



STUDENT HANDBOOK

Domestic Students

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Burwood 2134 NSW

AUSTRALIA

www.ssc.edu.au

info@ssc.edu.au

RTO ID: 45279

CRICOS ID: 03648B

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Welcome to South Sydney College!

Congratulations on beginning your learning journey with **South Sydney College (SSC)**!

This Domestic Student Handbook is your guide as you complete your chosen studies with SSC through either blended or fully online learning. As a valued member of our community, you will have access to industry-aligned trainers, high-quality course content, and a range of support services—all designed to make your learning flexible, engaging, and rewarding.

Please read the information in this handbook carefully. During your orientation, you will be asked to confirm that you have read, understood, and agreed to the conditions outlined. If you have any questions at any time, our Student Support Team is ready to assist—simply contact us in person or via email.

You can refer to this handbook throughout your studies. Save your own copy or access the latest version anytime at <https://ssc.edu.au>.



Thinking about microcredentials?

SSC also offers a wide range of online microcredentials that are short, practical, and designed to build skills you can apply immediately in the workplace. These non-accredited learning options give you the flexibility to upskill quickly, explore new career pathways, or complement your formal studies.

If you would like to add microcredentials to your study plan, please contact the Student Support Team for more information about the topics available, how they can support your goals, and the options for enrolment.

Registered Training Organisation (RTO)

South Sydney College (SSC) is a Registered Training Organisation (RTO) approved to deliver nationally recognised training in Australia. Our registration is regulated by the **Australian Skills Quality Authority (ASQA)**—the national regulator for the vocational education and training (VET) sector.

As an RTO, SSC complies with the Standards for RTOs 2025 as well as other relevant legislation and quality frameworks. For courses delivered to overseas students on student visas, SSC also complies with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), and other CRICOS-related requirements. This ensures that both domestic and international students receive training and support that meets Australian standards.

In addition to nationally recognised qualifications, SSC also offers microcredentials and non-accredited training. These programs are designed to provide flexible, practical learning options that complement accredited study or allow you to build specific skills for personal or professional development.

This handbook, along with our website and Student Support Team, will provide you with the information and guidance you need to be successful in your learning journey at SSC. For more information about ASQA and the regulation of RTOs, visit www.asqa.gov.au.

Course Information

South Sydney College (SSC) is approved by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training. All qualifications on our scope of registration are accredited under the Australian Qualifications Framework (AQF) and align with official Units of Competency.

→ Nationally Recognised Training (Australia)

When you complete a nationally recognised course with SSC, you can be confident that:

- Your certificate is recognised across Australia.
- You may be eligible to receive credit towards further accredited study in Australia or other countries with aligned frameworks.
- Your training meets the quality and compliance standards set by ASQA and the Standards for RTOs 2025.

These qualifications are designed for learners who wish to:

- Gain formal trade, business, management, or IT qualifications to strengthen their employability in Australia.
- Progress toward higher-level accredited study pathways.
- Build skills that are relevant and in demand across a wide range of industries.

Qualifications on SSC's Scope of Registration:

Field	Code	Qualification Title
Automotive	AUR30320	Certificate III in Automotive Electrical Technology
Automotive	AUR30620	Certificate III in Light Vehicle Mechanical Technology
Automotive	AUR40216	Certificate IV in Automotive Mechanical Diagnosis
Automotive	AUR50216	Diploma of Automotive Technology
Business	BSB40120	Certificate IV in Business
Business	BSB50120	Diploma of Business
Management	BSB50820	Diploma of Project Management
Management	BSB60420	Advanced Diploma of Leadership and Management

Management	BSB60720	Advanced Diploma of Program Management
Management	BSB80120	Graduate Diploma of Management (Learning)
Community Services	CHC52015	Diploma of Community Services
Community Services	CHC52021	Diploma of Community Services
Information Technology	ICT50220	Diploma of Information Technology
Information Technology	ICT60220	Advanced Diploma of Information Technology
Construction	RII60520	Advanced Diploma of Civil Construction Design
Hospitality	SIT50422	Diploma of Hospitality Management
Electrotechnology	UEE30820	Certificate III in Electrotechnology Electrician

For the full range of courses for each field, visit: <https://ssc.edu.au/> or <https://training.gov.au/organisation/details/45279/qualifications>

→ Professionally Accredited Courses (Non-AQF)

In addition to nationally recognised qualifications, South Sydney College (SSC) also offers a range of professionally accredited short courses and microcredentials. These programs are designed in response to industry demand, emerging trends, and professional practice requirements, giving learners the opportunity to develop job-ready skills quickly and effectively.

These courses are developed and delivered by SSC based on industry demand, emerging trends, and professional practice. While not part of the Australian Qualifications Framework (AQF), they are:

- Professionally recognised in specific sectors.
- Designed to enhance your practical capability, digital fluency, and leadership potential.
- A great fit for learners seeking career advancement, upskilling, or entry into specialised areas such as cyber security, data science, and leadership.

Compliance Note: As these programs are not part of the AQF, they do not lead to a nationally recognised qualification. However, they provide valuable professional development opportunities that complement accredited training.

