comply with all Commonwealth & State legislation related to our operations as a Registered Training Organisation (RTO). • We provide a safe, secure and healthy learning environment. • You have access to your personal information at all times. • You have access to an assessment appeal process and a transparent assessment policy. • All of our marketing is current, ethical and accurate. • Students are informed of their rights, responsibilities and obligations prior to enrolment. 	Training Information Booklet Equal Opportunities Policy OHS Policy Child Safe Environment RTO Code of Practice Permission and Privacy of Learners Training Grievance and Appeals Policy
<ul style="list-style-type: none"> • Our Industry Reference Group provides advice to inform the development of learning and assessment strategies. • All assessors have current, relevant industry experience. • We engage with employees, members and other industry representatives regularly to discuss their workforce development and training needs. • We encourage and facilitate workplace learning and assessment. • Our assessment tasks all have a workplace context. • We recognise current and prior learning, industry skills and experience. • Our organisation ensures that we maintain industry currency and relevance by: <ul style="list-style-type: none"> – Employing qualified trainers and assessors who have industry experience, currently working in the industry or in a related industry. – Regularly engage with industry including employers, skills boards, business and professional bodies – Attend regular professional development opportunities to ensure currency with regulations, legislative and industry requirements. – Our trainers/assessors meet with employers, industry groups, skills councils on a regular basis. 	Lecturer guidelines and information. Industry Reference Group Terms of Reference.

<ul style="list-style-type: none"> - Our organisation is committed to continuously improving our services and seeking your feedback as a student or employer through evaluation surveys conducted during and on completion of your course. - By collecting, analysing and acting on data reported by our trainers, assessors and you, the learner, the services provided by our organisation will continue to be improved. - We will ensure that our organisation complies with the required standards - and guidelines for RTOs by conducting regular internal audits. - We will maintain effective internal and external communications of changes to policies through our communication tools including website, ICT, memos and verbal information as required. - We have qualified trainers and assessors with current industry knowledge and experience and will use these staff members on all delivery and assessment programs. 	<p>Assessment Policy</p> <p>RPL Policy and guidelines</p> <p>Mutual Recognition</p> <p>Internal Audits</p>
<ul style="list-style-type: none"> • All trainers have relevant industry experience and vocational competence in their area of expertise. • We will recognise existing skills and knowledge gained through work, life experience, volunteering and formal study. • We tailor training to meet client needs and legislative requirements. • We recognise that you may already have skills and experience in the sport and recreation or another industry which is relevant to your course outcomes. • We can assist you to gain recognition of these skills and experience through a process of Recognition of Prior Learning. If you have completed relevant units of competency from a training package, we will credit these towards the completion of your qualification. • We utilise training methodologies and principles of adult learning with flexibility in learning and assessment and relevance to our industry sector. 	<p>LLN Policy & procedures</p> <p>RPL policy and procedures</p> <p>Assessment Policy</p> <p>Issuance Of Qualifications</p> <p>Mutual Recognition</p>

This Code of Practice documents how Sport SA services meet all relevant requirements for a Registered Training Organisation as applicable under the RTO Standards 2015.

Equal Opportunity

Sport SA is committed to ensuring that all persons seeking employment, training or education are treated fairly and equitably and are not subjected to any form of unlawful discrimination or harassment.

Sport SA is also responsible for ensuring that employees and students are aware of their rights and obligations as outlined in the Policy and that employees must comply with the Policy.

All levels of management, all employees and students are responsible and accountable for ensuring that the provisions this Policy are adhered to and that the principles of equal opportunity are upheld in the decision making process, in the performance of their respective duties and whilst acting, as a representative of Sport SA.

All persons will be afforded opportunities for employment, promotion, training, transfer or benefit based on merit, meaning that assessment is made with regard to the abilities, knowledge, aptitude, experience and relevant qualifications of each individual applicant, in relation to the requirements of the particular position. The ultimate aim is to employ the 'best person' for the job.

"Discrimination" in employment and training means treating a person less favourably than others because of a particular attribute or status, for example, their sex, which is unrelated to the performance of their position or their education. It is unlawful to discriminate in employment and education under the following Federal and State legislation:

- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Disability Discrimination Act 1992;
- Human Rights and Equal Opportunity Commission Act 1986;
- Equal Opportunity Act 1984 (State);
- Equal Opportunity for Women in the Workplace Act 1999;
- Racial vilification Act 1996 (State)

Both the Sex Discrimination Act 1984 and the Equal Opportunity Act 1984 contain provisions preventing sexual harassment.

"Sexual Harassment" refers to any unwanted, unwelcome and uninvited behaviour of a sexual nature that results in a person feeling humiliated, intimidated and offended, and under the circumstances, it would be reasonable for them to feel this way. The perception by an employee or students that they have been sexually harassed is sufficient for them to lodge a complaint. These matters are covered more comprehensively in the Sport SA Sexual Harassment Policy and Procedure.

