



2024 Student Handbook

CHC50421 Diploma of Youth Work

SU Institute of Training
RTO Code 30548

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This Student Handbook references information outlined in the SUIT Policy & Procedures Manual, available to students on SUIT Online once they have enrolled. Students can request a copy if they wish to read it prior to enrolment.

Course Introduction

The CHC50421 Diploma of Youth Work is a nationally recognised qualification from the Community Services Training Package [CHC] that certifies achievement of learning outcomes appropriate to the role of a youth worker in Australia.

The CHC50421 Diploma of Youth Work offered by the SU Institute of Training (SUIT) is an 18 month (full-time) program designed for practitioners who are, or will be, working in positions responsible for the development and outcomes of programs and services for young people. Students will be trained to industry standards in meeting the social, behavioural, health, welfare, developmental and protection needs of young people in the youth work sector.

The qualification has been developed in line with industry standards, with a particular focus on developing a Christian framework for the practice of youth work in community, school or church contexts. Our student cohort is a diverse group of individuals including those currently employed or those training for future employment in areas such as school chaplaincy, youth work in community-based, school-based or church-based contexts with young people.

There are 21 units of competency that form the Diploma, which are determined by national requirements. To ensure a holistic approach to training, the units of competency in the qualification have been organised into themed 'Blocks' focusing on a specific area of youth work practice.

At the completion of the qualification, students who achieve competency in all units will be awarded their qualification. Upon partial completion of the qualification, students will be awarded a Statement of Attainment listing the units of competency completed. Graduating students are encouraged to participate in our formal graduation ceremony which takes place in December of each year.

Course Structure

The following units are included in our CHC50421 Diploma of Youth Work. Students must complete the Foundations and the Working with Diversity blocks first then the remaining blocks may be undertaken in any order. Current chaplains on a waiver will need to have completed the Trauma Informed block during their waiver period.

These unit codes will be listed on the Statement of Attainment or Record of Results.

Term 1	Foundations
CHCCCS016	Respond to client needs
CHCMHS001	Work with people with mental health issues
CHCPRT025	Identify and report children and young people at risk
Term 2	Working with Diversity
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCYTH013	Engage respectfully with young people
CHCYTH014	Work effectively with young people in youth work context

CHCYTH015	Support young people to create opportunities in their lives
Term 3	Trauma Informed
CHCGRP002	Plan and conduct group activities
CHCYTH022	Provide services for the needs and circumstances of young people
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCMHS007	Work effectively in trauma informed care
Term 4	Program Management
CHCCCS007	Develop and implement service programs
CHCYTH021	Support youth programs
CHCCOM002	Use communication to build relationships
Term 5	Case Management
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCDEV005	Analyse impact of sociological factors on people in community work and services
CHCCSM013	Facilitate and review case management
Term 6	Crisis Management
HLTWHS003	Maintain work health and safety
CHCLEG003	Manage legal and ethical compliance
CHCYTH024	Manage service response to young people in crisis

The national register for qualifications and units of competency, including information about the Community Services Training Package, can be found at training.gov.au.

As a Registered Training Organisation (RTO) SUI ensures that our operations comply with all relevant legislation associated with our registration and professional standards for training in the youth work sector, including the Australian Qualifications Framework and issuance of AQF certification documentation.

Further information about the Australian Qualifications Framework can be found at www.aqf.edu.au, and the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au.

Course Delivery

All students will engage in a 'blended' delivery of training, comprising a combination of directed independent learning (with the aid of our online portal and practical work-place experience) and some face-to-face delivery (in lectures, workshops and group-time) throughout the course of their training. It is important to understand that students cannot complete the requirements of these qualifications completely online, nor completely face-to-face, as all students are required to engage with a range of learning experiences.

Training for all students will involve:

- Attending Intensives each term either at the Brisbane campus (126 Barry Parade, Fortitude Valley QLD 4006) or online;
- Engaging with a range of weekly training materials primarily through an online learning system (SUI Online). This may include readings, podcasts, videos, interactive online discussions, and lecture materials;

- Attending an online weekly workshop with your trainer;
- Completing assessments that include weekly activities and a range of tasks in each block;
- One-on-one Trainer support online or by phone;
- Development of skills and knowledge in a practical youth work context for up to one day a week (either as an employed youth worker or as part of a Youth Work Placement).

Students will be organised into cohorts and allocated to a Trainer, which they will be advised about at their first Intensive. The allocated Trainer will change as students move through the various blocks.

Regional and interstate students are encouraged to connect regularly with their Trainer and network with other students in their regional area for support and encouragement.



Workplace Experiences

All students are required to have a practical workplace context in which to practise their developing skills and knowledge with young people for the duration of their training. This workplace experience can take place in one of two environments – as an employee in a youth work role or as part of a Youth Work Placement arrangement in a suitable workplace context.

Employee in a Youth Work Role

Students who are employed for at least one day a week in a youth work role in a suitable workplace context may be able to use this setting for the completion of the practical aspects of their training. The tasks may include undertaking pastoral conversations and small group activities with young people, identifying and creating workplace documents, interacting with other staff members, developing resources and connecting with organisations in the wider community. The appropriateness of a student's workplace and role will be assessed during the pre-enrolment interview. It is a requirement of the course that students employed in a youth work role will need to identify a suitable supervisor/manager who can complete a Workplace Report for each block and provide confirmation of the completion of sufficient work hours for each block.

In the case of employed students who work with a range of ages including children, it is essential that activities related to the coursework are completed with young people; i.e. from upper primary through to young adults depending on the context.

Youth Work Placement

SUIT can organise a Youth Work Placement to provide students, not currently working in the Youth Work sector, with a real workplace context to undertake practical training and build experience in working with young people. Students who participate in a Youth Work Placement will be required to complete between 30 - 100 hours per block (dependent on the block) in a placement arranged/approved by our Training Staff. Most students participating in a Youth Work Placement will spend one day each week in the workplace. A



placement must not exceed 240 hours in a given year and will be organised based on the student's individual preference and the identification of appropriate contexts in their local community.

In instances where students are placed in a context and with a youth worker who works with a range of ages including children, it is essential that students are provided with opportunities to engage with young people to complete course related activities.

While every effort will be made to set up placements based on students' first preference this may not always be possible. Flexibility will be required from students to consider alternative placement options not identified as their preference and/or that may necessitate additional travel requirements.

A placement provides students with a work-like context, so there is an expectation that during their placement students will:

- Attend the workplace on the arranged day or days and give appropriate notice for any absences to the Workplace Supervisor;
- Meet the workplace dress and conduct requirements as would be appropriate for an employee of the organisation (also refer to the Policy & Procedures Manual);
- Meet at least fortnightly with their Workplace Supervisor to formally reflect on learning, including debriefing workplace experiences, creating and planning activities, and discussing assessment.

While there are a maximum number of hours that students cannot exceed in a given year of training, it is essential students also meet the minimum placement hours for each block of training. The minimum number of placement hours is directly linked to the block a student is undertaking and, in some cases, the requirements of individual units of competency within that block. Students will be made aware of the minimum placement hours for a given block of training as a component of the placement information provided to students. It is the expectation of all students that they would be spending the equivalent of one day per week in their placement context and any student doing so should have no difficulty meeting their minimum placement hours for each block. If a student does not meet the minimum placement hours for a given block, it will impact their competency outcome for the units in that block.

Our Youth Work qualifications have been designed to maximise flexibility. However, if undertaken full-time, the Diploma requires students to ensure they have a minimum of 20 hours per week available to engage with and complete the training requirements. This includes time allocated to weekly learning and discussions, assessment preparation, practical tasks and further training experiences. Please note, additional time is required to complete workplace experiences (see above) and the combination of workplace experiences and coursework together contribute to the overall full-time load of 27 hours per week.



Working with Children Check (Blue Card)

All Queensland students enrolled in the CHC50421 Diploma of Youth Work are required to hold a current Working with Children Check (Blue Card) or notification of exemption as a requirement of training and in order to undertake a workplace experience in a youth work context.

If a student's Blue Card is due to expire during the period of enrolment in the program, they must commence the renewal process 8 weeks prior to the expiry date. If a Blue Card is not renewed in time, the student will be unable to continue engaging in their placement context which will have serious implications on their completion of course requirements.

For more information about Queensland Blue Card Services please visit bluecard.qld.gov.au. Interstate students will need to provide relevant suitability details issued by their own State/Territory government and will need to ensure they maintain currency throughout their enrolment.

If a student, at any time during the period of enrolment in a program, engages in actions that are found to be in breach of child protection policies or procedures, they will be removed from placement, withdrawn from the program and, where appropriate, the actions of the student will be reported to the appropriate authorities. Students should also refer to the Child Protection Policy in the Policy & Procedures Manual.