Examples of Professional and Skill-Based Courses:



Cyber Security & Data Science:

- ✓ Threat Detection and Response
- ✓ Ethical Hacking and Penetration Testing
- ✓ Data Visualization Techniques
- ✓ Introduction to Data Analysis
- ✓ Safeguarding Critical Infrastructure in a Digital World



AI & Machine Learning:

- ✓ Understanding AI Algorithms
- ✓ Predictive Modelling Techniques
- ✓ AI Ethics and Governance
- ✓ Introduction to Artificial Intelligence and Machine learning



ICT & Business Analysis:

- ✓ ICT Business Analysis for Strategic Decisions
- ✓ Planning ICT Initiatives for Sustainable Growth
- ✓ Creating ICT Feasibility Reports That Drive Action
- ✓ Identifying Business Needs Through Smart Data Collections



Business & Management:

- ✓ Leading Effective Teams in the Workplace
- ✓ Effective Workplace Communication Leadership
- ✓ Innovation and Continuous Improvements for Managers
- ✓ Developing Critical Thinking in the Workplace



Networking & Infrastructure:

- ✓ Managing Complex ICT Networks for Reliable Performance



Project Management:

- ✓ Project Governance Essentials
- ✓ Strategic Program Benefits Management

- ✓ Network Server Engineering: Design, Deploy, & Test
- ✓ Network Security Essentials: Protect, Detect, & Defend
- ✓ Enterprise Wi-Fi Solutions: Designing for Performance & Security
- ✓ Managing Communication Project Success
- ✓ Project Risk Management Essentials
- ✓ Time Management Techniques for Project Delivery

For more professional short courses and micro-credentials, visit: <https://ssc.edu.au/micro-credentials/>

→ **Additional Notes:**

- To help you improve your English proficiency while studying in Australia, SSC can refer you to our partnered provider for ELICOS – General English Courses.
 - Visit: <https://ssc.edu.au/courses-for-international-students-in-australia/elicos-general-english-course/>

What You Must Supply

South Sydney College (SSC) uses a combination of classroom-based resources and digital education technologies to support your learning experience. Depending on your course, you may complete training in a blended format (face-to-face and online) or fully online through our learning management system (LMS).

To successfully access and complete your course, you must have:



A computer or laptop capable of running standard applications and accessing multimedia content



An up-to-date web browser and access to commonly used software (e.g., PDF reader, word processor)



Reliable internet access with sufficient speed to access digital resources and learning materials



Basic digital literacy skills to navigate online platforms, use communication tools, and engage with course resources

Note: The SSC Burwood Campus provides free Wi-Fi and computer lab access for domestic learners attending on campus. Students completing courses online are expected to ensure their own access to appropriate devices and internet connectivity.

By enrolling in any SSC course, you confirm that you meet the minimum technical requirements and agree to comply with our [Terms of Use](#) and all platform-related policies. Learners attending on-campus training must also ensure they bring required learning materials, attend scheduled classes, and follow all SSC campus rules, safety procedures, and student conduct expectations.

College Location



South Sydney College (SSC) has multiple campuses and training facilities across Australia. These sites reflect our commitment to quality, accessible education and serve as welcoming spaces for face-to-face learning, industry engagement, and student support.

Our main campus is located in Burwood, a central and multicultural suburb in Sydney's inner west:



Burwood Campus
Suite 208, Level 2, 11–15 Deane Street
Burwood, NSW 2134, Australia

This location is only minutes from public transport (train and bus), local shops, and the commercial centre of Burwood. It is a diverse and friendly area, just 20 minutes by train from Sydney's city centre.

We also deliver training from the following sites:

Location	Address	Suburb	State	Postcode
Surry Hills	410 Elizabeth Street	Surry Hills	NSW	2010
Automotive Workshop	175 Cleveland Street	Redfern	NSW	2016
GeSS Education (Delivery Partner)	Southport Palms, 56–60 Whitby Street	Southport	QLD	4215

→ Thinking of visiting the College?

You're always welcome to visit our campuses. If you'd like to see the facilities, attend an information session, or discuss your study options in person, contact our Student Support Team at info@ssc.edu.au.

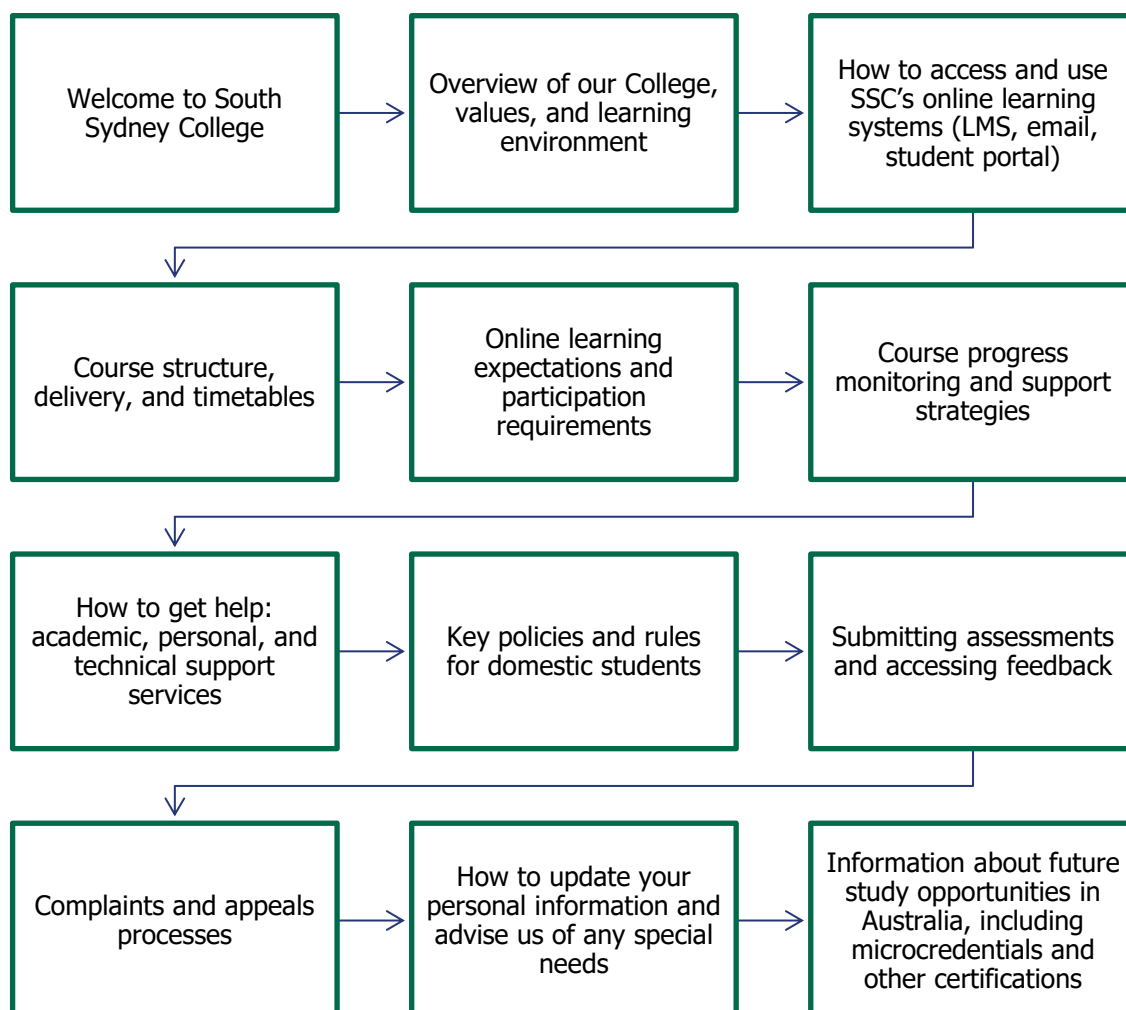
You can also view photos and explore our facilities online at:
<https://ssc.edu.au/why-study-with-us/campus-facilities/>

