

Student Handbook

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WELCOME

Welcome to Swinburne Open Education and thank you for choosing us to help you reach your study goals.

This handbook provides information relevant to your journey with Swinburne Open Education. It includes details of your rights and obligations, course delivery and assessment model, support, and administration. Additional information and access to support services is available via our learning platform.

Information contained in this handbook may be altered, amended, or deleted from time to time.

Introduction to Swinburne Open Education

The world is evolving, and education needs to evolve with it to ensure future workforce needs are met. We are here to help our students reach their study and career goals.

Through our world-class, online native learning platform, Swinburne Open Education provides students with the capacity to study anywhere, anytime to fit study around their life commitments. Our courses are developed in partnership with industry to fuel the future workforce needs of Australia.

When you study at Swinburne Open Education, you know your learning is in the best hands, with the education experience and the prestige of our strategic partnership with Swinburne University of Technology, and the commercial backing of one of the largest private education groups in the Asia-Pacific region, UP Education.

Swinburne Open Education provides training and assessment services on behalf of Swinburne University of Technology (RTO Provider Code 3059). Both Entities are dedicated to delivering education of the highest quality. In accordance with the Standards for Registered Training Organizations (RTOs), Swinburne and its partners bear the responsibility for ensuring the excellence of your educational experience. We take this obligation seriously and are committed to upholding the standards outlined in our policies.

CONDITIONS OF ENROLMENT

Student Agreement

The Student Agreement is also referred to as the Terms and Conditions for enrolment. All students who enroll with Swinburne Open Education accept the terms of the Student Agreement in writing and verbally via Enrolment Consultants.

The Student Agreement outlines the contractual obligations of your enrolment with Swinburne Open Education. You should refer to the Student Agreement for details relating to the following terms and conditions:

- Paying Your Course Fees: Clauses 11 – 14,
- Course Duration: Clause 16,
- Course Extension and Deferral: Clauses 17 – 18,
- Changes During Your Studies: Clauses 19 – 23,
- Cancellation and Refund: Clauses 24 – 26,
- Special Consideration: Clauses 30 - 34

Entry Requirements

Swinburne Open Education aims to provide open access education opportunities wherever possible, while ensuring that our students are prepared for their study journey.

Entry requirements are noted on the relevant course page on our website and within the Course Guide. You are required to confirm that you understand and are able to meet the specified entry requirements as part of the enrolment process.

Where a course has a pre-requisite for enrolment, you are required to provide Swinburne Open Education with the prescribed evidence confirming that you meet the requirements for enrolment. In general, this will be certified copies of prescribed certificates and/or documents.

Language, Literacy and Numeracy (LLN) Requirements

Swinburne Open Education courses require you to read comprehensive subject notes, complete a range of written assessments, undertake independent research activities, and at times, engage in online forums and discussions.

Should you be unsure of your current LLN capability relative to the course requirements, Swinburne Open Education provides access to an LLN assessment tool. The results of the assessment will assist in determining your current LLN capability and help us determine your education support needs.

If you need additional support, there are several organisations who provide literacy support services, including:

- The Australian Government Language Literacy and Numeracy Program

- The Reading Writing Hotline

Unique Student Identifier

As a condition of your enrolment with Swinburne Open Education, you are required to provide a valid Unique Student Identifier (USI).

Swinburne Open Education is unable to issue a qualification and/or statement of attainment for any nationally recognised training successfully completed without a valid USI.

You can create or confirm your USI through the USI website [here](#).

Once you have created your USI, you will need to forward the number with your full name and contact details to studentservices@swinburneopen.edu.au. The number is required for Swinburne Open Education to issue a nationally recognised qualification/statement of attainment to you upon completion of your studies. You will be able to provide us with access to your USI during your enrolment process.

Swinburne Student Charter

Expectations of Swinburne

Students will be supported in their learning through:

- course content, facilities, resources, educational technologies and learning activities that are up-to-date and relevant
- teaching staff who are appropriately qualified, well prepared and use appropriate methods and technologies to maximise opportunities for learning and scholarship.
- academic support that gives feedback on progress, provides opportunities to improve academic performance and skills and helps students in difficulty
- access to the information needed for successful study
- opportunities for industry, research, community and international experiences
- access to other student support services for personal and other difficulties.
- respect and courtesy to students
- opportunities to provide feedback on the student experience at Swinburne.