Sport SA will not tolerate any form of harassment, as detailed in other policies nor any discrimination based on any of the following grounds

- | | |
|---|-------------------------------------|
| ○ Sex; | ○ Religion; |
| ○ Sexuality; | ○ Political opinion; |
| ○ Race, colour, nationality, descent, ethnic, ethno-religious or national origin; | ○ Criminal record; |
| ○ Physical or intellectual disability; | ○ Medical record; |
| ○ Family responsibilities; | ○ Pregnancy or potential pregnancy; |
| ○ Age; | ○ Marital Status |

Whilst harassment based on other factors is not specifically rendered unlawful by equal employment opportunity laws in South Australia, work health and safety laws require Sport SA to do all that is reasonably practicable to ensure that employees and students are safe from injury and risks to health at work. Accordingly Sport SA acknowledges its responsibility to provide a harassment free workplace and training environment. [*Refer to Harassment Policy*]

To ensure that this Equal Opportunity Policy is adhered to properly, Sport SA has appointed an officer as the Coordinator/Human Resources Manager on behalf of management, who will be responsible for the education and training of all staff and students on equal opportunity issues, and in assisting management implement the Equal Opportunity Policy.

If any employee/student feels that they have been discriminated against or harassed, they may make a complaint by following either the attached Equal Opportunity Procedure or other appropriate organisation procedure, according to their preference.

Management will ensure that all complaints of discrimination or harassment will be investigated quickly and fairly and treated with complete confidentiality. Any employee or student found guilty of perpetrating or condoning discrimination or harassment will be disciplined, or in serious cases, may be dismissed.

EQUAL OPPORTUNITY PROCEDURE

If any employee or student believes or perceives that they are discriminated against, they should report the behaviour or incident to their manager/supervisor/ lecturer or the Coordinator/ Training Manager. Following the initial report, if the matter is deemed to warrant further action being taken, the employee or student will be requested to put their complaint in writing, which will include the action they want taken against the employee(s), student or individual concerned. This action may include:

- Arranging for someone to speak to the person(s) responsible for the alleged discrimination or harassment;
- Arranging a mediation meeting where an independent party from the State Sport Dispute Centre will assist to resolve the issue(s); and/or
- Making a formal complaint, which will involve the conduct of an investigation into the alleged incident(s)

All complaints will be investigated, promptly, fairly and confidentially by the nominated Complaints Officer. The investigation will involve the interviewing of any employee/ student who has been complained about, who will be provided with an opportunity to respond to the allegations made against them. Any other person(s) who may have been involved or who may have witnessed the incident(s) will also be interviewed as part of the investigation.

During any meetings or discussions, the employee/student will have the right to be represented or accompanied by a person of their choosing, such as a union representative, MPIO, family member or friend.

Following the investigation, the employee/student who has made the complaint will be informed of what action (if any) is proposed to be taken by Sport SA and the reasons for such action or lack of action being taken.

If any employee/student is not comfortable in approaching the nominated Contact Officer or other nominated representative of Sport SA in the first instance, or if they are not satisfied with the way their complaint has been handled by Sport SA they have the right to refer the matter to the Equal Opportunity Commission.

NOTE REGARDING CONTACT OFFICERS

Where Sport SA does have an appropriately trained Contact Officer(s)/MPIO in relation to its sexual harassment policy, their role maybe extended to include equal opportunity matters, should Sport SA so desire.

Advice may also be sought from an appropriately trained Contact Officer/MPIO who will provide assistance with the complaint and explain the available options, where the Contact Officer has a designated responsibility in equal opportunity matters

Sexual Harassment

Sexual Harassment has no place in the workplace, training and education and will not be tolerated by Sport S.A. and its Members.

Sexual Harassment is considered to occur where a person:

- Subjects another to an unsolicited and intentional act of physical intimacy,
 - Demands or requests (directly or by implication), sexual favours from another,
 - Makes, on more than one occasion, a remark with sexual connotations relating to another,
- and it is reasonable in all circumstances that the other person should feel offended, humiliated or intimidated by that conduct.

If you have a complaint of sexual harassment, you may direct it to the Program Co-ordinator or Manager. We assure you it will be treated seriously, carefully, quickly and confidentially.

Assessment Policy

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved.

Assessment guidelines provide a framework in which accurate, reliable and valid assessment of the relevant units of competency may take place.

Assessment methods are means of gathering the evidence to determine competency. They are designed to provide those responsible for assessing with sufficient information to make reliable judgments about whether a person has met the required units of competency.

Typical purposes or applications of assessment may include:

- Recognition of Current Competence;
- Recognition of Prior Learning;
- Monitoring progress during training;
- Evaluating performance at the completion of training;
- Identifying training and development needs;
- Industrial qualifications, e.g., promotion and related issues;
- An objective benchmark for formal performance appraisal and review;
- Personal feedback on performance of workplace activities; and
- In recruitment and selection of personnel.

Usually an assessment scheme will serve a number of purposes. A package of techniques or methods is usually required to effectively achieve these purposes.

A clear understanding of the purpose(s) of the assessment by all involved will ensure a better basis for selecting, developing and using the most appropriate assessment procedures and instruments to be used.

Assessment standards

All assessment requirements will be provided to each student at the commencement of each unit of study. The assessment requirements will be presented in written form and will be formally discussed by the lecturer at the first lecture.