Starting Your Course and South Sydney College

As a domestic learner with South Sydney College (SSC), you will participate in an orientation program designed to help you get started with confidence. Depending on your mode of study, orientation may be held in person at one of our campuses or online via our learning platform.

The orientation program is conducted by our Student Services Team and provides everything you need to settle into your studies and make the most of your learning experience at SSC.

You are encouraged to ask questions during your orientation and connect with our support team whenever needed.



At the end of the orientation, you will be asked to complete a brief form confirming:

- You have attended or completed the orientation
- Your personal details and learner profile are up to date
- Any support needs have been communicated

→ What is Accredited Training?

Accredited training refers to courses that are formally recognised under the **Australian Qualifications Framework (AQF)** and meet the national standards set by the **Australian Skills Quality Authority (ASQA)**.

Here at **South Sydney College (SSC)**, when you complete an accredited, nationally recognised course, you will receive a qualification or statement of attainment that:

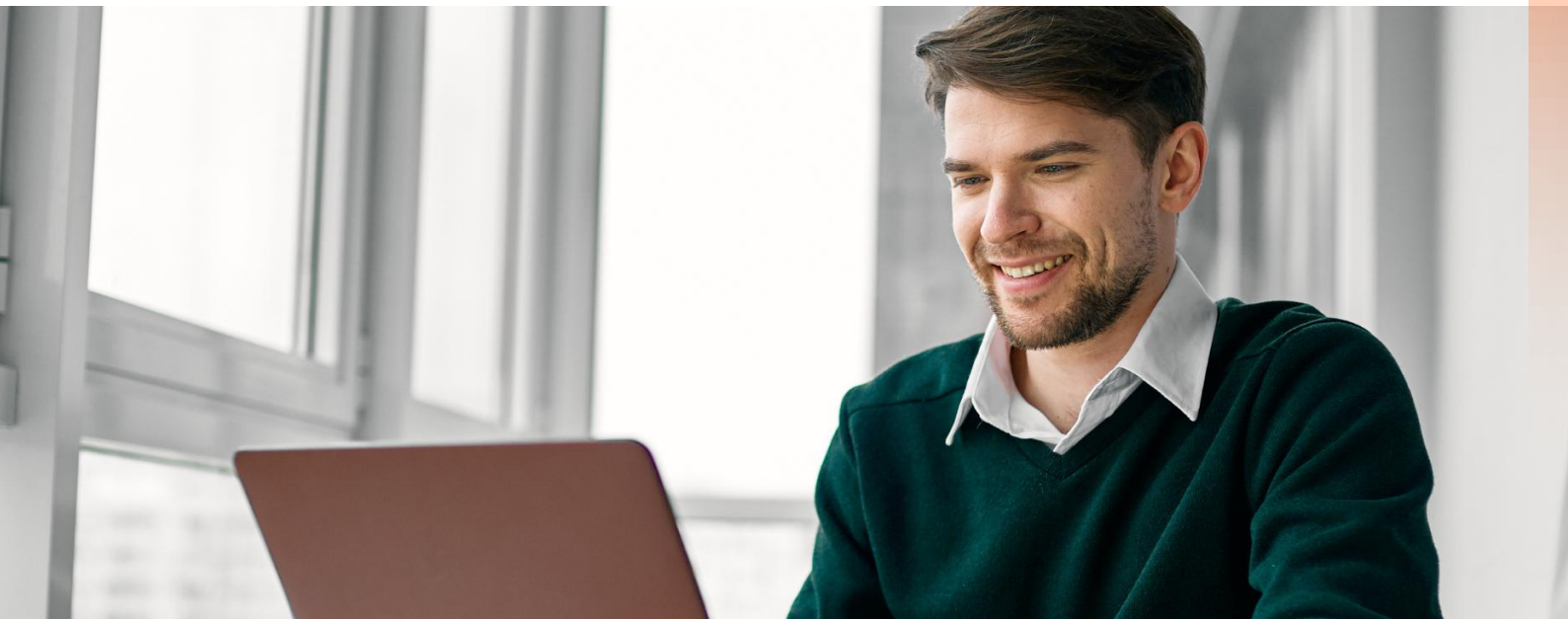
- Is recognised across Australia.
- May be accepted in other countries with aligned frameworks.
- Meets strict quality and compliance requirements for vocational education and training (VET).