Course Training & Assessment

Throughout the CHC50421 Diploma of Youth Work program students will be asked to provide evidence that demonstrates their competency in the various competency indicators that make up each block. The tasks that are most commonly used to assess competence in the program are:

- Role plays;
- Intensive workshops and assessment activities;
- Assignments and weekly learning modules that involve reading and reflecting on the knowledge and skills of youth work;
- Professional conversations or interviews with a Trainer;
- Third-party reports documenting knowledge or demonstration of skills;
- A Workplace Report.



Assessments

For each block students will be required to complete assessment tasks. The components of these assignments may include:

- Reflections on training experiences;
- Case-studies and scenarios;
- A series of questions or activities to complete;
- Work samples;
- Planning or writing reports;
- Third party reports documenting knowledge and demonstration of skills.

Please note, that completion of all activities, questions, reports and reflections in each assignment is mandatory. Students may not elect to complete some parts and not others. If students do not submit completed work they cannot be deemed competent for the units of competency that form each block.

Referencing

Academic convention requires that students must acknowledge when using the ideas of others in their own writing. This means they should always state the source of an idea or quote in their written work. This includes if ChatGPT is used. SUIIT provides readings for all weekly activities and assignments, so when making a direct quote from one of these readings, we ask that students put that quote in inverted commas and then identify the title or author of that reading in brackets at the end of the sentence. For example:

“A common communication issue in facilitating a meeting is ‘the dominant participant’ which I would seek to manage by ensuring every participant is asked to give input on an issue” (Chapter 25).

If an idea from a reading provided by SUIT is used, but the same words aren't actually used, then students should reference it in this way:

In facilitating a meeting I would be careful to ensure that all participants are given space to contribute ideas to prevent any individuals from dominating the discussion (Chapter 25).

Where students use ideas or quotes from sources other than those provided by SUIT, we require that these be appropriately referenced. We prefer students to use the Harvard Style of referencing, which they can find out more about from the USQ Library's Referencing Guide - <http://bit.ly/1cXk2Qr>.

Weekly Learning Modules

Each term block comprises 8 weekly learning modules that students must complete on SUIT Online in full to be assessed as competent in each block. Each module consists of readings, websites to explore, and videos or podcasts to engage with.

Face-to-Face Intensives

Attending Intensives each term at the Brisbane campus (126 Barry Parade, Fortitude Valley QLD 4006) or online is a requirement of the course. Due to the nature of youth work, some content and assessment such as communication micro-skills, pastoral conversations, WHS and group work must be conducted in person to ensure all competencies are met.

During an Intensive students can expect to spend time learning in interactive workshops, participating in small groups, exploring content and working with other students to practise youth work skills. The intensives as well as the weekly classes provides students with an environment to connect with students in their cohort and training staff during breaks and social activities, and opportunities to become familiar with the online learning area.

Full-time attendance at the intensives in each block is a compulsory requirement of the course for all students. Students who are unable to attend the Intensives may not be eligible to continue with their training. Students need to make arrangements for their own travel, transport, accommodation and food at their own expense while attending the intensives if done so in person.



Regional and Interstate Students

We encourage all students to seek assistance and advice from their Trainer in the completion of specific tasks when they experience any difficulty. This may be especially relevant to students located regionally in Queensland or in other states, at different times. An example of this could be the requirement to visit or access a specific community or youth work organisation, where this may not exist in a rural or remote community. Another example might be instances where aspects of the course content relate specifically to Queensland contexts and have less relevance to interstate contexts. In such instances, students are encouraged to discuss this with their Trainer prior to the due date for the relevant assessment so that their Trainer may advise them on suitable alternatives, modified tasks or other options to complete the task appropriately.

Internet Access & Online Components

It is vital that students arrange and ensure they have reliable and ongoing computer and internet access, at their own expense, when undertaking training as learning and assessment activities are completed on SUIT Online. As a minimum, we recommend students have access to a device (e.g. computer or laptop) with the following:

- Broadband internet connection;
- Sufficient internet data to access the course material;
- Access to internet sites containing multimedia video and audio;
- Word processor or text editing app;
- Access to a printer and scanner.

In addition, to assist with submitting work, it is recommended (*optional*) that students have access to:

- Digital camera (including camera phones); and/or
- A device with video/audio input (e.g. computer webcam or tablet).

SUIT Online

The SUIT Online site is the online learning environment for SUIT students.

SUIT staff will email login details to students prior to commencement of the training program.

Once student's login, they will be able to access and use learning resources, undertake assessment activities, contribute to discussions and receive Trainer support. Students are encouraged to foster peer-learning and engage in group discussion.



It is the responsibility of each student to ensure they have access to SUIT Online each week. Students should contact their Trainer immediately if they experience problems with the online learning environment. All other technical problems such as internet connections, malfunctioning computers or devices and missing emails, as well as all technical costs associated with training and assessment are the responsibility of the student

Who should I contact if I'm having trouble accessing SUIT Online?

Your Trainer is the best point of contact for all training enquiries you may have as a student. If additional assistance is required, they will arrange this support for you.

Submission of Assessment

Every Learning Module, Assignment and Workplace Report has a clearly defined due date for submission. Most of these tasks or documents should be submitted on SUI Online.

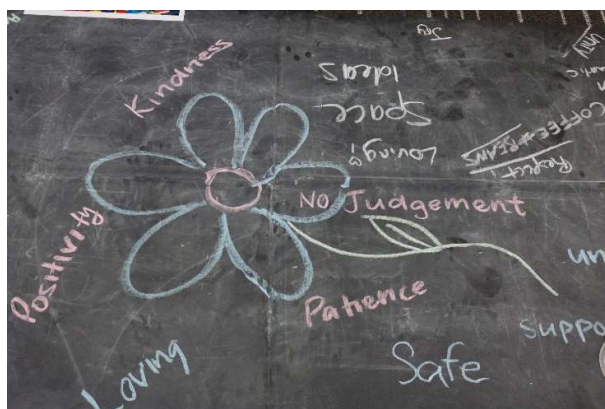
Students are welcome to make arrangements with their Trainer to mail, email or personally submit components of assessment at times, though we encourage all students to utilise the online portal, where possible, in an attempt to provide more streamlined submission approaches and embrace sustainability principles.

Students who have not submitted their work by the due date for a given task will need to make arrangements with their Trainer to demonstrate competency in accordance with timeframes for the completion of each block.

Trainers provide feedback on assessment in an ongoing and progressive manner throughout a block when students submit coursework in line with due dates. Final outcomes will be communicated to students following the completion of all requirements for the block, and required marking and administration is complete.

Where extra information or evidence needs to be provided to demonstrate competence for parts of a block (called a “re-do”). This feedback will be recorded on the assessment task on SUI Online.

If a student has not completed all assessment tasks and re-dos for a block prior to the End Date, they must urgently contact their Trainer to discuss the impact this is likely to have on their Training Plan and enrolment pathway. In instances where a student has not fully demonstrated competency in a given block in accordance with the End Date and any extensions granted, it is likely that they will be required to re-enrol in that block and complete the outstanding components in order to demonstrate competency. Re-enrolment will attract additional fees associated with the adjusted Training Plan.



Plagiarism

Students are required to ensure that coursework submitted for assessment is their original work. Clear guidelines have been provided for referencing in this handbook and should be strictly adhered to. If a student submits work that is extracted directly from another source, they must acknowledge the source and reference appropriately. Failure to do so constitutes plagiarism. Additionally, though we encourage students to provide peer support, the sharing of materials or collaboration that leads to the submission of work that is the same or highly similar is deemed collusion and/or cheating. Suspicions of collusion, cheating and plagiarism will be dealt with swiftly and directly by Training Staff to ensure the authenticity of all student work, and will involve an investigation of the student(s) involved. As an outcome of this investigation and dependent on the nature of the student(s) actions, they may be required to resubmit coursework or receive an automatic fail for the specific task, and/or may be withdrawn from the qualification.

Extension Policy

Each block has set due dates for assessment tasks. Any contact a student has with their Trainer to negotiate an extension must take place prior to the due date and should be due to extenuating circumstances, such as:

- Chronic illness
- Unexpected family complications
- Heavier than usual work responsibilities
- Unforeseen computer problems

Where an extension is deemed to be appropriate, the Trainer will negotiate a new due date, no more than two weeks after the original due date. Should more than two weeks be needed, this will be discussed with the RTO Manager.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the assessment of current skills, knowledge and experience that a student has achieved through previous training, work or life experience, regardless of whether they were gained through formal education and training, life skills or practical experience. RPL applications need to be supported by appropriate documentary evidence.