Workplace Assessment

Assessment visits to the workplace are an essential element in the process. An assessor undertakes this process and records all information for inclusion in the assessment tools. This may in some circumstances be completed by the workplace supervisor after validation of their assessment qualifications. In addressing literacy, language and numeracy skills, this mode of assessment may be more appropriate.

Assessment due dates

This date refers to the date for submission of the materials required to satisfy the assessment method outlined in the assessment tool. The due date will be provided as part of the assessment tool provided to each student at the commencement of the unit of study.

Submission of research, or original work

Where original work is submitted, it must be verified with a signature on the assessment cover sheet. By signing the student is acknowledging that the submitted work is free of plagiarism and is the student's own work.

Application for extension of due date

An application for extension of a due date for assessment must be made in writing to the lecturer responsible for that particular unit of assessment and must be received by the lecturer prior to 5.00 pm on the due date. The approval, or otherwise, of any application is at the discretion of the lecturer. The maximum extension available in these circumstances is for a period of five working days. Students should be aware that any application for an extension for a period of longer than five working days must be supported by documentary evidence (i.e. medical certificate).

Request for extensions may be granted for any of the following:

- Sickness
- Compassionate grounds
- Employment obligations
- Involvement in recognized sporting/cultural activity

Reassessment

Where a student has failed to meet the learning outcomes in an assessment, the student may be reassessed a second time, provided that the student has satisfied the lecturer/assessor that reasonable efforts have been made. If still unsuccessful, any additional attempts at that assessment may be negotiated on an individual basis.

Illness

Where there are medical or compassionate grounds for reassessment, that reassessment will stand in place of the previous attempt. Normally a medical certificate will be required.

Non completion of assessment tasks

Where a student fails to complete an assessment task by the due date or when the student has not applied for an extension the student will be classified as not having achieved the competency.

Grading for Assessment

The following results are used for all units of competency:

- CA competency achieved
- NYC not yet competency
- CNA competency not achieved

Student records

At the completion of each unit and at the end of the course students results are recorded and will be made available to each student. At the completion of the course an academic record is provided as a record of all competencies achieved.

RPL Procedure

Throughout our programs, trainees and students are assessed on their practical application of the theory and skills in a real vocational context. Assessment Standards will be Competent / Not Yet Competent (C/NYC).

The Assessment methods include, but are not restricted to:

- Practical application and demonstration of skills
- Impromptu and formal oral presentations
- Oral explanations of processes used in the Sport and Recreation industry
- Role plays and simulations
- Practical Exercises
- Development of glossaries and key terms
- Short answer tests
- Case studies
- Construction of charts and diagrams
- Interpretation of statistics and other forms of numerical data
- Written reports
- Development and completion of checklists

Skills Recognition and Recognition of Prior Learning

Recognition of Prior Learning (RPL) will apply. People who consider they already possess the competencies addressed in the module in this course shall be granted exemption through the RCC process if they have provided appropriate evidence.

The RCC process acknowledges such skills and knowledge obtained through:

- Formal Training (conducted by industry or education)
- Work experience (including formal training)
- Life experience

Evidence of competence may be reached through:

- An interview of the participant seeking credit
- Examination of documented evidence of competency through the results of previous studies or letters of validation
- Demonstration of the competencies specified in the learning outcomes, through challenge testing or practical performance.

In an RCC interview, you will be questioned by an assessor. You will be asked about your previous work experience, training, education, hobbies and interests. The interview may take about one hour – depending on the number of units of competency. If a demonstration of skill is required, the assessment tools would be identical to that given in the module to assess competency status.

Fees and Refunds

Course Fees

- a) Sport SA will strive to maintain highly competitive fair and reasonable fee structures.
- b) Sport SA adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, notified to clients and clearly indicate the date from which the change will take effect.
- c) Sport SA may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any “Funding body” policy (as relevant).
- d) Where course fees are subsidised by a “Funding Body” (for example an Australian Apprenticeship or other State/ Federal/ Territory funded program) these may include a non-negotiable “Student Course Fee”.

Fee Payment Arrangements

- a) Fees are normally invoiced post-delivery but some fees may be payable in advance. As such, Sport SA will affect financial practices to ensure the protection of fees paid in advance.
- b) Sport SA cannot accept prepaid fees from individual clients in excess of a total of \$1500 (being the threshold total prepaid fees amount).
- c) Sport SA will hold the clients prepaid fees in trust until the client ‘commences’ their learning or assessment –at a unit/module level.
- d) Sport SA adopts the following to protect fees paid in advance:
 - Flexible payment arrangements/ options will accommodate individual circumstances.
 - Fees must be paid in full before certification will be issued
 - If payment instalment/ arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Sport SA reserves the right to suspend the clients learning or assessment (or both) until all fee payments is up-to-date.
 - Flexible payment arrangements, such as instalments, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Refunds

Refunds will only be issued upon request under the following circumstances:

- The participant formally withdraws from the course 7 days prior to commencement.
- The course is cancelled
- The participant is unable to notify Sport SA of inability to attend due to exceptional circumstances. (Applications must be made in writing to the Training Manager).