→ Number of Attempts

SSC provides multiple opportunities to demonstrate competency for each assessment task. The number of attempts allowed, along with the process for resubmission and requesting additional attempts, is explained in the **Course Access and Assessment Attempts** (p. 19) of this handbook.

→ Complaints & Appeals

SSC has a fair and transparent Complaints and Appeals process. Full details, including how to lodge a complaint or appeal, investigation steps, and resolution timeframes, are provided in the **Complaints and Appeals** (p. 43) of this handbook.



Staff Contact Persons

With South Sydney College, you have access to dedicated staff who can support you throughout your studies. Below are the key contact points for different types of support.

Student Services Officer (SSO)

General enquiries, orientation, updating personal details, and accessing student services

✉ support@ssc.edu.au

☎ +61 2 8599 8866

Trainers

Academic support, course questions, and tutorial assistance

✉ Email support@ssc.edu.au to request a trainer appointment

Principal

Academic counselling, intervention support, student welfare

✉ principal@ssc.edu.au
Appointment by email

External Counsellor (via SSO)

Personal counselling or wellbeing referrals

✉ Contact via support@ssc.edu.au

Student Services Manager or Principal

Emergencies, complaints and appeals, escalation of serious concerns

✉ support@ssc.edu.au /
principal@ssc.edu.au

☎ Office: +61 2 8599 8866

🚑 Emergency (24/7): 0438 983 390

Global Online Campus

For assistance with course access, technical issues, online assessments, webinars, AI Tutor, or platform navigation

✉ online.support@ssc.edu.au

🕒 Monday to Friday, 9:00am–5:00pm (AEST)

For additional contacts or localised support details, please visit the **student login area** on our website at www.ssc.edu.au

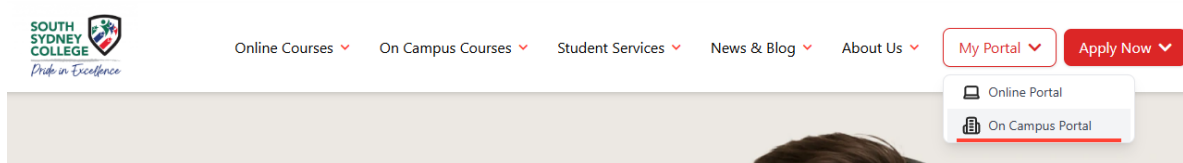
SSC Website Student Portals – The Go-To Place for Student Information

When you enrol with South Sydney College (SSC), you will receive a student login to access the On-Campus Portal. This is where you will find official communications, timetables, course information, and administration updates. You can access the portal here: <https://ssc.eskilled.com.au/>.

Through the portal, you will also access SSC's eLearning platform, which provides your self-paced learning resources, assessments, discussion forums, and communication tools. You are encouraged to set aside regular study time each week to engage with these resources and stay on track with your course requirements.

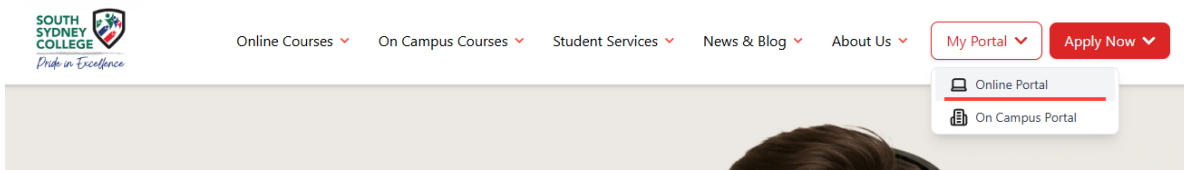
During orientation, the Student Services Team will guide you through the portal so you can confidently use its tools and features to support your studies.

→ On-Campus Portal



If you are enrolled in the **Professional** plan, you will receive access to the SSC On-Campus Portal. The On-Campus Portal is where you will find official communications, timetables, and administration information. Access here: <https://ssc.eskilled.com.au/>

→ Online Portal



Note: The Online Portal is only for SSC's non-accredited courses (micro-credentials). As a domestic learner, if you are enrolled in accredited courses, you do not need to use the Online Portal.

Academic Calendar and Flexible Intakes

→ Blended/On-Campus Academic Calendar

The academic year at South Sydney College (SSC) is structured across **36 weeks of study**, divided into **4 terms of 9 weeks** each. Students studying on campus or in blended delivery are required to complete a minimum of **20 hours per week** of study, following the timetable provided by the College.

Students are only permitted to take breaks during recognised **public holidays** and **nominated College holiday periods**.

Academic Calendar Structure:

Term	Weeks	Term Breaks
Term 1	9 weeks	followed by a 2-week break
Term 2	9 weeks	followed by a 3-week break
Term 3	9 weeks	followed by a 2-week break
Term 4	9 weeks	followed by a 9-week break

→ Flexible Online Intakes

For domestic learners completing courses fully online, SSC offers **flexible intakes** to provide maximum accessibility and convenience. Unlike traditional academic terms, online learners are not restricted to set intake dates. You can:

- Begin your course as soon as you are ready
- Access course content 24/7 through the learning portal
- Study at your own pace, with no set minimum weekly hours unless required by your qualification

Support for Online Learners:

- **Scheduled live webinars** throughout the year, aligned with key topics (see the Course Calendar)
- **Recorded webinar sessions** you can access at any time
- **Trainer-moderated discussion forums** where you can:
 - Ask questions in real time

- Join peer discussions
- Participate in collaborative learning tasks

While online learning is self-paced, you are encouraged to remain actively engaged by following the suggested study plan for your course, attending webinars where possible, and participating in forums and group activities.