Students intending to apply for RPL for all or a part of the CHC50421 Diploma of Youth Work program, or who have questions regarding the RPL process, should contact SUIT prior to the commencement of their training. There are specific deadlines for submitting evidence for RPL assessment and collecting relevant and sufficient evidence takes time.

SUIT may award RPL for a particular unit of competency where:

- The student can provide authentic documentary evidence of their prior learning and experience;
- The evidence is of a comparable standard to the assessment criteria presented within the course;
- The evidence is sufficient and current.

RPL is discussed during the pre-enrolment interview. Students applying for RPL must complete an Application for RPL, formally enrol in the program, pay the non-refundable deposit (fee-for-service students only) and the \$70 RPL application administration fee, within the timeframes advised by SUIT. The standard cost of RPL is 70% of the full tuition fee for each unit awarded. Initially fee-for-service students will be required to commence the regular monthly deductions as part of their tuition fee payments (see Tuition Fee Policy). Once the RPL assessment is completed a revised tuition fee and payment plan for their training will be advised in writing. Students paying fees through VET Student Loans will have their fees adjusted accordingly.

Credit Transfer (CT)

Credit Transfer (CT) may be awarded to students who have completed exactly the same units as those offered in the SUIT CHC50421 Diploma of Youth Work program (see Course Structure) through another RTO, or who have completed these units under a previous version of the Community Services Training Package which have been articulated to current units as equivalent.

CT is discussed during the pre-enrolment interview. Students applying for CT must complete an Application for CT, formally enrol in the program, pay the non-refundable deposit (for fee-for-service students only) and the \$70 CT application administration fee, within the timeframes advised by SUIIT. Students applying for CT for units of competency previously completed with SUIIT will not be charged this administration fee. There is no tuition cost for CT units. Initially fee-for-service students will be required to commence the regular monthly deductions as part of their tuition fee payments (see Tuition Fee Policy). Once the CT assessment is completed a revised tuition fee and payment plan for their training will be advised in writing. Students paying fees through VET Student Loans will have their fees adjusted accordingly.

Tuition Fee Policy

Students should be aware that the payment of tuition fees is ultimately their responsibility. SUIIT will not liaise with an employer, church, school etc to negotiate collection of students' fee payments. Students paying fees through VET Student Loans must ensure they have sufficient FEE-HELP balance to cover their course fees. Where relevant, if tuition fees are not paid by these external agencies for any reason, students are responsible for paying all or the balance of tuition fees not paid by them within the required timeframes. Students should also refer to the Fees Policy in the Policy & Procedures Manual.

Tuition Fee Payment

The 2024 tuition fees for the CHC50421 Diploma of Youth Work qualification is \$7,260.

Students have the option to pay tuition fees as they become due across the period of enrolment in line with the payment guidelines discussed below or they have the option to pay tuition fees using a VET Student Loan (if they are eligible). Fees are established on the basis of individual unit costs which vary dependent on the block in which they reside.

The following fee payment guidelines apply to fee-for-service students who wish to pay tuition fees themselves.

- The \$660 non-refundable deposit must be paid at the time the online enrolment registration is completed and is payable prior to commencement of the program.
- Payment of the deposit ensures a place in the training program, indicates a commitment to training and covers the administrative costs associated with processing students' admission and enrolment. The deposit is non-refundable.
- For a full-time student the monthly payment is \$412.50 per month for 16 months. For a part-time student the monthly payment is \$220 per month for 30 months.
- Options of how to make payment should be discussed at the pre-enrolment interview.
- Special arrangements may be made in circumstances where students are experiencing financial difficulty. Such cases will be dealt with on an individual basis by Training Staff in consultation with the RTO Manager. Where payments are outstanding for more than 2 months, students will be required to meet with the RTO Manager to discuss their future participation in the training program.
- All students applying for partial or full RPL towards the Diploma program will be required to pay their revised tuition fees in monthly instalments as detailed above.
- Students may request a copy of their Tax Invoice/Receipt from Training Staff in relation to their enrolment in the program.
- Due to RTO registration compliance, SUIIT is unable to accept full payments of tuition fees prior to the commencement of training in the program. Should a student wish to make additional fee payments in larger amounts than the monthly instalments, this must be discussed with Training Staff prior to payment.

The relevant tuition fee policy and loan application process for students who wish to pay tuition fees through VET Student Loans (if they are eligible) is provided in the VET Student Loans Information document (see appendix). Students must read this document in full before completing the enrolment registration and submitting a loan application.

Should a student not complete a block of training according to the training plan and the specified timeframes (without an extension being granted) they will be required to re-enrol in the block and complete any assessment, placement components or units of competency that is incomplete. This will delay their completion of the qualification and will incur additional costs for re-enrolment in those incomplete units. Students who manage the full-time load of the course, keep clear communication with their Trainer, attend placement, meet assessment deadlines, and seek extensions when required are unlikely to find themselves needing to re-enrol in units.

If, for any reason, SUIT is unable to provide training for a particular block required for the Diploma program, a refund will be provided for any fees paid in advance for that undelivered block of training.

Funding

Students assessed as being eligible for funding under a funding scheme should be aware that the payment of tuition fees is ultimately their responsibility. Circumstances where students may be personally responsible for fees include:

- Students who are deemed ineligible for a given funding arrangement at any time during the term of their Training Contract or Funding Agreement;
- Students who withdraw from the Diploma program prior to completion;
- Students who cease employment with the employer with whom the Training Contract or Funding Agreement is signed prior to completion of the program;
- Students who do not successfully complete the program;
- Any other specific conditions that comprise requirements of the specific funding agreement.

Census Dates

A census day is the date by which a student may cancel their enrolment in the CHC50421 Diploma of Youth Work program without incurring tuition fees for the whole course or a part of the course. The deposit is however, non-refundable.

Census dates are set for each block and will be communicated to students at the time of enrolment.

Administrative Fees & Charges

RPL/CT Application Administration Fee	\$70.00
Replacement Qualification Certificate	\$30.00
Replacement Statement of Attainment	\$30.00
Replacement Academic Transcript/Record of Results	\$30.00

Please be aware that these fees and charges are relevant to 2024 and may change in the future.

Deferral Policy

A deferral is the postponement of study in a particular block/s of units due to exceptional circumstances. A request for deferral must be made in writing to the RTO Manager. Students unable to continue their training within a given year may choose to defer their training and should discuss their options with the RTO Manager.

A request for deferral will only be considered under exceptional circumstances and must be approved by the RTO Manager. All requests must be made in writing prior to the due date for the relevant block. Once a request for deferral has been approved, formal documentation will be drawn up which students will be required to sign and return.

Some situations that might be considered exceptional circumstances are:

- Medical circumstances, such as serious personal illness requiring an extended period of hospitalisation
- Family and personal circumstances, such as death of an immediate family member
- Employment circumstances, such as a critical incident within the workplace

The maximum duration of a deferral for a program of study for any student is one training year cycle, with students re-commencing their training in the following training year. For instance, if a student defers at the end of the first semester of training in one year (June), they must recommence training the following year in July, completing the remaining components of training and assessment with the new years' cohort of students.

All students wishing to defer must have fees paid up to date at the time of deferral (see Tuition Fee Policy) and these fees will be held in trust for the recommencement of training at the end of the deferral period. Students may continue to pay the balance of fees owing upon recommencement of training. If a student does not return in accordance with the period of deferral allocated, they will be issued with a Statement of Attainment for the training completed to date and will be formally withdrawn from the program. Should they wish to complete the remainder of the qualification at a later date, they will be required to re-enrol and pay fees again at the current rate.

Students should take into account and seek advice regarding any employment or funding parameters prior to seeking a deferral. As an RTO our qualification delivery needs to comply with requirements to transition superseded qualifications to the current version within specified timeframes. In the instance where this transition may occur over the duration of an individual student's deferral, the student may be unable to complete the original qualification they enrolled in prior to the deferral. In these instances the student will be provided with accurate information prior to recommencing in relation to the impact of this transition for them, including any additional time or costs related to the delivery.

Withdrawal Policy

A student wishing to withdraw from the CHC50421 Diploma of Youth Work program must do so in writing explicitly stating their desire to withdraw, the reason for withdrawal and an indication of the date on which the withdrawal is being made. A written withdrawal will be accepted in an email received by Training Staff or the general training email address (training@suit.edu.au) or in a written letter received in person or as an attachment to an email. A text message or verbal indication does not constitute a withdrawal and will not be accepted.

If a student decides to withdraw from the program, in accordance with the guidelines outlined above, within the period prior to the census date for a block, any fee payments made in advance of the monthly instalments for the block commenced, less the non-refundable deposit, may be refunded.

No fee refunds, for payments made in excess of the non-refundable deposit, will be made after the census date for a block, unless a student has paid fees in advance for a block that has not commenced.