Refunds will be offered to all participants when a course is cancelled either by participant or by Sport SA due to lack of enrolments.

Refunds will not be issued if:

- The participant does not meet the requirements of the course attended.
- The participant does not attend the course in its entirety thereby not meeting requirements of the course.
- The participant is able to transfer to a later course.

Appeals Policy

Sport S.A. recognises the right of learners to appeal any decisions that are made that will affect their training and successful completion of units or qualifications.

Learners may lodge an appeal directly with lecturers, the Training Manager or the Chief Executive Officer of Sport S.A. Appeals will be recorded on a Corrective Action Record form and given consideration. The learner has the right to a hearing on the appeal and may elect to be accompanied by a representative or advocate for this process.

Decisions made during the appeals process will be issued to the learner, in writing. If the learner is not satisfied with the decision of their appeal, or the process undertaken. Sport S.A. will direct the learner to the appropriate agency to assist with the process.

The State Sport Dispute Centre services will be utilised to provide an independent body to oversee the appeal process. The State Sport Dispute Centre (SSDC) will supply trained and independent member protection information officers, mediators, facilitators and arbitrators who will assist the parties in resolving the matter.

The services to be provided by the SSDC include:

- ▶ Referral and advice. Provision of free independent, impartial advice provided in a confidential setting and where appropriate referral to a more appropriate agency/organisation
- ▶ Members Protection Information Officers (MPIOs). Member Protection Information Officers are the first point of call in a club or sporting organisation for any enquiries, concerns or complaints about harassment and abuse in line with the Organisation's Member Protection Policy. The MPIO provides confidential information and support to the individuals involved in the matter.
- ▶ Independent Chair / Panel Members. Trained and independent person is available to chair and/or sit on a Tribunal, Disciplinary Hearing or Appeal.
- ▶ Arbitration. The formal settling of a dispute by an impartial party who will make a ruling (a binding decision being the outcome) on the matter and will compel both parties to adhere to the ruling.
- ▶ Policy development. Assistance can be provided to sporting organisations to develop grievance policies and procedures, hearing guidelines and appeal processes.

Grievance Policy

Sport SA is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content, assessment or awards in a VET course of study or other training and education.

Non-academic matters include those matters which are not related to the matters which relate to student progress, assessment, course content, assessment or awards in a VET course of study or other training and education. This includes grievances in relation to personal information that is held by Sport SA.

Non-academic grievances tend to arise from events occurring at Sport SA or from decisions made by Sport SA.

Sport SA acknowledges that problems can arise at work, during training and education or a selection process that may sometimes cause employees/ students to feel aggrieved; such as:

- anything done, or not done, by management, another student, employee or employees;
- discrimination;
- harassment;
- any other employment/ training/ education related decision or behaviour; or
- application of the discipline/warnings procedure.

An employee/student who believes something is unfair, unjust or upsetting in relation to a training or work related matter has the following options available to them:

- The employee/student can speak to the person causing the problem and inform them that their behaviour, decision or action was unfair, offensive or discriminatory, and why they believe this to be so.
- The employee/student can speak to their immediate manager/supervisor/lecturer, or if that is not appropriate, then the Manager, about the grievance who will then address the issue on behalf of management. With the student's/ employee's approval, the manager/supervisor may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance.
- The employee/student can make a formal complaint in writing to the manager/ supervisor in line with the attached procedure.

Sport SA will address such problems, referred to as grievances, in-house in a timely and confidential manner. Each complaint will be dealt with in as short a time as is possible, dependent upon the individual circumstances of the case.

Employees and students have the right to expect that their grievance will be treated as confidentially as possible. However, employees and employees must realise that for an adequate and fair investigation to take place, the details of their complaint will require discussions with those accused and their representatives, as well as with management.

No employee or student involved in the grievance process will unreasonably disclose the details of the grievance, the investigation or the outcome. If any employee or student is found to have breached confidentiality, appropriate disciplinary action may be taken against them.

Employees and students will not be victimised as a result of raising a genuine grievance. However, Sport SA reserves the right to take action against an employee or student who is proven to have engaged in making false or misleading accusations.

Grievance procedure

The following steps will be undertaken:

1. An employee/student who chooses to make a formal complaint in writing to the manager/ supervisor must outline:
 - the nature of the grievance;
 - the time and date of the incident(s) giving rise to it;
 - the names of any witnesses;
 - their signature; and
 - the date of the lodgement of the grievance.
2. Investigation- once a formal complaint is made, the matter will be investigated by the designated management representative or SSDC appointed investigator.
3. If the student's/ employee's grievance is substantiated following the investigation, the management representative will advise the employee/student of the remedial or corrective action to be taken and provided with a written statement of the outcome including details and reasons for the outcome.
4. If the student's/ employee's grievance is not substantiated, the employee/student will be given an explanation in writing as to the specific details of why that finding was made.
5. If the employee/student is not satisfied with the way in which their grievance was handled, or is unhappy with the outcome, they may refer the matter to the CEO or other nominated senior manager. The Sport SA Appeals Policy may be implemented.

If the grievance is of an industrial nature and remains unresolved, the employee may seek to have the matter referred to the Industrial Relations Commission.