Course Access and Assessment Attempts

At South Sydney College, we offer flexible learning pathways tailored to your enrolment type. Please review the following course access and assessment conditions based on your enrolment model:

→ Assessment Attempts

- Learners enrolled in nationally recognised training have 12 months to complete the course from the date of enrolment.
- Includes three (3) assessment attempts, with coaching and feedback after each unsuccessful attempt.**
- You can submit assessments when you feel ready, and our team is here to support your progress.

****Included Assessment Attempts**

All accredited units include:

Three (3) assessment attempts at no additional cost
Access to coaching and support after each unsuccessful attempt to help you improve
Clear feedback and an opportunity to revise your submission before reattempting

→ Additional Reassessment Policy

If you are unsuccessful after three attempts, you may:

Purchase two (2) additional assessment attempts, including:

1 hour

Up to 1 hour of individualised coaching with a qualified trainer

3 months

Extended access to the relevant course content for an additional 3 months

Fee:

\$300 AUD

(covers both reassessment attempts, coaching session, and extension of course access)

This option is designed to give you every opportunity to succeed and meet competency requirements with appropriate guidance and support. If you need assistance, please contact info@ssc.edu.au.

****Important Note:** In some courses, particularly where safety, compliance, or regulatory outcomes are critical, learners may be required to complete a coaching session and/or targeted learning activity before additional attempts are made available after a third unsuccessful attempt. This ensures you are progressing with the right knowledge and skills—not simply reattempting assessments without reflection or learning.

Refund Policy

South Sydney College (SSC) is committed to managing fees and refunds in a fair and transparent way. Refunds for domestic learners are assessed in line with the **Australian Consumer Law (ACL)**, the **Standards for RTOs 2025**, and SSC's **Fees Administration & Refund Policy**.

→ General Principles

- All tuition and non-tuition fees are published on the SSC website, in course information, and in this handbook before you enrol.
- Refunds are only paid to the original account or payer.
- Approved refunds are processed within a reasonable timeframe, usually within **30 days** of approval.
- Refund requests must be submitted in writing through SSC's official channels.
- Reasonable administration fees may be deducted from any approved refund, as outlined in the Fees and Charges list.

→ Withdrawal, Variation or Cancellation

- If you need to defer, suspend, or withdraw from your course, you must complete the appropriate SSC form.
- Refund eligibility will depend on how much of the course you have completed and the circumstances of your request.
- SSC may also cancel your enrolment for reasons such as non-payment of fees, misconduct, or not meeting academic progress requirements. In these cases, refunds will be managed in line with SSC's policy.

→ Special Circumstances

In some cases, refunds may be considered on a pro-rata basis where compassionate or compelling circumstances apply (for example, serious illness or unexpected hardship). Refunds will not normally be approved if:

- A significant portion of your course has already been completed
- Withdrawal is for personal reasons such as relocating, changing jobs, or technology issues not declared before enrolment

→ **Provider Default**

If SSC is unable to deliver your course or continue your training, you will be entitled to a refund for any services not yet provided. Refunds in this situation will be processed as quickly as possible and within required timeframes.

→ **Appeals**

If you are not satisfied with a refund decision, you may access SSC's **Complaints and Appeals Policy**.

→ **How to Request a Refund**

1. Complete a Refund Request Form (available from Student Services).
2. Attach any supporting documents (e.g., medical certificates if applicable).
3. Submit your request by email or in person to Student Services.
4. SSC will review your request and notify you of the outcome in writing.

Student Support Services

At South Sydney College, we are committed to supporting your success throughout your learning journey. Whether you study on campus, in a blended program, or fully online, our support services are designed to help you get started with confidence, stay on track, and access help when you need it.



→ Starting Your Course Support

Your first step is to complete the **Starting Your Course and South Sydney College** process outlined in this handbook. This step-by-step guide helps you.

- Set up your portal access and logins
- Explore your course platforms and resources
- Understand academic expectations and effective study habits
- Learn how to access support when you need it
- Become familiar with key SSC policies, including **Complaints and Appeals**

→ Orientation and Ongoing Support

Orientation will introduce you to SSC's systems, services, and learning tools. After orientation, our team continues to provide regular support to help you succeed. We can assist if you:

- Have questions about course content or assessments
- Need help planning your study schedule
- Fall behind or face difficulties keeping up

If you are struggling to meet course requirements, SSC may develop a **support intervention plan** with you. This could include academic guidance, coaching, or adjustments to help you catch up and progress confidently.

→ Wellbeing and Personal Support

We understand that personal challenges can affect your studies. If you experience difficulties, SSC can refer you to **external counselling or support services** in your local area. Where available, we will connect you to services at no additional cost or help you find trusted providers.

→ Technical and Access Support

If you experience difficulties accessing your portals or course materials, our support team is available to assist during business hours.

✉ Email: support@ssc.edu.au

☎ Phone: +61 2 8599 8866

Support Hours: Monday to Friday, 9:00am–5:00pm (AEST)

→ Academic Counselling and Escalated Concerns

If you experience difficulties accessing your portals or course materials, our support team is available to assist during business hours.

✉ principal@ssc.edu.au

For urgent technical issues or course access concerns, you can also contact the Student Services Team via email or live chat through the SSC website.

For more information, see the policies and support resources available in your student portal or visit www.ssc.edu.au.

More About Studying at SSC – Teaching & Study Methods

At South Sydney College (SSC), our teaching and study methods are designed to be flexible, engaging, and supportive. Whether you are studying on campus, online, or through a blended program, you will have access to qualified trainers, interactive learning resources, and practical activities that connect theory to real-world skills.