A student, who decides to withdraw from the program after the census date has passed, will not be entitled to a fee refund and will be required to pay the full fees due for the whole block in which training has commenced.

Students applying for a VET Student Loan should also refer to guidelines on Withdrawing from Courses in the VET Student Loans Information document (see appendix).

Once processed, a withdrawal will be confirmed in writing (email) confirming the date of withdrawal and clearly indicating any debt incurred and/or refund of fees where applicable. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed within the usual timeframes.

If a student who has withdrawn from the qualification wishes to enrol at a later date, they can do so in accordance with usual enrolment processes and intakes. This will include the completion of an Application for Admission, the provision of all information and documentation required for enrolment, an RPL/CT application (where relevant), and all other requirements set out by SUIT at the time of future enrolment.

All students should consider any impact on contractual employment obligations before proceeding with a withdrawal and should discuss their intention to withdraw with their employer prior to advising SUIT.

Cancellation of Enrolment

SUIT reserves the right to cancel the enrolment of a student from the CHC50421 Diploma of Youth Work program at any stage, including after the census date for the relevant block, without their permission in the following circumstances:

- If a student has disengaged from training for an extended period of time without explanation (3 weeks or more), has discontinued communications with their Trainer and cannot be contacted.
- If a student has not met the requirements of a block of study in accordance with the agreed training plan, has not requested an extension for coursework nor provided an explanation; has failed to show progression in accordance with coursework expectations and as such is unable to continue on to future blocks in line with the agreed training plan.
- If a student has engaged in behaviour that is contrary to the Child Protection Policy or their situation has changed so that they no longer are able and/or willing to meet the eligibility requirements for enrolment.

The student will be advised in writing of a proposed cancellation and provided 28 days to appeal the decision before the cancellation takes effect. Students may lodge an appeal in relation to the Complaints and Appeals Policy. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal – <https://suit.edu.au/policies-and-documents/>

The cancellation will only take effect after 28 days or following the conclusion of any appeal process, should the outcome of that process be a cancellation. The student will be advised in writing of their cancellation. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed within the usual timeframes.

The student will be required to pay the full fees due for the whole block in which training has commenced in accordance with the census dates and tuition fee policy.

Students applying for a VET Student Loan should also refer to guidelines on Cancellation of Enrolment in the VET Student Loans Information document (see appendix).

Fee Payments for Withdrawals, Deferrals & Completions

Students should be aware that all fee payments need to be up to date at the time of a withdrawal or deferral from, or completion of, a qualification. Neither withdrawals, deferrals nor completions will be confirmed until fee payments have been made in full. The award of an official qualification certificate, a Statement of Attainment or Record of Results will be withheld until payments have been finalised.

Privacy, Handling Information & Reporting

The functions of SUIT align with the broader organisation SUIT in terms of the handling of information in accordance with the Privacy Policy which aligns with the Australian Privacy Principles - www.su.org.au/privacy

SUIT, in the course of its operations, will collect personal information from students (including potential students), for the purposes of administrative process or registration requirements. This information may relate to personal details such as address or age, academic progress, financial information, personal welfare, medical information or occupation. It may include data, paper documents, photographs or audio-visual materials. SUIT manages a student's academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by a student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment. Students should also refer to the Records Management & Privacy Policy in the Policy & Procedures Manual.

If a student is employed by or volunteering with SU Australia Ministries Ltd, SUIT staff will provide information related to a student's progress in the course and, if applicable, communicate any significant concerns about the student's suitability to engage in work with children to relevant personnel of SU Australia Ministries Ltd.

As an RTO there is a legal requirement to provide information pertaining to students to relevant government bodies in relation to, but not restricted to, the following as requested or mandated:

- ASQA (Australian Skills Quality Authority)
- AVETMISS data provided nationally to NCVET
- USI (Unique Student Identifier)
- QLD Blue Card Services (or interstate equivalents)
- Department of Education & Training, both state and national
- Queensland Schools Authority
- Tuition Assurance Scheme Operators
- Funding bodies
- Centrelink



Additionally personal and course progress information will be provided to other external parties, such as workplace supervisors or placement supervisors, only in circumstances where it directly impacts on training and assessment activities in the workplace; personal contact information for the purposes of formal placement arrangements, reporting documentation and other training and assessment related activities and or documentation.

Students are required to provide accurate information at the time of enrolment, including the accurate completion of all formal documentation and ensure that their personal details or changes to these are updated with SUIT or external parties throughout the duration of their enrolment.

At any time during their enrolment students may have access to their personal information and may have incorrect personal information corrected. Corrections can be requested and discussed in person, on the phone or via email. At times Training Staff may request supporting documentation to enable changes to personal details, for instance a name change.

Centrelink

Students who are completing the CHC50421 Diploma of Youth Work qualification as a full-time course may be eligible for a Centrelink payment. Students are responsible for contacting Centrelink directly to check their eligibility for assistance and to keep Centrelink informed of any changes to their student status or personal situation that may affect their payments or eligibility.

As this is a full-time program, students must demonstrate that they are 'progressing' as a full-time student. Progress is demonstrated through attendance to online classes, reports of activity on SUIT Online, progression through learning materials, attendance in youth work placement, attendance at Intensives, and submission of assessment at the due date. If a student demonstrates that they are not progressing as a full-time student according to these indicators, SUIT has an obligation to report this to Centrelink. Regular checks about individual student enrolments and progression are conducted by Centrelink throughout the year.

NCVER Privacy Notice

Under the Data Provision Requirements 2012, SUIT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by SUIT for statistical, administrative, regulatory and research purposes. SUIT may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Complaints & Appeals Policy

SUIT has a Complaints and Appeals Policy which is publicly available online, including the avenues for lodging a complaint or appeal. The Complaints and Appeals Policy is in place to ensure that students have a mechanism to seek review of or appeal decisions and/or lodge a complaint in relation to both academic and non-academic issues. Students should visit the training website

training.suqld.org.au/complaints-and-appeals to read this policy prior to enrolment. If a student is unable to access the policy online, they should contact SUIT to obtain a copy.

Phone, Mail & Email Contact

Students should ensure their mobile phone and other phone contact details are accurate on our records so their Trainer and other Training Staff can make contact with them as required.

Important information about course requirements are emailed regularly to students, so email forms an essential connection for students. If students are utilising a work email address, such as at a school or other workplace, we request students to check that their email account will enable email correspondence from both their Trainer and group emails from other SUIT staff. This includes instances where inboxes may become full and unable to accept further mail. Students utilising personal email accounts are encouraged to regularly check their spam and junk folders, along with other filters to ensure all relevant emails are finding their way to students' inboxes.

If a student changes their email address, phone numbers or mailing details they must inform SUIT, as a matter of priority, by email: training@suit.edu.au or phone: 07 3112 6444.

Graduation

A graduation ceremony is held at the end of each year to provide an opportunity to celebrate the successful completion of qualification requirements. Generally this ceremony is held on the first Monday evening of the Queensland state school summer holidays at a venue in Brisbane. Attendance at graduation, though greatly encouraged, is not compulsory. This may be especially relevant for interstate, regional or remote students.

Please be aware that in order to be eligible to graduate with a qualification, at the time of graduation students need to have completed all components of all units of the qualification for which they are enrolled. This includes all training and assessment, administrative documentation and all fees paid in full. Should students not meet the requirements of the qualification by the final due date for the final block of training, they will be ineligible for graduation. As a result, they will be issued with a Statement of Attainment for the units completed to date. Should they wish to complete the remaining units in subsequent years, they will need to re-enrol and undertake an RPL/CT process to articulate to the qualification being delivered at that time, at an additional cost.