The employee may seek the assistance of an agent, the Office of the Employee Ombudsman or a registered association throughout this process.

Without prejudice to either party, work and training should continue as normal whilst the matter in dispute is being dealt with in accordance with this procedure.

Risk Management Policy

Sport SA is committed to a culture of risk management in all our projects, programmes, events and activities and ensures that our staff, members, volunteers, students and participants are provided with a safe working environment. We value our role as leader of sport in SA and strive to model world's best practice in achieving our strategic directions.

What is Risk Management?

Risk Management is defined in the Australian/New Zealand/ISO Standard for Risk Management (AS/NZS4360) as:

The culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effect.

Risk is defined in the same document as:

The chance of something happening that will have an impact upon objectives. It is measured in terms of likelihood and consequences.

Principles

Risk management is an ongoing process applied to all aspects of Sport SA's operations. Any new project, event of initiative will have a risk assessment completed and this will be an integral part of the evaluation process.

The following principles underpin all our activities:

- We will ensure risk management is an integral part of all our decision-making processes.
- A structured risk management program designed by staff will be utilized to minimise reasonably foreseeable disruption to operations, harm to people and damage to the environment and property
- Opportunities identified during our processes may also be developed while also minimising adverse effects.
- Training and professional development is essential and we will train staff, volunteers and any other people to implement risk management effectively.
- Continuous improvement is highly valued and our risk management practices will be monitored and developed to meet the current, emerging and future requirements of our environment.

Responsibilities

The Chief Executive Officer is accountable to the Board for the implementation of the risk management process and ultimately responsible for the management of risks in the business. There will be a regular report to the Board regarding the implementation of the risk management program to ensure that the directors are able to meet their legislative responsibilities.

All personnel are responsible for managing risks in their projects, programmes activities and events. The Sport SA risk assessment process (see attachment) will be utilized to ensure compliance.

Process

The Sport SA risk management systematic process has been established, based on the AS/NZS ISO 31000:2009

Monitoring and Review

- The Board will monitor and review the implementation of the risk management program.
- The Chief Executive Officer will facilitate the development of a common risk management approach across areas of our business by:
 - Implementing the risk management program;
 - Sharing information with broad applicability across all areas
 - Reporting on the progress of implementing the risk management program.

What is the process?

There are five steps to the risk management process:

- *Establishing context* – to gain an understanding of the factors that affect risk management, both inside and outside of your organisation – e.g. Are we aware of everything that is involved with our sport?
- *Risk identification* – identifying the risks that your organisation and its members are exposed to – e.g. What could go wrong when we hold our next event?
- *Risk assessment* – analysing risks by considering sources of risk, existing controls, likelihood and consequences to determine the levels of risk that exist – eg. What will cause this risk?
- *Risk treatment* – design of a risk elimination or reduction plan to reduce, avoid, transfer or finance the risks – e.g. What will we do to prevent this risk from occurring?
- *Monitor and review* – ongoing monitoring and reviewing of the risks and the plans, strategies, processes in place to deal with them – e.g. How will we monitor this risk?

(Ref: Standards Australia (2002) Guidelines for Managing Risk in Sport and Recreation (HB246-2002), p.15)

Child Safe Environment

Sport SA endorses the following code of conduct to provide guidance to our employees, students and volunteers responsible for training services involving children and young people under the age of 18 years. The code serves to protect young people and reduce any opportunities for abuse or harm to occur.

Management will:

- Be responsible for the overall welfare and wellbeing of employees, students and volunteers.
- Be accountable for managing and maintaining a duty of care towards employees, students and volunteers.
- Identify a Child Protection Contact Person to provide information and support to all employees, volunteers, children, young people and their families regarding child protection matters.

Employees, volunteers and students

- Maintain a duty of care towards others.
- Establish and maintain a child safe environment for children and young people.
- Be fair, considerate and honest with others.
- Treat children and young people with respect, listen to and value their ideas and opinions and protect their wellbeing.
- Abide by the child safe/child protection policy of the Sport SA.
- Be professional in their actions through their use of language, presentation, manner and punctuality.
- Resolve conflicts fairly and promptly and report and act on any breaches of these standards of behaviour through established procedures.
- Maintain strict impartiality.
- Comply with specific Sport SA guidelines on physical contact with children and young people.
- Respect the privacy of children and young people (and their families) and only disclose information to people who have a need to know in accordance with the RTO's Privacy policy.
- Notify the **Child Abuse Report Line on 13 14 78** as soon as practicable if they have a reasonable suspicion that a young person has been or is being abused or neglected.

We will not:

- Use prejudice, oppressive behaviour or language with children and young people.
- Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality.
- Initiate unnecessary contact with children and young people, or do things of a personal nature that children and young people can do for themselves.
- Develop 'special' relationships with specific children and young people for our own needs.
- Show favouritism through the provision of gifts or inappropriate attention.