Table of roles and responsibilities (VC delegation)

Role/Decision/Action	Responsibility*	Conditions and limitations
Provision by University of student services (including counselling, disability, equity, health, housing, development, faith)	Deputy Vice-Chancellor (Education, Experience and Employability)	Must publish guidelines for staff and students Must be consistent with legislation
Establishment of student loan and grant schemes for students experiencing financial difficulty	Deputy Vice-Chancellor (Education, Experience and Employability)	Terms and conditions of schemes must be published

Expectations of students

As part of the Student Agreement, you agree to abide by the Policies and Procedures of Swinburne Open Education, including the Swinburne Student Charter. The Charter sets that students are expected to:

- attend formal learning activities punctually, and participate actively and positively in their own learning
- engage with their studies, including all self-directed learning tasks, and meet assessment requirements and administrative deadlines
- monitor their own progress and use feedback from staff to improve learning

- be accountable for their own learning
- work responsibly and collaboratively to achieve study outcomes that require group activity, and avoid behaviour that interferes with the study experience of others
- be honest and respectful
- treat other students and staff with honesty, respect and courtesy in a safe manner, and refrain from harassing them or discriminating against them
- respect University property and facilities, including library, computing and laboratory resources, and recognise the right of others to use these facilities and services
- demonstrate professional behaviour while undertaking industry placements, projects or fieldwork, and respect the privacy of the client and any commercial information made available.

Where alleged breaches of the Charter occur, students are provided with the opportunity to respond to alleged breach. Swinburne Open Education will investigate the alleged breach and consider any evidence ~~and~~ along with the student response.

The outcomes of an investigation will be provided to the student in writing and may include dismissal of the alleged breach or determining a breach of the Code has occurred.

Where the investigation finds a breach has occurred, the actions taken may include but are not limited to:

- Written warning issued to the student
- Expulsion from Swinburne Open Education
- Other disciplinary action deemed appropriate

Schedule of Fees

Fee Type	Fee	Description
Cancellation fee	\$500	Administrative fee if student cancels within the Cooling Off Period.
Course extension fee	\$50 per month	Course extension fee for each month of extension to a maximum of 6 months. For example, a 3-month extension will cost \$150.
Certificate re-issue	\$35	Request for Certificate or Statement of Attainment re-issue.
Transcript re-issue	\$35	Request for transcript re-issue.
Student documentation request	\$35	Request for documentation with student authority. Includes requests for documentation to support insurance claims, for example compensation due to accident and is recovering course fees from external party or legal or police requested documentation.
Credit Transfer Administration fee (from a Swinburne Open Education / Swinburne University of Technology qualification)	Nil	There is no administrative fee applied to credit transfer for a unit/s completed at Swinburne Open Education or Swinburne University of Technology.
Credit Transfer Administration fee (from non-Swinburne RTO)	\$150	There is a \$150 administrative fee applied to credit transfer for a unit/s completed at an RTO not connected to Swinburne entities.
Recognition of Prior Learning Application fee (Stage 1 Eligibility Assessment)	\$300	Non-refundable application fee for Recognition of Prior Learning (Stage 1 Eligibility Assessment). For further information please refer to 'RPL and Credit Transfer'

Re-assessment fee	\$50	Students will be charged an administrative fee for second and subsequent re-assessments. That is, a student is eligible for one free re-assessment after initial submission. This administrative fee does not apply to multiple choice assessments.
Dishonour direct debit payment fee	<i>Refer to the Terms and Conditions of the Debit success Contract.</i>	Administrative fee applies for each dishonoured direct debit transaction.
Workplace/Synchronous Assessment Cancellation Fee	\$200	Students will be charged a cancellation fee where they cancel a workplace/synchronous assessment less than 72 hours before the appointment.

Swinburne Open Education may update the Schedule of Administrative Fees, and such updates will be: a. made in February each year; b. notified to you with 14 days' notice (by email); and c. limited to a maximum increase of 10% in any one calendar year.

STUDYING WITH SWINBURNE OPEN EDUCATION

Learning Environment

Swinburne Open Education adopts a philosophy that learning is:

- Accessible,
- Flexible with study options to fit around life commitments,
- Relevant and contemporary.

The Swinburne Open Education learning model is defined as online, self-directed learning. The learning platform provides access to online native content via multiple devices including desktop and mobile. Online self-directed learning supports the needs of mature aged students. It enables students to personalise and optimise their study time and learning experience. The delivery model allows the flexibility for the student to choose the days of the week and the time of the day that they can study in. The Learning Platform includes opportunities for students to attend live sessions for support or view the recordings at times that suit their own schedule instead. Students are encouraged to engage in discussion forums or correspond with their trainer via the Learning Platform messaging centre as needed to attain support. Students completing self-directed learning are encouraged to commit 14 to 23 hours per week of study per week to complete their qualification within the required course duration. Hours of study per week may vary from Learner to Learner based on each individual's level of industry knowledge and experience.

Swinburne Open Education's Learning Platform provides a wide range of services that are essential for your learning experience. Through the platform, you are able to:

- Access learning materials and assessments,
- Engage and interact with Trainers through the Message Centre,
- Participate in tutorial/webinar sessions,
- Participate in student forums,
- Undertake and upload assessments,
- Access assessment grades and feedback, and
- Access student support services.