Glossary of Assessment Terms

Certificate IV	A qualification that recognises achievement of specified national competency standards in vocational skills and knowledge for a particular industry.
Block	A block of training, taught over a number of weeks, that covers a group of units within the CHC50421 Diploma of Youth Work program.
Census Date	The last day a student can withdraw from the program without being financially liable for the whole block. A refund of fees, less the non-refundable deposit, may be made for fee payments made in advance for the block commenced.
Competent	The result when a student has successfully demonstrated that they are able to use skills, knowledge or understanding that has been the focus of a particular unit of competency.
CT	Credit Transfer – the result awarded for units completed through previous training which are exactly the same as those offered in the SUIT CHC50421 Diploma of Youth Work program, or units completed under a previous version of the Community Services Training Package which have been articulated to current units as equivalent.
Deferral	The postponement of study in a particular block due to <u>exceptional circumstances</u> , made in writing to the RTO Manager.
Diploma	A qualification that recognises achievement of advanced national competency standards in vocational skills and knowledge for a particular industry.
Due Date	A calendar date when assessment must be submitted by.
Extension	A negotiated due date for assessment related to a particular assessment task or block, no more than two weeks after the original due date.
Moodle	The online portal where students access learning material and participate in online tasks; also called SUIT Online, and found at training.suqld.org.au .
Portal	A gateway to an area of the internet.
Re-do	Extra information, evidence or assessment requested to demonstrate competency in a particular assessment task or block.
Referencing	A formal process of acknowledging ideas or quotes from others in a student's work. SUIT uses the Harvard Style of referencing.
RPL	Recognition of Prior Learning – the assessment of current skills, knowledge and experience achieved through previous training, work or life experience, regardless of whether they were gained through formal education and training, life skills or practical experience.
RTO	Registered Training Organisation
Trainer	A SUIT staff member who coaches a group of students through each block and manages assessment processes.
Unit	A collection of skills, knowledge and understandings that relate to a function or role pertaining to a particular occupation.
Youth Work Placement	Practical workplace based learning experience that is a compulsory aspect of the course – 240 hours maximum per calendar year with minimum hours specified per block.
Withdraw	To leave the course prior to finishing all blocks of training. Students who opt to withdraw will be liable for all fees due, depending on whether the withdrawal date falls prior to or after the census date, and will be issued a Statement of Attainment for any units assessed as 'competent' at the time of withdrawal.
SUIT Online	The online portal where students can access learning material and participate in online tasks; also called Moodle, and found at training.suqld.org.au .

SUIT

CODE OF PRACTICE

Quality

- As a Registered Training Organisation (RTO) we ensure that our operations comply with all relevant legislation associated with our registration and professional standards for training in the youth work sector, including the Australian Qualifications Framework and issuance of AQF certification documentation.
- Continuous improvement is a cornerstone of our operations as an RTO and we will seek feedback from students about our services.

Student's Rights & RTO Services

- Our marketing and advertising to prospective students is ethical, accurate and complies with conditions of continuing registration as an RTO.
- Before enrolling, students are informed of the costs and charges incurred for the qualification.
- We have a fair refund policy that is documented and provided to students prior to enrolment. In the event that we are unable to provide the services agreed, we have measures in place to ensure that students receive a refund.
- We manage students' academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by the student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment. These records are both complete and accurate.

Access & Equity

- We are committed to ensuring our training experiences are void of discrimination and harassment; that our practices protect the health, safety and welfare of our students and staff.
- We will not unlawfully discriminate against students, both prospective and current. Principles of access and equity are key considerations for our staff and underpin our practices.
- Our policies, procedures and practices are designed to ensure that students are fairly treated and provided with reasonable support to complete the requirements of the training program.
- Any concerns and complaints about our services are responded to appropriately and dealt with both fairly and constructively.

Industry Engagement

- Industry engagement is key to the development and refinement of our training programs. It is also a condition of our continuing registration as an RTO. Our training and assessment strategies are developed in consultation with industry, and our training and assessment is evaluated by industry representatives. These measures ensure that the skills and knowledge that our graduates acquire are relevant to those required in the workplace.
- Evidence of a student's performance in workplace experiences, as a part of our training program, contributes to their training and assessment.
- Our training staff engages regularly with industry to ensure their skills and knowledge is relevant to current practice. This in turn ensures currency in our training and assessment.

Individual Learning Needs & Experiences

- Our range of learning materials, experiences and assessment strategies, along with student support services, have been developed with consideration of individual learning needs and can be tailored, where practical, to meet individual learning needs.
- Recognition of Prior Learning (RPL) is promoted to all students at the time of enrolment. In the case that students may have skills, knowledge and experiences that are relevant to their course outcomes, we will assist them to gain RPL for these.
- In the case where students may have completed exactly the same units of competency with another RTO and provide evidence of this at the time of enrolment, we will provide them with Credit Transfer (CT) for these units toward the completion of their qualification.

SUIT RTO 30548

VET Student Loans Information

Diploma of Youth Work CHC50421

This document is designed to provide key information to individuals considering undertaking the CHC50421 Diploma of Youth Work with SUIT, RTO 30548 (herein referred to as SUIT) under a VET Student Loan. Information from this document relates directly to the requirements outlined in the *VET Student Loans Act 2016* and the *VET Student Loans Rules 2016* and in some instances the wording in this document has been taken directly from these.

Prior to reading this document, potential students **MUST** read the [VET Student Loans Information booklet](#) (Department of Education and Training). This booklet provides important information that students **MUST** be aware of prior to submitting a VET Student Loan application.

In addition to this information please note that the VET Student Loan is a loan, and as such it is important to be aware that:

- A VET Student Loan is a loan from the Commonwealth that gives rise to a VETSL debt
- The loan will remain a personal debt until it is repaid to the Commonwealth
- The loan may, until the debt is repaid, reduce the take-home (after-tax) wage or salary and may reduce borrowing capacity

Individuals are encouraged to seek independent financial advice before applying for a loan and to read the information provided on the Study Assist Website entitled [Paying Back My Loan](#) or Section 6 of the [VET Student Loans Information booklet](#).

For ease of reading for students this document includes both the ***information you need to be provided with prior to enrolment*** along with information about any ***relevant processes and procedures you need to be aware of***. This information document is supported by a range of other Policies & Documents provided on the website: training.suqld.org.au

Student Entry Requirements & Course Enrolment

The Enrolment Requirements for the Diploma of Youth Work are clearly defined in the Prospectus which is available on the website. Students must be able to meet all enrolment requirements to be offered a place in the course.

The qualification is offered in intakes, not on an ongoing basis. Students wishing to enrol must do so in accordance with the intake cycle which will be marketed with clear closing dates and commencement of training timeframes for the intake. Students seeking enrolment outside of these timeframes will not be accepted. Once an intake is open, students will have access to marketing material relevant to that intake on the website along with the capacity to complete an Application for Admission.

An Application for Admission gathers specific information about students to assist in the pre-enrolment stage and nominates formal interest in enrolment. Once an Application for Admission is received a training staff member will contact the student to arrange a pre-enrolment consultation which is an interview style meeting to cover the requirements of the course, both administrative and practical, and to ensure the student understands the course and also enables training staff to be aware of any individual needs of students. A student will be directed to provide required documentary evidence and contact details for referees. Once all materials are gathered and any actions required by staff are undertaken, a student may then be offered enrolment in the qualification.

An offer of enrolment is received via email in conjunction with additional information, such as the Student Handbook. The offer of enrolment will require students to utilise an online system to provide additional information, provide declarations and pay any fees as required. Information on **Tuition Fees and Administrative Charges** is provided on the website. A student must complete and submit all required information and fees on this online system to be formally enrolled in the course.

The enrolment of students in the Diploma of Youth Work is managed in line with the **Recruiting, Selecting and Enrolling Students Policy** which is available on the website and outlines the conditions under which a student may not be accepted into the course. Students are treated equally and fairly throughout the enrolment process.

Students wishing to enrol in the Diploma of Youth with the intent of accessing VET Student Loans to pay the course fees must do so being fully aware of the eligibility requirements to do so. VET Student loans will not be approved for students who do not meet eligibility requirements. To be an **eligible student** for VET Student Loans for the Diploma of Youth Work with SUIT, a student must meet the following requirements:

1. **Enrolment & Loan Application:** the student must be enrolled in the Diploma of Youth Work and must be undertaking the course in Australia. In order to enrol in the Diploma of Youth Work a student needs to have met the Enrolment Requirements as outlined in the **Prospectus** (available on the [website](#)) and provided all information required for enrolment and VET Student Loans to SUIT. Students must have sufficient FEE-HELP balance remaining (see **Loan Amount** section of this document) and apply for a VET Student Loan for the course (the RTO cannot do this on your behalf nor assist you to do so) in accordance with the [VET Student Loans Application Process section of this document](#)
2. **Citizenship & Residency:** the student must be:
 - An Australian citizen; or
 - The holder of a permanent humanitarian visa who is usually resident in Australia, or
 - A qualifying New Zealand citizen – a New Zealand Citizen who meets all of the following:
 - holds a special visa category, such as the New Zealand Special Category Visa (SCV);
 - has been usually resident in Australia for at least 10 years;
 - was a dependent child when he or she was first usually resident in Australia;
 - has been in Australia for periods totalling 8 years during the previous 10 years; and
 - has been in Australia for periods totalling 18 months during the previous 2 years.