This document has been adapted for Registered Training Organisations from the template produced by Families SA. It was produced as part of Service Skills SA's Child Safe Environments Reframing the Future project.

www.servicesskillssa.com.au

Alcohol and Drugs

Sport SA is committed to providing a safe, healthy, productive workplace and training environment in accordance with requirements under the Work Health, Safety and Welfare Act and other relevant Acts. All employees, contractors and students of Sport SA have a responsibility under the above Act to ensure that they take reasonable care to protect their own health and safety and that of others whilst in the workplace by not being affected by alcohol or other drugs to the extent that it impacts on their own or another person's work performance or safety.

The effects of intoxication and the regular use or dependence on alcohol or other drugs are associated with impaired judgement and skills, reduced concentration, absenteeism and increased accidents. These behaviours and activities may seriously affect employee, contractor and student safety and standards of practice within Sport SA.

Employees, contractors or students who have concerns about working with any other employee due to possible alcohol or other drug use should consult with their manager/supervisor immediately.

For the purpose of this Policy, Sport SA defines alcohol and drugs as follows:

"Alcohol" refers to any beverage, containing an alcoholic content that temporarily impairs a person's physical or mental capacity.

"Drugs" refers to a chemical substance, whether it is legal or illegal, which may have the ability to impair a person's physical or mental capacity. These can include prescribed drugs issued by a medical practitioner, or non-prescribed drugs, for example, but not limited to, speed, heroin, amphetamines, LSD, crack, cocaine, ecstasy, marijuana, etc.

All employees, contractors and students of Sport SA are prohibited from selling, distributing, manufacturing, possessing or consuming alcohol or other drugs during working hours, or when on the premises of Sport SA. Employees, contractors and students are also prohibited from arriving at work or returning to work from any break under the influence of alcohol or other drugs.

However, there may be certain occasions where alcohol may be available at Sport SA's functions, though generally, these functions will not take place during an employee's ordinary working hours or training. In these specified situations, Sport SA accepts that alcohol may be consumed within the appropriate guidelines and with the permission of management.

In instances when employees, contractors or students attend either workplace functions or functions on behalf of Sport SA, management, employees, contractors and students will be expected to behave in a professional and responsible manner, ensuring that duty of care is provided to both themselves and others.

In circumstances where an employee, a contractor or student is taking medically prescribed drugs to manage a specific condition that may interfere with their work performance, they are required to notify their manager/supervisor. The manager/supervisor, in consultation with the employee, contractor and student (and

their doctor if relevant to the particular circumstances), may (if practicable) make adjustments to the work or study requirements of the employee, contractor or student concerned. If this is not possible and the situation is

temporary, the employee, contractor or student will either resume or commence sick leave if applicable until the employee, contractor or student is able to resume work.

The right of employees, contractors and students to consume alcohol or take other drugs socially is acknowledged, however it is inappropriate to do so in the workplace. Therefore, Sport SA reserves the right to take action if an employee, contractor or student is:

- affected by alcohol or other drugs, so as to endanger their own safety or the safety of any other person in the workplace;
- found in the possession of alcohol, drugs or drug use equipment on Sport SA premises; or
- affected by alcohol or other drugs, so that the employee's work performance is affected.

An employee, contractor or student found possessing, consuming, distributing, selling or manufacturing alcohol or other drugs or under the influence of alcohol or other drugs, on Sport SA Industry Skills Centre will be subject to disciplinary action, dependent to the nature of incident, which may result in the employee, contractor or student being: (Note the applicable will be utilised)

- counselled;
- instantly suspended on full pay, pending the outcome of an investigation into the incident; or
- dismissed for misconduct, provided the manager/supervisor has actual proof.

The manager/supervisor will confiscate the substance in question for possible evidence.

In accordance with Sport SA Motor Vehicle Policy, Sport SA vehicles are not to be driven by any person that has consumed alcohol or other drugs.

Sport SA will accept no liability for any damage to the vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of a Sport SA vehicle is in breach of this Policy or the law. The driver of any Sport SA vehicle found to have consumed alcohol or other drugs prior to, or whilst, driving a Sport SA vehicle will be deemed to have committed a serious misconduct and will be subject to disciplinary action and possible termination of employment. All liabilities will rest with the driver concerned.

Sport SA reserves the right to search its premises for alcohol or other drugs.

Alcohol and Other Drugs Procedure

To ensure a healthy and safe environment and workplace for all of its employees and students, Sport SA will undertake the following approach if any employee, contractor or student is found possessing, distributing, selling or manufacturing alcohol or other drugs on work premises, or are believed to be under the influence of alcohol or other drugs during work hours.

Possession and/or consumption of Alcohol and Other Drugs

If the manager/supervisor suspects, on rational grounds, that an employee, contractor or student is in the possession of, or has been consuming alcohol or other drugs on Sport SA Industry Skills Centre premises, the employee, contractor or student will accompany the manager/supervisor whilst a search of their bag(s), locker or other possessions is undertaken. The employee, contractor or student has the right to have a witness present during the search.

However, if it not appropriate for the employee to accompany the manager/supervisor, then the employee, contractor or student will be taken to a room and instructed to remain there whilst the search is conducted. In this situation, the employee, contractor or student will have a witness present at the search.

If the employee, contractor or student has been found consuming alcohol or other drugs, the manager/supervisor will confiscate the substance in question for possible evidence.