→ On-Campus Teaching Methods

For learners attending classes on campus or in blended delivery, you can expect:

- ✓ **Face-to-face lessons** with qualified trainers and assessors
- ✓ **Group discussions and activities** to share knowledge and build teamwork skills
- ✓ **Practical sessions in workshops or labs** to apply your learning in hands-on environments
- ✓ **Classroom resources and study guides** to support your academic progress
- ✓ **Scheduled timetables** to structure your weekly learning commitments

→ Learning Features by Subscription Level

For learners studying fully online, SSC provides a flexible study experience that fits around your schedule. You will have access to:

- ✓ **Bite-sized lessons and downloadable resources** available anytime, anywhere
- ✓ **Self-paced learning** with structured guidance to help you stay on track
- ✓ **Interactive discussion forums** to collaborate with peers and engage with trainers
- ✓ **Live and recorded webinars** hosted by expert trainers on key topics
- ✓ **Simulated workplace tasks and projects** to practise real-world skills
- ✓ **Assessment submission portals** for managing your assignments and evidence of competency

You'll receive a full introduction to our systems, platforms, and teaching methods during your orientation. If you need help at any stage, our **Student Services Team** is here to support you via email, phone, or live chat.

Conduct of Assessment

At South Sydney College, assessments are designed to ensure you have achieved the learning outcomes of your course—whether you're enrolled in Professional Track / Certification add on which are nationally recognised qualification (NRT) or a Subscription-Based Courses (Non-AQF).

→ Nationally Recognised Training (NRT)

If you're enrolled in a course (Professional Track or Certification add-on) that leads to a Statement of Attainment or qualification under the Australian Qualifications Framework (AQF), your assessment is conducted according to national training standards. This is known as competency-based assessment, where your performance is measured against the requirements outlined in the Units of Competency from an official Training Package.

These assessments may include:



Written and Oral Questions



Case Studies and Scenarios



Projects and Presentations



Practical Demonstrations (Simulated where needed)



Final Knowledge Assessments

At the start of each unit, you'll receive a unit outline and assessment plan that includes:

- The topics covered
- The units of competency
- The delivery and assessment schedule
- Assessment activities and expectations

Outcomes are recorded as:

- **Satisfactory (S)** or **Not Yet Satisfactory (NYS)** for individual tasks
- **Competent (C)** or **Not Yet Competent (NYC)** for final unit results

If you're assessed as Not Yet Satisfactory, your trainer will provide feedback and guide you on what to improve for your next attempt. In some cases, the number of attempts may be limited—please check your course details or ask your trainer for clarification.

As part of the Professional track/Certification add-on, you will also have access to the relevant non-NRT course that. Completing these is not a requirement, but it can earn you an SSC Professional Certificate in addition to your nationally recognised accredited qualification. This added value is designed to help you strengthen your skills, expand your knowledge, and better prepare for your accredited assessment tasks.

Both types of assessment are important and tailored to the purpose of the course—whether you're gaining a formal qualification or developing practical, job-ready skills. If you're unsure about your course type or assessment expectations, please contact your trainer or Student Services.



Recognition of Prior Learning (RPL) and Credit Transfer

→ Recognition of Prior Learning (RPL) and Credit Transfer

At South Sydney College, we value the diverse skills and experiences our learners bring. If you've previously completed training or developed skills through work or life experience, you may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer, depending on your course type.



→ What is RPL?

Recognition of Prior Learning (RPL) allows you to receive formal credit for skills and knowledge gained outside traditional study—through work, informal learning, or life experience.

- RPL is only available for courses that are part of Nationally Recognised Training (NRT)
- It is not applicable to Professionally Accredited Courses, but your prior experience can still help you progress confidently

→ What is Credit Transfer?

Credit Transfer allows you to gain credit for identical or equivalent units of competency you've previously completed with another Registered Training Organisation (RTO) in Australia.

- Only applicable for Nationally Recognised Training (NRT)
- Requires a valid Statement of Attainment or qualification

→ Why Choose Nationally Recognised Training (NRT)?

NRT courses are part of the Australian Qualifications Framework (AQF) and are recognised by all Australian RTOs. You might choose an NRT course if you:

- Want a formally recognised qualification or unit in Australia
- Plan to study in Australia or with another RTO in the future
- Need a recognised credential for employment, licensing, or compliance
- Intend to use completed units toward a full qualification pathway (e.g., Certificate, Diploma, Advanced Diploma)

Choosing NRT gives you national recognition, flexibility, and a clear path to further formal education.

→ Why Choose Professionally Accredited Courses (Non-NRT)?

Professionally Accredited Courses are developed by SSC in consultation with industry experts to deliver practical, job-ready skills. They are not part of the AQF, but are highly valuable for learners focused on applied learning. You might choose a professionally accredited course if you:

- Want to develop practical skills you can apply immediately
- Are looking for flexible, outcome-driven training without the need for formal recognition
- Are upskilling for your current job, career growth, or personal interest
- Don't require official credentials for your role or career pathway

These courses include interactive learning, case studies, and workplace scenarios. On successful completion, you'll receive an SSC Certificate of Achievement that demonstrates your capabilities to employers and industry peers.

→ Need Support Choosing the Right Path?

If you're unsure whether RPL, Credit Transfer, or an NRT or Professionally Accredited Course is right for you, reach out to our Student Support Team at support@ssc.edu.au. We'll help you understand your options and support your next step.

Student Feedback is Welcome

At South Sydney College, we value your input and are committed to continuous improvement. Throughout your online learning journey, you'll be invited to complete short feedback surveys at key points in your course.

These surveys are your opportunity to share your thoughts on:

- The overall learning experience
- The course content and structure
- The trainers and learning support
- The assessment process
- The online platform and resources

Your feedback is reviewed regularly and shared with our leadership and academic teams to help us improve the quality of our courses, support services, and digital learning environment.

We encourage you to be honest and constructive—your voice directly shapes how we grow and improve.



Your
feedback
matters!