Given the complexity and intricate requirements stated within units of competency undertaken in Swinburne Open Education courses, *will require Students to attend appointments with Education Delivery staff and other students within times allocated by Swinburne Open Education.* Students will be required to make themselves available for these appointments to successfully meet the assessment requirements of their course.

Students that are in courses with a work placement component must carefully review the Structured Workplace Learning and Assessment Guidelines for their course. This is to ensure that the student has understood the work placement requirements and determine whether they will be able to meet all the Assessment requirements outlined for their qualification. Work Placement is arranged based on the Host Organisations availability to take on students. Students must prepare for work placement in advance and ensure that they are able to meet the scheduling requirements of the Host Organisation. Students cannot assume that a workplace will meet the eligibility requirements of the course until approved by Swinburne Open Education Education Delivery staff. For more information please refer to Page 10 Structured Workplace Learning and Assessment.

Minimum Computer Requirements

Students who elect to enrol in online study must have Technical Skills and sound computer literacy. Students must be able to use digital tools (video/audio recording, computer applications, download and upload documents and distinguish between various file types) Students must be able to use a variety of digital tools, such as:

- Video/audio recording devices and associated software
- Computer and internet with the required basic computing skills to download/upload, create and edit documents, access and search the internet, compress image, audio and video files, connect digital cameras to download and store images and audio files
- Software to view online videos and images.

To ensure that your device is suitable for study within the Swinburne Open Education Learning Platform, Students must ensure they are able to complete all of the above-mentioned tasks. A Student's device must support the following applications at minimum:

Desktop or laptop

- Latest version of Chrome or Safari

- Microsoft Office (2010 or higher)
- Adobe PDF Reader

Mobile or tablet*

- Latest version of Chrome or Safari
- Latest version of Android
- Latest version of iOS

* Students using a mobile or tablet will need to upload documents from a laptop or desktop or have a Dropbox account.

Please ensure that you refer to the specific IT requirements of your course before enrolling.

Course Structure and Learning Resources

Each course includes Learning Modules, which are broken down into topics and subtopics specific to the module. Each module includes a range of learning styles, designed around the principles of self-directed study and most effective methods to impart knowledge.

As a Swinburne Open Education student, you will engage with a range of learning approaches and resources during your studies. Learning materials include but are not limited to:

- written text,
- diagrams,
- instructional videos,
- formative activities that provide students with instant feedback.

Some courses include Structured Workplace Learning whereby the student participates in a real workplace to practise and develop course skills directly transferable to the workplace. For courses that contain Structured Workplace Learning and Assessment, student must complete work placement in order to complete entire units of competency.

Upon satisfactory completion of all theoretical and practical components, students will be eligible for statements of Attainment for the relevant units of competency.

Academic Support

You have direct access to Trainer and Assessor support during your enrolment period with Swinburne Open Education.

Our Trainers and Assessors support students through:

- Course and content related matters,
- Course forum content and moderation,
- Reasonable Adjustment,
- Communication with your Trainers and Assessors:
 - Learning Platform – Message Centre

Students are required to contact their Trainers and Assessors via the Learning Platform – Message Centre. This ensures that there is a clear communication trail between the Trainer and Assessor and Student. Students can contact their Trainer and Assessor regarding questions about the content, materials and assessments. Please note that response times may vary based on the number of days a week a specific staff member is working for Swinburne Open Education. Please check with your Trainer and Assessor to confirm the days they are able to provide you support and answer specific questions.

- Live Q and A Sessions via Zoom

Designed to provide students the opportunity to ask Trainers and Assessors questions about assessments and provide support opportunities in a Live environment. These sessions are advertised in the Module 1 Additional Resources forum thread. Student's who are not able to attend the Live Q and A, will be able to view the recordings listed in the Additional Resources thread. Please note that on the occasion students may not attend the Live Q and A session, so a recording may not be uploaded.

- Webinars

Students are encouraged to message their Trainers and Assessors with questions about their assessments and learning materials. These questions are then answered within the formal webinars held at regular intervals which are recorded and posted on the Module 1 Additional Resources thread.

- One-to-one video call support (by appointment only)

Students are provided the opportunity for One-to-One video call support via Zoom in cases where they have not been able to attain the required information in the Live Q and A sessions or Webinar recordings. *Students must show that they have attempted communication with their assessor via the Learning Platform Message Centre and attended a Live Q and A support session.*

Swinburne Open Education also provide indirect academic support through:

- Forum posts,
- Case managed queries within the learning platform.

STRUCTURED WORKPLACE LEARNING AND ASSESSMENT (SWLA)

Swinburne Open Education offers several courses that include Structured Workplace Learning and Assessment (sometimes referred to as Practical Placement), providing students with the opportunity to develop and apply skills and knowledge in a real workplace environment.