If the employee, contractor or student is believed to be in the possession of alcohol or other drugs, the search may be performed by either a senior management representative of Sport SA, or in the case of drugs, by the police.

An interview will be conducted between the employee, contractor or student concerned and management in accordance with Sport SA disciplinary procedures on dealing with misconduct at work or training.

The employee, contractor or student will be offered the opportunity of having a person of their choice attend the interview as their representative or as their witness. The employee, contractor or student will be offered the opportunity of explaining and responding to the allegations put to them.

A full investigation of the incident will be undertaken and if the manager/supervisor has sufficient evidence that the employee, contractor or student was either possessing, distributing, selling or consuming alcohol or other drugs on Sport SA Industry Skills Centre premises, the employee, contractor or student will be subject to disciplinary action, which may include dismissal for misconduct.

IF THE EMPLOYEE, CONTRACTOR OR STUDENT IS CONSIDERED TO BE INCAPABLE OF PERFORMING THEIR DUTIES OR PARTICIPATING IN TRAINING

If it is considered that an employee, contractor or student is affected by alcohol or other drugs and is incapable of performing their normal duties in a safe and efficient manner, or participating in training the manager/supervisor will arrange for a witness to also assess the employee. The witness must be familiar with the employee's, contractor's or student's normal behaviour and mannerisms and support the assessment that the employee is incapable of performing their normal duties.

The assessment will be made away from the employee's, contractor's or student's work area/station. Full particulars of the situation will be ascertained and recorded.

If the assessment is supported, the manager/supervisor must counsel the employee, contractor or student to go home. The manager/supervisor will assist the employee, contractor or student in finding safe transport home. If the employee, contractor or student does go home, it will be recorded as being absent from work with pay or non-attendance at training unless otherwise stated in the relevant Agreement/Award.

If the employee, contractor or student refuses to go home, despite having been counselled to do so, the employee, contractor or student will be suspended (on full pay) or removed from the training while the manager/supervisor reviews the employee's, contractor's or student's conduct and discusses the situation with the appropriate management personnel.

On the employee's, contractor's or student's next work period or training session, the manager/supervisor will give the employee a disciplinary warning. Counselling of the employee, contractor or student will follow a first offence:

- to clarify that the behaviour is unsatisfactory and why;
- to establish whether the behaviour was due to intoxication or other factors in the employee's life (in which case confidence must be observed if requested); and
- if necessary, to recommend assistance in line with Sport SA Employee Assistance Program Policy.

The employee, contractor or student will be given the opportunity of having a witness or person for support present with them for the counselling session. Details of the counselling session will be documented.

Poor Work Performance

A manager/supervisor may become aware that an employee's, contractor's or student's performance has deteriorated to such an extent that it is of concern, or that the employee, contractor or student has placed themselves or others at risk of an accident or injury, due to the possible effects of alcohol or other drugs.

When a pattern of unsatisfactory work performance becomes clear, the details will be documented by the manager/supervisor. Sport SA recognises that an employee's, contractor's or student's performance can be affected by problems in their personal life and is committed to assisting employees in dealing with these issues.

An interview will be arranged with the employee, contractor or student to advise them of the problem and to offer assistance, in line with employee assistance by Sport SA. If the problem continues, a second interview will be arranged to caution the employee, contractor or student to offer assistance and warn of potential disciplinary action.

If a third interview is necessary, the employee, contractor or student will be given the option of obtaining help. If help is declined, appropriate disciplinary action will be taken.

Testing Procedure

If the employee, contractor or student is suspected of being intoxicated by alcohol or other drugs during work time and denies the accusation, then Sport SA can request that they attend an appropriate medical institution to be tested for traces of the suspected substance at the Sport SA's expense. The selected appropriate medical institution will also be requested to give a report on whether the employee, contractor or student is fit for normal duties. Whenever possible, testing procedures will endeavour to be in line with the Australian Standard AS4308-1995.

If the testing reveals alcohol or other drugs in the employee's, contractor's or student's system and the selected appropriate medical institution deems the employee unfit for normal duties, the employee, contractor or student will be sent home on full pay and a full investigation will be commenced.

If the testing is inconclusive or negative and the report deems the employee, contractor or student fit for normal duties, the employee, contractor or student will be required to resume work as normal.

Sport SA does acknowledge that employees, contractors and students have the legal right to refuse to be tested, however if the employee, contractor or student does refuse, the employee, contractor or student may be subject to disciplinary action in line with the Discipline and Termination of Employment Policy.

Privacy Statement

Please read the following statement and sign below to confirm that you agree with the collection, maintenance and use of your information that is provided to Sport S.A as part of your enrolment in our courses.

Privacy Statement

Sport S.A. is required to collect information regarding the contact details, demographic information and education background of students who are enrolled in courses. This information is utilised to ensure that the learners gain the most appropriate training and to ensure the quality of record keeping within the organisation. If any agency or individual approaches Sport S.A. for information on our learners, the written permission of the learner will be sought before this information is distributed to others.