Issuance of Certificates

At South Sydney College, we issue certificates to recognise the successful completion of your course. The type of certificate you receive will depend on whether your course is part of Nationally Recognised Training (NRT).

→ Nationally Recognised Training (NRT)

If you complete a course or unit that is part of the Australian Qualifications Framework (AQF), you will receive one or more of the following:

- ✓ A Statement of Attainment (SOA) – issued when you successfully complete one or more units of competency
- ✓ A Qualification Certificate – issued when you complete all required units for a full qualification (e.g., Certificate IV, Diploma)

These certificates are:

- Recognised across Australia by all Registered Training Organisations (RTOs)
- Issued in accordance with the Standards for RTOs 2025
- Sent digitally within 30 calendar days of meeting all course and payment requirements

→ Delivery and Conditions

All certificates are delivered electronically via email and/or in person. Ensure your contact details are up to date in the student portal.

To be eligible for certificate issuance, you must:

- Successfully complete all required assessment tasks
- Meet any applicable course fee or subscription payment obligations
- Finalise any required forms or documentation (e.g., USI for NRT students)

If you believe there is a delay or issue with your certificate, please contact Student Services at support@ssc.edu.au.

USI

Important: If you are enrolled in a Nationally Recognised Training (NRT) course with South Sydney College, you may be required to have a Unique Student Identifier (USI) depending on your location.

→ What is a USI?

The USI is a government-issued reference number that creates a secure online record of your nationally recognised training in Australia. It is usually required for the issuance of:

- A Statement of Attainment, or
- A Qualification Certificate under the Australian Qualifications Framework (AQF)

→ Do Offshore Learners Need a USI?

If you are an international student completing all studies offshore (outside of Australia), you are generally exempt from the USI requirement.

However, you may still choose to create a USI voluntarily, especially if:

- You plan to study in Australia in the future
- You want your training recorded in the national USI system
- You'd like a portable training record for use with other RTOs or education providers

Create your USI (optional for exempt offshore learners): www.usi.gov.au

To register, you'll need your passport (and visa details, if applicable).

→ For Learners Studying Onshore or with Plans to Enter Australia

If you are currently in Australia or planning to enter Australia during your course, you must have a USI. SSC cannot issue your certificate without it.

Important: If you are an international student on a student visa, or you do not have study rights in Australia, you must ensure that your enrolment and course delivery mode comply with your visa conditions.

Enrolling in an online-only course while physically in Australia may breach your visa conditions under the ESOS Act and National Code 2018.

It is your responsibility to check your visa conditions before studying in Australia. If you're unsure about your study rights or visa obligations, please contact our Student Support Team or speak to a registered migration agent for advice.

→ **Need Help?**

If you're unsure whether you need a USI or would like assistance creating one, please contact our Student Services Team at support@ssc.edu.au.

SSC Trainers

At South Sydney College, your learning is guided by highly qualified and experienced trainers who are committed to delivering industry-relevant, engaging, and supportive education.

Note: The following trainer and assessor requirements apply to all Nationally Recognised Training (NRT) courses delivered by South Sydney College.



—> Trainer Qualifications and Industry Skills

All SSC trainers and assessors meet the required credentials under the Credential Policy and the Revised Standards for RTOs 2025, including:

- Holding the training and assessment credentials specified in the national Credential Policy
- Having vocational competencies, skills, and knowledge at least to the level of the training product being delivered and/or assessed
- Maintaining an up-to-date understanding of current industry practices
- Engaging in ongoing professional development related to:
 - Training and assessment practice
 - Learner engagement and support
 - Industry updates and best practice

Where applicable, SSC may also engage industry experts to contribute specialised knowledge to training and assessment. These experts work under the direction and supervision of a qualified trainer and assessor to ensure quality and compliance.

→ Our Commitment to You

In addition to meeting the national standards, SSC trainers are committed to creating a safe, inclusive, and supportive learning environment. They will:



Recognise and value the cultural and linguistic diversity of our global learner community



Treat all students with respect, fairness, and consistency



Encourage full participation and support each learner to achieve the course outcomes



Provide equitable access to learning materials and support



Refer learners to appropriate services where additional support needs are identified (e.g., language, literacy, wellbeing)

→ Trainer Availability and Support

SSC ensures that all learners have reasonable access to trainers and assessors throughout their course, as required under the 2025 Standards. You will be informed of how and when to contact your trainers, and you can expect timely responses to your queries via email, LMS messages, or scheduled consultations.

If you have any concerns about accessing support or feedback, please contact the Student Services Team at support@ssc.edu.au.

Records Maintenance

South Sydney College (SSC) is committed to maintaining accurate, secure, and confidential records in accordance with Australian Government requirements and data privacy legislation. These records are essential for supporting your learning, issuing certificates, and meeting national compliance standards.

→ What We Keep

We keep records for all learners, including:

- ✓ Full name and date of birth
- ✓ Contact details, including your current email address and country of residence
- ✓ Course enrolment and completion dates
- ✓ Academic progress and assessment outcomes
- ✓ Details of issued certificates and Statements of Attainment (where applicable)
- ✓ Payment and financial transaction records

→ Assessment Evidence Retention

For learners enrolled in Nationally Recognised Training (NRT):

- SSC retains completed assessment evidence (e.g. learner submissions, marking guides, observation records) for a minimum of 6 months from the date the final competency decision is made.

This is a regulatory requirement to support validation, quality assurance, and possible audit review.

→ Retention of Qualification Records

- For NRT courses: Qualification and Statement of Attainment records are kept for a minimum of 30 years, in accordance with the Standards for RTOs.

- For Professionally Accredited (non-NRT) courses: Completion and certification records are retained for a minimum of 5 years.