For more information on eligibility see p. 6 of the [VET Student Loans Information booklet](#)

3. **Information Requirements:** the student must be able to meet ALL of the information requirements set out in the **VET Student Loans Information Requirements** section of this document which aligns with the criteria outlined on p. 6-7 of the [VET Student Loans Information booklet](#). Please note that this includes the requirement for the student to confirm their engagement and progression to continue to access the loan throughout the course.
4. **Academic Suitability:** the student must have been assessed by SUIT as being academically suited to undertake the Diploma of Youth Work in accordance with the requirements outlined on p. 6 of the [VET Student Loans Information booklet](#). How this is specifically applied to the Diploma of Youth Work entry requirements is outlined in the **Prospectus**, available on the website, and summarised below:

Eligibility & Academic Suitability

The Diploma of Youth Work is suitable for a student who is able to manage the requirements of this qualification; this includes experience in youth work and academic suitability. Suitability for

qualification entry will be considered as a part of the Admission process and the relevant documentation associated with this will be requested at that time.

In order to enrol in the Diploma of Youth Work, a student needs to demonstrate they meet one of the following eligibility requirements:

- Have completed the CHC40421 Certificate IV in Youth Work*
- Have completed an historical version of the Certificate IV in Youth Work or a related qualification of Certificate IV or higher under the Australian Qualifications Framework*
- Employed in a youth work role in a suitable context with sufficient experience to demonstrate likely success at this qualification level and providing evidence of an Australian Year 12 Senior Secondary Certificate of Education

A student who is not currently employed in the sector and has not completed relevant previous training should undertake the CHC40421 Certificate IV in Youth Work as the most appropriate qualification pathway.

**Please note, Certificate IV or higher level qualifications must have been delivered in English*

Training staff must be confident, based on the evidence provided, that the student is academically suited to undertake the course.

There may be instances where a student is currently employed in the sector, is deemed an appropriate candidate for entry to the Diploma by SUIIT, but cannot meet any of the above requirements. An example of this may be a student who is employed in the sector but completed qualifications in youth work or their senior schooling overseas, or did not complete Year 12 nor receive an Australian Year 12 Senior Certificate of Education.

A student in this scenario will be required to display competence at Exit Level 3 or above in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test prior to enrolment. This will be arranged by SUIIT using an Assessment Tool approved for use to meet the VET Student Loans program student entry requirements, see <https://www.education.gov.au/language-literacy-and-numeracy-lln-assessment-tool-information>

SUIIT will provide students with access to the Assessment Tool at no cost to the student. This will include a link to an online external test environment and students will need to ensure they can access the internet to complete the test. Testing must be conducted with honesty and integrity; and training staff must be confident that a student displays that competence. This means that neither training staff nor other individuals can assist you to complete the test; it must be completed by you. The results of the test will be reported to the student as soon as practical after the assessment. SUIIT will also report the results of the test in the form, manner and time requested by the Department of Education and Training in relation to the VET Student Loan application process.

VET Student Loans Information Requirements

SUIIT must collect and verify specific information in relation to applications by students for VET Student Loans. Information collected includes:

- Identification documentation that confirms the student's identity and date of birth – *copy of a birth certificate; passport and/or driver's licence; or a combination of these;*
- Formal documentation that provides evidence of the student's citizenship and/or residency in accordance with the eligibility requirements (above) – *copy of a full birth certificate, citizenship certificate, formal visa information; or a combination of these; or additional specific documentation as requested by training staff.*

- Formal documentation that provides evidence of the student's academic suitability - copy of a Senior Certificate of Education (Australian) for completion of Year 12; a copy of formal documentation demonstrating completion of a Certificate IV level qualification (delivered in English); outcomes of assessment displaying competence at Exit Level 3 in the Australian Core Skills Framework;
- Your Tax File Number or a Certificate of Application for a Tax File Number;
- A valid Unique Student Identifier (USI);
- Students under 18 years of age will need to provide evidence of co-signatory of a parent or guardian or independent as per meeting the requirements to receive Youth Allowance;
- You must have read the [VET Student Loans Information booklet](#).

Students not holding or able to access the relevant formal documentation will need to apply to relevant government agencies and/or other parties to acquire these prior to enrolment.

Following the receipt of an Application for Admission and as a part of the pre-enrolment process a student will be requested to provide relevant documentation to meet this requirement. A student's application for enrolment will not be processed without this information. Training Staff may request additional documentation and/or take action or request action on behalf of the student to verify the documentation received. Copies of relevant documentation are stored digitally on a secure server or in physical files. In order to "meet our legal requirements in terms of Registered Training Organisation requirements" ([Privacy Policy](#)) relevant personal information must be disclosed to Government agencies including the Commonwealth and Tuition Scheme Operators.

Students are reminded that they must provide up to date information to SUIT for the duration of their enrolment, including changes to personal details (such as name), changes to professional details that could affect their eligibility for enrolment (such as employment relevant to course requirements) and changes to contact details including phone, email and mailing address.

Students may be required during the course to communicate directly with the government their continuing agreement to use the VET student loan to pay tuition fees for the course. Students will be required to demonstrate engagement and progression in the course to continue to access a VET Student Loan. This will require you "to log in periodically to confirm your active and legitimate enrolment in the course otherwise you will not be able to continue to access a VET Student Loan" (p.15 [VET Student Loans Information booklet](#), Department of Education and Training). From time to time students may be contacted by the government to verify their enrolment in the course.

Tuition Fees, Census Dates & Administrative Charges

Students should be aware of the following Tuition Fees:

Qualification	Code	Total Tuition Fees
Diploma of Youth Work	CHC50421	\$7,260

Students have the option to pay tuition fees as they become due across the period of enrolment in accordance with a payment plan or students have the option to pay tuition fees using a VET Student Loan (if they are eligible). Information about the fee-for-service payment plan is provided to students in the Student Handbook provided as a part of the offer of enrolment. Fees are established on the basis of individual unit costs which vary dependant on the block of coursework in which they reside. There are 21 units of competency in the Diploma of Youth Work. Fees are reasonably apportioned across 3 fee periods in the course aligning with the 3 semesters of coursework, with each fee period containing a census day.

Fees are applied across 3 fee periods aligned with the semesters of coursework which are called “Blocks”. The following table breaks down the fees based on the semester or coursework “Block”. The order in which students undertake these Blocks and incur the associated fees is dependent on the individual training pathway for the student (for instance where RPL/CT may apply) and the coursework block being delivered in a given semester.

Semester 1		\$1,760 total fees	8 Units
CHCCS016	Respond to client needs \$220		
CHCMHS001	Work with people with mental health issues \$220		
CHCPRT025	Identify and report to children and young people at risk \$220		
CHCDIV001	Work with diverse people \$220		
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety \$220		
CHCYTH013	Engage respectfully with young people \$220		
CHCYTH014	Work effectively with young people in youth work context \$220		
CHCYTH015	Support young people to create opportunities in their lives \$220		

Semester 2		\$2,200 total fees	7 Units
CHCGRP002	Plan and conduct group activities \$220		
CHCYTH022	Provide services for the needs and circumstances of young people \$220		
CHCDFV001	Recognise and respond appropriately to domestic and family violence \$220		
CHCMHS007	Work effectively in trauma informed care \$220		
CHCCS007	Develop and implement service programs \$550		
CHCYTH021	Support young programs \$550		
CHCCOM002	Use communication to build relationships \$220		

Semester 3		\$3,300 total fees	6 Units
CHCPRP001	Develop and maintain networks and collaborative partnerships \$550		
CHCDEV005	Analyse impact of sociological factors on people in community work and services \$550		
CHCCSM013	Facilitate and review case management \$550		
HLTWHS003	Maintain work health and safety \$550		
CHCLEG003	Manage legal and ethical compliance \$550		
CHCYTH024	Manage service response to young people in crisis \$550		

A successful outcome for an application for CT/RPL may reduce the total tuition fees for these qualifications dependent on the numbers of units for which CT/RPL is awarded; the cost of the individual unit; and whether the outcome is CT or RPL. See information on **Recognition of Prior Learning & Credit Transfer** – suit.edu.au

A census day is the date by which a student may cancel their enrolment without incurring tuition fees for the course or a part of the course. **Census dates** are published on the VET Student Loans section of the website suit.edu.au available to students prior to enrolment in the Diploma of Youth Work.

Information about fees other than tuition fees are listed as [Administrative Charges](#) in the document **Tuition Fees & Administrative Charges** on the website – suit.edu.au

Loan Amount

Loans for the Diploma of Youth Work have a course cap of \$11,191; this is the maximum loan amount available for this qualification. It is important to be aware of this if you have enrolled in this qualification previously under a VET Student Loan or have changed provider as this may impact on the loan amount available to you in your course. Students also need to be aware of the FEE-HELP limit which is the total amount available to you under VET Student Loans, VET FEE HELP and FEE-HELP over the your life-time. Prior to enrolling students **MUST** check their FEE-HELP balance to ensure you have enough left to cover tuition fees for the course. If a student no longer has sufficient FEE-HELP balance available to pay the full cost of tuition fees at any time in the duration of their enrolment, they will need to pay any balance required as a fee-for-service arrangement.