Personal information is defined in s 6 of the Privacy Act 1988 (Cth) (Privacy Act) and means information that identifies or could reasonably identify an individual. There are some obvious examples of personal information, such as a person's name and address. Personal information can also include medical records, bank account details, photos, videos, and even information about what an individual likes, their opinions and where they work. Your personal information is protected by law, including the Privacy Act 1988, amendments and the Australian Privacy Principles (APPs) (March 2014) which regulate the handling of personal information for organisations www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles

Enrolment information is to be kept in the training office during the time that the enrolment is active. After the course is completed or the learner has ceased training with Sport S.A. documents are required to be kept in archive for 30 years. These documents are kept in a secure storage unit off-site and in a locked store room at the Sport S.A. office. Learners will be allowed access to their personal documents at any time upon request.

As part of the Registration of Training Organisation requirements under which Sport S.A. operates there will be times that the contact details of learners need to be forwarded to Government departments, the for the audit of services provided by Sport S.A.

During the course of training there are times when photos may be taken during activities or video recordings made to assist in assessment of competency. These recordings or photos will not be used in promotional materials or display without the written permission of the learners represented in the pictures or recordings.

Terms to know

Alignment	The process of relating groups of competencies with a definable work outcome to an Australian Qualifications Framework level.
Appeal Process	The process whereby the person assessed or other interested party, such as the employer, may dispute the outcome of an assessment and seek reassessment.
Assessment	Assessment is the process of collecting evidence and making judgements on whether competency has been achieved.
Assessment system	An assessment system is a controlled and ordered process designed to ensure that assessment decisions made in relation to many individuals, by many assessors, in many situations are consistent, fair and valid.
Assessor in the sport and recreation industry	All trainers and assessors in the Sport and Recreation Industry must have the current qualification TAE40110.
Australian Qualifications Framework	A comprehensive, nationally consistent Framework incorporating all qualifications recognised in post compulsory education throughout Australia. The Framework identifies six levels with corresponding titles and guidelines in the Vocational Education and Training sector.
Competency	Comprises the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance required in the workplace.
Customisation	In Training Packages, customisation is the tailoring of units of competence by the inclusion, modification or substitution of competency units within their alignment with Australian Qualification Framework qualifications.
Endorsement	The formal recognition of endorsable Training Package components by the National Training Framework Committee.
Evidence	The set of information which, when matched against the relevant criteria, provides proof of the competence of the person assessed. Evidence can take many forms and be gathered from a number of sources.
Evidence Guide	This is part of a unit of competence. Its purpose is to guide assessment of the unit of competence in the workplace or institution. Each unit of competence has an Evidence Guide which relates directly to the Performance Criteria and Range of Variables.
Formative Assessment	Assessment which occurs during the learning program while the learner's knowledge and skills are still being formed.
Integrated Assessment	An approach to assessment that covers multiple elements and/or units from relevant competency standards. The integrated approach attempts to combine knowledge, understanding, problem solving, technical skills, attitudes and ethics into assessment tasks.
Key Competencies	Employment related general competencies that are essential for effective participation in the workplace.
Mediation	A process that attempts to reach an outcome satisfactory to all parties
Packaging	The process of grouping competencies into combinations which have meaning and purpose related to work functions and needs in an industry or enterprise.
Qualification	Formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes (defined as competencies in the Vocational Education and Training sector) relevant to identified individual, professional, industry or community needs.
Range Statement	The Range Statement relates to the unit as a whole. The Range Statement performs a number of significant functions, such as to contextualise the competency, to provide a link to knowledge and enterprise requirements, to assist in providing a focus for assessment, and to assist with updating standards as they are reviewed.
Reassessment	An assessment activity initiated as a result of an appeal against the outcomes of a previous assessment.
Records of Assessment	The information that is retained as a result of the assessment outcomes, by the Registered Training Organisation that is responsible for issuing the nationally recognised Statement of Attainment or qualification.
Registered Training Organisation	Any training organisation registered in accordance with the Australian Recognition Framework providing vocational education, training and/or assessment services. Includes TAFE colleges/institutes, private commercial providers, community providers, schools, higher education institutions, enterprises and firms, industry bodies and any other organisation which meets

	the requirements for registration.
Reporting of assessment outcomes	The different ways in which the outcomes of assessment processes are reported to the person assessed employers and other relevant groups. Assessment outcomes may be reported in a variety of ways including graded, non graded and descriptive reporting systems.
Review of assessment processes	Planned and systematic analysis of the assessment system.
Statement of Attainment	A document issued by a Registered Training Organisation to an individual who is recorded as competent against a set of competencies, which do not satisfy an Australian Qualifications Framework qualification outcome, as defined in a Training Package.
Summative Assessment	Assessment which summarises a learner's knowledge and skills, and which comes at the end of the learning program.
Task	A discrete, identifiable and meaningful component of work that is carried out for a specific purpose leading to a particular outcome.
Training Program	A structured approach to the development and attainment of competencies for a particular Australian Qualifications Framework qualification to meet the requirements of the endorsed components of Training Packages. It includes the choice of units or options within the Training Package and the method, training and location for achieving the competencies. In respect of apprenticeships and traineeships, training programs are negotiated between providers on the one hand and employers and individuals on the other, reflecting choice made by the assesses.