→ Confidentiality and Learner Access

- Your records are kept confidential and securely stored.
- Only authorised staff involved in training and administration may access them.
- You can request to view or update your records at any time by contacting Student Services at support@ssc.edu.au.

SSC does not share your personal information with third parties unless required by law or with your explicit permission.

→ Requesting Re-Issued Certificates or Records

If you require a re-issue of your:

- Certificate of Achievement
- Statement of Attainment
- Qualification certificate
- Academic transcript

You may request this in writing by contacting Student Services. A re-issuance fee may apply.

If you have any questions about how your records are stored, accessed, or used, please contact us—we're here to help.

Anti-Discrimination

South Sydney College (SSC) is committed to providing a safe, inclusive, and respectful online learning environment for all students, regardless of their background or location.

Discrimination or harassment of any kind will not be tolerated. This includes behaviour based on:

- Sex, gender identity, or sexual orientation
- Race, ethnicity, nationality, or cultural background
- Religion or belief
- Age
- Marital or parental status
- Disability (physical, intellectual, or mental health-related)
- Any other personal characteristic protected by law or ethical standards

All students, staff, and affiliated contributors to SSC's online platforms are expected to treat one another with courtesy and respect.

As a student, you are responsible for:

- Avoiding discriminatory or harassing behaviour in all communication—whether in forums, emails, group activities, or live sessions
- Reporting any incidents of discrimination or harassment to your trainer or the Student Services Team

Access and Equity

South Sydney College is committed to providing equal access to education for all students, including those studying online from offshore locations. We aim to remove barriers to participation and support all learners to achieve their course outcomes.

SSC applies Access and Equity principles to:

- Ensure fair and inclusive recruitment, enrolment, and support practices
- Provide flexible learning options where possible to accommodate diverse needs
- Ensure that learning materials and support resources are accessible and inclusive

Your trainers and support staff will:

- Respect and acknowledge the cultural and linguistic diversity of our global learner community
- Treat all students equitably and without bias
- Encourage your full participation in learning activities
- Provide reasonable adjustments where needed to support equitable access
- Refer you to appropriate support services if learning or personal challenges arise



→ Need Support?

If you are experiencing access or equity issues, or feel you have been treated unfairly, you can:

- Speak with your trainer in the first instance
- Or contact the Student Services Manager directly at support@ssc.edu.au

All matters will be handled confidentially and with respect.

Student Responsibilities/ Code of Behaviour

As an enrolled student of South Sydney College (SSC), you are part of an inclusive, respectful, and professional global learning community. Whether you are participating in live webinars, online forums, or self-paced learning, you are expected to behave in a way that supports a positive and safe learning environment for yourself and others.

By enrolling with SSC, you agree to:

- Engage respectfully and professionally in all online platforms, discussions, and communications
- Actively participate in your learning by completing coursework, submitting assessments, and meeting deadlines
- Uphold academic integrity by submitting your own work and avoiding plagiarism, cheating, or the use of unauthorised tools
- Respect the privacy and dignity of trainers, support staff, and fellow students
- Refrain from discriminatory, harassing, threatening, or bullying behaviour at all times
- Avoid inappropriate language, disruptive comments, or misuse of online tools
- Use technology and course platforms responsibly, without causing disruption, harm, or technical issues
- Report any concerns, including breaches of behaviour, misconduct, or wellbeing concerns to Student Services
- Maintain updated contact information and regularly check your email or learning portal for official communication

→ Misconduct and Breach of Behaviour Expectations

SSC has a zero-tolerance policy for misconduct, including:

- Harassment, bullying, discrimination, or offensive behaviour
- Academic dishonesty (e.g., cheating, plagiarism)
- Abusive or disruptive conduct in webinars, forums, or messaging tools
- Use of SSC's platforms for unauthorised, illegal, or harmful activities

→ Disciplinary Process

If a student breaches this Code of Behaviour:

1. **First instance** – A verbal or written warning may be issued, depending on the nature of the behaviour
2. **Second instance** – A formal warning is issued, and the student must attend a meeting with the Student Services or Intervention team
3. **Ongoing or serious breaches** – May result in suspension or cancellation of enrolment in line with SSC's disciplinary procedures and Terms & Conditions



Important: If your enrolment is cancelled due to a serious or repeated breach of the Code of Behaviour, you will not be eligible for a refund of any course fees paid.

→ Need Support?

If you're unsure about a behaviour concern or need help resolving an issue, please contact the Student Services Team at support@ssc.edu.au. We are here to support you in maintaining a productive and respectful learning environment.

Complaints and Appeals

At South Sydney College (SSC), we are committed to providing a high-quality and supportive learning experience. However, we understand that concerns or disputes may occasionally arise. If you are dissatisfied with any aspect of your course, services, or interactions with staff or other students, you have the right to lodge a complaint or appeal.

SSC has a formal Complaints and Appeals Policy and Procedure in place to ensure that all issues are managed fairly, promptly, and transparently.

→ Key Principles

- All complaints and appeals are handled in line with the principles of natural justice and procedural fairness
- The process is independent, accessible, and free of charge
- You will have the opportunity to present your case and have it heard without bias
- Confidentiality will be maintained throughout the process
- You will not be disadvantaged in your studies for lodging a complaint or appeal

→ What You Can Raise

You may lodge a complaint or appeal regarding:

- Course content, delivery, or assessments
- Trainer conduct or communication
- Support services or responsiveness
- Administrative processes or decisions
- Behaviour of other students
- Outcomes of academic or disciplinary actions

→ How to Lodge a Complaint or Appeal

To begin the process, you can:

- Contact your trainer or Student Services in the first instance
- If unresolved, submit a formal complaint or appeal form (available on the website)

We encourage you to read the full procedure to understand your rights and the process steps.

View our Complaints and Appeals Policy and Procedure here:

<https://ssc.edu.au/student-services-and-resources/policies-procedures/>