Students will incur a 20% loan fee for a VET Student Loan. This amount does not count towards your FEE-HELP limit and is added to your VETSL debt by the ATO. The total VETSL debt incurred for the course is the cost of the tuition fees (\$7,260) + the loan fee (\$1,452) = \$8,712. More information on Loans can be found in the [VET Student Loans Information booklet](#) and the Study Assist Website especially the [VET Student Loans page](#) and the [FAQs page](#) . Information on Loan Caps for specific courses can be found in the [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#).

VET Student Loans Application Process

Just enrolling in the Diploma of Youth Work with SUIT and indicating that you would like to pay for the costs of the course with a VET Student Loan is not sufficient; **you actually need to apply for a VET Student Loan directly**.

The process for applying for a VET Student Loan is outlined in detail in the [VET Student Loans Information booklet](#), p.20 or on the [Study Assist website, VET Student Loans - Applying](#)

The following information is extracted directly from this document and website for your reference:

To apply for VET Student Loans you must first enrol with your provider and indicate you wish to access VET Student Loans. Your provider will then give the department your enrolment information, including the nearest applicable census day, through the electronic Commonwealth Assistance Form (eCAF) system.

You will then receive an email from the department allowing you to sign into the eCAF system. Once you sign-in, you will need to verify the pre-populated information and complete the mandatory fields. You can then submit the eCAF, which will cause the system to email you a copy of your completed form. You should keep this form for your records.

In exceptional circumstances, you may be permitted to use a paper loan request form or other electronic Commonwealth Assistance Form developed by your provider. Your provider will advise you how to apply using these forms.

If you do not complete the eCAF, or other permitted form, by the required date for your course, you will have to wait until the next part of your course/unit, next semester or trimester to request VET Student Loans for future study. Retrospective access to VET Student Loans is not allowed under any circumstances.

A student must complete the application prior to the census date and SUIT will provide a specific deadline for completion of this following enrolment to ensure students meet this cut-off date. Students who wish to use a VET Student Loan to pay for fees must either have a Tax File Number or obtain a Certificate of Application for a TFN from the Australia Tax Office in order to submit an application for VET Student Loans.

Students who are under 18 years of age must have a parent or guardian co-sign the application for VET Student Loans. This is not necessary if a student is an independent who has been assessed as meeting the requirements to receive Youth Allowance under part 2.11 of the Social Security Act 1991. See the information provided on p.20 of the [VET Student Loans Information booklet](#).

Withdrawing from Courses

A student wishing to withdraw from the Diploma of Youth Work must do so in writing explicitly stating the desire to withdraw, the reason for withdrawal and an indication of the date on which the withdrawal was provided. A written withdrawal is accepted in an email received by a member of the training staff or general training email address (suit.edu.au) or in a written letter received in person or as an attachment to an email. A text message or verbal indication does not constitute a withdrawal and will not be acceptable.

If a student withdraws, in accordance with the guidelines outlined above for withdrawal, before the census day for the course or part of the course they will not incur a VETSL debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course. There are no further financial, administrative or other barriers to withdrawal in these circumstances. Once processed a withdrawal will be confirmed in writing (email) confirming the date of withdrawal and clearly indicating any debt incurred and/or refund of fees where applicable. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed in accordance with the usual timeframes.

Should a student who has withdrawn from the qualification wish to enrol at a later date, they can do so in accordance with usual enrolment processes and intakes. This will include the completion of an Application for Admission; the provision of all information and documentation required for enrolment; an RPL/CT application (where relevant); and all other requirements set out by SUIT at the time of future enrolment. A student will not be enrolled in the course without the written permission of the student received as a part of the completion of the Application for Admission process.

All students should consider any impact on contractual employment obligations before proceeding with a withdrawal, and should discuss their intention to withdraw with their employer prior to advising SUIT.

Cancellation of Enrolment

SUIT reserves the right to cancel the enrolment of a student at any stage, including after the census date for the course or part of the course, without their permission in the following circumstances:

- If a student has disengaged from training for an extended period of time without explanation (3 weeks or more), has discontinued communications with training staff and cannot be contacted.
- If a student has not met the requirements of a block of coursework/group of units in accordance with the agreed training plan, has not requested an extension for coursework nor provided an explanation; has failed to show progression in accordance with coursework expectations and as such is unable to continue on to future blocks of coursework/groups of units in line with the agreed training plan
- If a student has engaged in behaviour that is contrary to the Child Protection Policy or their situation has changed so that they no longer are able and/or willing to meet the eligibility requirements for enrolment.

A student will be advised in writing of a proposed cancellation and provided 28 days to appeal the decision before the cancellation takes effect. Students may lodge an appeal in relation to the Complaints and Appeals Policy. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal – suit.edu.au

The cancellation will only take effect after 28 days or following the conclusion of any appeal process, should the outcome of that process be a cancellation. The student will be advised in writing of their cancellation. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed in accordance with the usual timeframes.

The cancellation of an enrolment following the census date for a fee period will result in the student incurring full fees for that fee period. A student who is able to demonstrate special circumstances may apply for their FEE-HELP balance to be re-credited.

Re-crediting of FEE-HELP Balances

At times circumstances may occur that are beyond a student's control that impact on their ability to complete the course or parts of the course in accordance with the enrolment requirements. These circumstances may mean that a student seeks to withdraw from the qualification at a time following the census date for a fee period incurring the fees for the units within that fee period.

A student's FEE-HELP balance can be re-credited and a student may apply to SUIT for the student's FEE-HELP balance to be re-credited if **special circumstances** apply. Special circumstances are defined within the VET Student Loans Act 2016 (p.53) as those that:

- Are beyond the student's control; and
- Do not make their full impact on the student until on or after the census date for the course; and
- Make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course

Special circumstances may include medical, family, personal or employment. Examples of special circumstances are listed below:

- **Medical Circumstances:** a student has an illness prior to the census date that worsens unexpectedly after the census date making them unable to continue in the course; or a student contracts an illness following the census date making them unable to continue with the course.
- **Family or Personal Circumstances:** a member of the student's family experiences medical problems that require the student to become a carer; or a death occurs in the immediate family; or unforeseen family financial difficulties occur where each of these circumstances result in the student being unable to continue with the course.
- **Employment Circumstances:** a change in employment arrangements that are outside the control of the student and the student is unable to continue their course as a result.

A student must formally withdraw from the Diploma of Youth Work before a request for re-crediting can be made. Applications for re-crediting must be made within 12 months from the date of withdrawal. A student cannot apply for the re-credit of unit if that unit has been successfully completed.

To apply to Re-Credit a FEE-HELP debt a student must do the following:

1. Submit a request in writing – a formal letter is required with the student's signature included.
2. Provide the following information in the formal letter:
 - a. The date of the letter and the student's signature.
 - b. Current personal contact details including postal, email and phone.
 - c. The part of the course for which re-credit is sought, for instance the unit/s.
 - d. Outline the special circumstances especially providing information and when these circumstances started/changed. The student must explain how the circumstances are beyond their control, how they didn't fully impact prior to the census date and how they make it impracticable to complete the course.

3. Provide supporting documentation relevant to your special circumstance that outlines sufficient information to support your claim. Supporting documentation could include:
 - a. A letter from a doctor indicating the date the medical condition commenced or changed and how it has affected the student's ability to complete the course requirements.
 - b. A letter from another professional, such as a counsellor, outlining the date on which personal circumstances changed and how these have affected the student's ability to complete the course.
 - c. A letter from an employer indicating the previous work arrangements, the date on which they changed, the new work arrangements, the reason for the change, and how these have affected the student's ability to complete the course.
 - d. A medical certificate or other documentation can also be provided but will need to be accompanied by the formal letter.
4. Submit the letter and supporting documentation within 12 months from withdrawal in one of the following ways:
 - a. As an attachment to an email sent to suit.edu.au
 - b. In person to Training Staff, 126 Barry Parade, Fortitude Valley QLD 4006.
 - c. By mail to SUIT, PO Box 1167 Eagle Farm QLD 4009.

Once a request for re-credit has been received in full, including appropriate supporting documentation Training Staff will confirm receipt of the letter in writing via email or post as soon as practical.

Training Staff will consider the application in light of the supporting document provided and may request additional information or documentation, or verification of documentation submitted as a part of the process. A decision will be communicated to students as soon as practical from the date the request has been confirmed as being received. The decision will be provided in writing to the student via email or post.

Should a student wish to have the decision reviewed they may lodge an appeal using the process in accordance with the Complaints & Appeals Policy available on the website. Appeals must be received within 28 days of the date the decision was communicated to the student. There is no charge for lodging an appeal.

Should a student be unsatisfied following this appeal they can seek review by the Administrative Appeals Tribunal, information available at <http://www.aat.gov.au/>. Please be aware that there is a cost associated with lodging an appeal to AAT.

There are circumstances in which a student may directly request or be granted re-credit of their FEE-HELP balance from the Secretary; that is the nominated representative overseeing the implementation of the VET Student Loan scheme. The following circumstances are outlined in the VET Student Loans Rules 2016, p.42 (Subdivision G):

"A student may apply to the Secretary for the student's FEE-HELP balance to be re-credited under Section 71 of the Act because: the provider or someone acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET Student Loan; or the provider failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student."

Applications for re-crediting in these circumstances need to be *"made within 5 years after the census day for the course, or within the period as extended by the Secretary."*

Additionally *"the Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider: is unable to act or is being wound up or has been dissolved; or has failed to act and the Secretary is satisfied that the failure is unreasonable."*

Tuition Assurance

Tuition assurance is an arrangement between an RTO and a tuition assurance scheme operator that ensures that *“In the event of a Provider ceasing to provide a course of study, to either find an alternative place for the student with another provider or refund course fees paid by the student and/or fees paid on the student’s behalf and particularly fees paid by the Commonwealth to a Provider as part of a HELP loan”* ([TAFE Directors Australia](#))

The approved tuition assurance arrangements in place for the Diploma of Youth Work (CHC50421) in line with the VET Student Loans requirements as outlined in the VET Student Loans Act 2016 and VET Student Loans Rules 2016 are provided in the **Statement of Tuition Assurance** available on the website.

If SUIT ceases to provide the Diploma of Youth Work while a student is enrolled and before the course is completed the following action will be taken:

- within 2 days students will be notified in writing that the course is no longer being offered
- within 7 business days following this notification a meeting will be held for affected students with the tuition assurance scheme operator at the location where the course is primarily delivered
- the website will be updated as soon as practical to advise that the course is no longer being provided and provide tuition assurance information
- all actions required by the VET Student Loans scheme operator in relation to notification and re-crediting FEE-HELP balances

In the instance that another provider has ceased providing the qualification and a student has enrolled with SUIT as a replacement provider, the student will be treated fairly. This includes ensuring that a student will receive credit for parts for the original course successfully completed in accordance with the **Credit Transfer** information provided on the website.

A useful Tuition Assurance fact sheet for students is available on Department of Education and Training website: [“What to do if your provider closes – tuition assurance”](#)

Dealing with Complaints & Students Seeking Review

The Complaints and Appeals Policy is in place to ensure that students have a mechanism to seek review of or appeal decisions and/or lodge a complaint in relation to both academic and non-academic issues. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal - training.suqld.org.au/complaints-and-appeals/

Students will be treated fairly, will not be victimised nor discriminated against for making a complaint or lodging an appeal, including, but not limited to:

- seeking review or reconsideration of a decision, for example an assessment outcome or enrolment decision
- making an application for re-crediting of the students FEE-HELP balance
- using the process for dealing with a grievance

All complaints and appeals received will be managed in line with the Complaints and Appeals Policy and in accordance with the following grievance procedure which incorporates both internal and external stages. There is no charge to the individual lodging a complaint or appeal for any aspect of either the internal or external stages of this procedure.

Grievance Procedure, Internal Stage – within the Functions and Staff of the RTO

1. A complaint/appeal is received and provided to the Vocational Training Delivery Manager for review.
2. The complaint/appeal is acknowledged in writing as soon as practical upon receipt by the Vocational Training Delivery Manager.
3. More information may be sought from the individual who has lodged the complaint/appeal should this be required to inform a decision regarding the outcome of the complaint/appeal. Information may also be sought from other parties who are implicated by the complaint/appeal.
4. If applicable, reports will be made to government departments where legal issues arise, for instance a child protection issue.
5. A formal decision will be communicated in writing to the individual who has made the complaint/appeal in writing within 60 calendar days this will include the reasons for the decision along with advice on how to appeal the decision.
6. Should more than 60 days be required to finalise or process the complaint/appeal this will be communicated in writing including the reasons why more than 60 calendar days are required and regular updates will be provided to the individual who has lodged the complaint/appeal on the progress of the matter.
7. Should the individual who has lodged the complaint/appeal wish to appeal the decision, this can occur through contact with the direct Executive Officer/Director who is the line manager of the Vocational Training Delivery Manager. A formal decision will be communicated in writing to the individual who has made the appeal in writing this will include the reasons for the decision along with advice on how to request a review of the decision.
8. The individual lodging the complaint/appeal may at any stage in the process be accompanied or assisted by another party of their choosing and at their own expense.

Grievance Procedure, External Stage – external parties in the broader organisation and VET Student Loans Ombudsman

1. Should the individual who has lodged the complaint/appeal be dissatisfied with the outcome following all aspects of the internal stage, they may be referred to an independent external person from outside of the functions of the RTO staff to have the decision reviewed.
2. If the matter relates directly to VET Student Loans the VET Student Loans Ombudsman is the nominated and approved external dispute resolution scheme and as such forms the independent body with appropriate expertise to review decisions relating to issues that fall within the scope of that body. Individuals lodging a complaint/appeal can request contact details for the VET Student Loans Ombudsman as a part of this process or make contact independently.
3. For matters which do not fall within the scope of the VET Student Loans Ombudsman's jurisdiction, the People Services Team of SUIT has expertise to manage grievances and is independent of the RTO functions. The People Services Team may consider that external investigation, mediation or the involvement of an appropriate party independent of the broader organisation may be necessary and will make these arrangements.
4. More information may be sought from the individual who has requested a review of the decision regarding the complaint/appeal should this be required to inform a decision regarding the review. Information may also be sought from other parties, including RTO staff, who are implicated by the complaint/appeal.
5. The individual lodging the complaint/appeal may at any stage in the process be accompanied or assisted by another party of their choosing and at their own expense.
6. The outcome of the review will be communicated in writing to the individual who has requested the review and to the Vocational Training Delivery Manager.

Once an outcome and/resolution has been reached and decision communicated, all actions required by training staff will be implemented under the supervision of the Vocational Training Delivery Manager. Any recommendations that result from the external review stage will be given due consideration as a part of the continuous improvement strategies of the RTO.

All records associated with complaints and appeals are managed by the RTO in accordance with the [Privacy Policy](#) and as such allows for individuals who have lodged a complaint or appeal to access the records of that use upon request.

Handling Information

The functions of the RTO align with the broader organisation SUIT in terms of the handling of information in accordance with the Privacy Policy which aligns with the Australian Privacy Principles - www.suqld.org.au/privacy

SUIT, in the course of its operations will collect personal information from students (including potential students), for the purposes of administrative process or registration requirements. This information may relate to personal details such as address or age, academic progress, financial information, personal welfare, medical information or occupation. It may include data, paper documents, photographs or audio-visual materials. SUIT manages a student's academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by a student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment.

If a student is employed by or volunteering with SU Australia Ministries Ltd, SUIT staff will provide information related to a student's progress in the course and, if applicable, communicate any significant concerns about the student's suitability to engage in work with children to relevant personnel of SU Australia Ministries Ltd.

As an RTO there is a legal requirement to provide information pertaining to students to relevant government bodies in relation to, but not restricted to, the following as requested or mandated:

- ASQA (Australian Skills Quality Authority)
- AVETMISS data provided nationally to NCVER
- USI (Unique Student Identifier)
- QLD Blue Card Services (or interstate equivalents)
- Department of Education & Training, both state and national
- Queensland Schools Authority
- Tuition Assurance Scheme Operators
- Funding bodies
- Centrelink

Additionally personal and course progress information is provided to other external parties, such as workplace supervisors or placement supervisors, only in circumstances where it directly impacts on training and assessment activities in the workplace; personal contact information for the purposes of formal placement arrangements, reporting documentation and other training and assessment related activities and or documentation.

Students are required to provide accurate information at the time of enrolment, including the accurate completion of all formal documentation and ensure that their personal details or changes to these are updated with SUIT or external parties throughout the duration of their enrolment.

At any time during their enrolment students may have access to their personal information and may have incorrect personal information corrected. Corrections can be requested and discussed in person, on the phone or via email. At times Training staff may request supporting documentation to enable changes to personal details, for instance a name change.

References & Resources

The information provided in this document has been compiled with reference to the following key documents and information available from the VET Student Loans section of the Australian Government, Department of Education & Training website: <https://www.education.gov.au/vet-student-loans>

Additionally students are encouraged to visit the VET Student Loans section of the Study Assist website for other helpful information: <http://studyassist.gov.au> and select “VET Student Loans”

All policies and documents referred to in this information guide are available on the provider’s website: suit.edu.au