Structured Workplace Learning and Assessment will give you an insight into job roles and responsibilities within an industry context. This is an invaluable opportunity for you to discover if it is the right industry for you, and the skills and knowledge you may need to develop further.

During work placement you will work under the guidance of an approved workplace supervisor, and you will be required to undertake a range of prescribed tasks and activities on multiple occasions over time. You will have the opportunity to experience real work conditions and expectations, as well as develop a range of general skills and vital job specific skills and knowledge.

During your work placement, you will be periodically interviewed by your Trainer/Assessor, who will also separately interview your workplace supervisor to check your progress against the prescribed tasks.

SWLA - Requirements

It is the responsibility of the student to source and approach an appropriate Work Placement provider at the commencement of their enrolment and follow the direction of their trainer. All students are required to review the Student Guide to Structured Workplace Learning and assessment documentation as provided on the Course Overview within the learning platform. The completion of a practically based work placement is required for completion of many nationally recognised training qualifications. Swinburne Open Education identifies these requirements on the course web page, in the Course Brochure and within the course content on the learning platform.

Please note Swinburne Open Education requires students to seek approval from their Trainer and Assessor before commencement of their Structured Workplace Learning as stated in the Host Organisation Approval Form.

In many instances, checks such as Criminal Record Check or Working with Children Check are required for students before they can commence a work placement.

If you are required to undertake Structured Workplace Learning as part of your course, make sure that you review and are familiar with all the associated resources available in the learning platform. If you have further questions, you can contact Student Support through the learning platform.

SWLA - Documentation

Swinburne Open Education provides you with access to a range of documents and forms that relate to Structured Workplace Learning, both prior to enrolment and within the learning platform. These include:

- **Course Brochure:** Identifies that a course includes Structured Workplace Learning and provides high level information
- **Guide to Structured Workplace Learning and Assessment:** There are two WAG documents, one for you, the student and one for your workplace supervisor. These provide an overview and explanation of the requirements and expectations for Structured Workplace Learning, and an explanation of the workplace assessments that you will be required to complete
- **Host Organisational Approval Form:** Provides details relating to the workplace that is proposed to host your Structured Workplace Learning experience and the nominated workplace supervisor. Please note that you are not eligible to commence placement until your Host Organisation Approval Form has been reviewed by a Trainer and Assessor and your workplace and nominated supervisor have been approved. Please ensure that you follow the instructions provided within the Learning Platform and upload the documentation as stated within the instructions and assessment guides
- **Workplace Checklists:** There are two checklists, one for you, the student, and one for your workplace supervisor. These checklists ensure that important information about the Structured Workplace Learning and workplace assessment process are clear for both you and your workplace supervisor.
- **Work Placement Plan:** This Plan details the activities you are required to undertake, evidence of performance required for assessment and suggested hours that may be needed to complete the activities. The Plan also includes details for the schedule of Checkpoints with your Assessor. A Work Placement Plan is provided to students upon approval of placement, please note that if you have not received a plan, you have not yet been approved for placement. Any hours of placement completed by a student whilst a Host Organisation and Workplace Supervisor have not been approved may not be considered as part of the overall hours required for SWLA

- *Interview Questionnaire:* The Checkpoints enable your Assessor to provide advice and guidance if you have any concerns or difficulties, and to help you stay on track during placement. The Checkpoints also provide input to the Structured Workplace Learning and Assessment Plan
- *Logbook:* The Logbook is an important document and essential evidence supporting your Structured Workplace Learning experience. This document records the dates and hours that you attend the workplace and your workplace supervisor verification
- *Portfolio:* This document has all the information relating to the Assessments that you are required to complete during Structured Workplace Learning. The Portfolio outlines each task, instructions on how to collect evidence and gain sign off from your workplace supervisor.
- *Structured Workplace Learning Final Feedback:* In this document, your Assessor will provide you with final feedback on your overall performance during Structured Workplace Learning to help you further develop and improve the application of skills and knowledge in the workplace. *Third Party Report:* This assessment requires you to have tasks/activities signed off by your Workplace Supervisor. Your Workplace Supervisor should only sign these tasks/activities off when you have successfully completed each. The Workplace Supervisor may choose to complete this form or have this evidence collected and captured through the Final Interview with the Assessor. To be assessed as competent, you must successfully complete all tasks/activities associated to SWLA and have been signed off by your Workplace Supervisor.

SWLA – Support Services

- Workplace Support - available for courses that include Structured Workplace Learning and Assessment and includes:
 - Processing workplace approvals
 - Work Placement support. – Assisting students with locating a workplace that will be able to support the student through SWLA.

Pre SWLA Workshops

In specific courses with a high level of practical requirements, students are to be scheduled into Work Placement workshops at the point of enrolment. Pre SWLA Workshops require the student to complete a minimum number of Modules and Assessments so that they have the fundamental knowledge to participate in a Pre SWLA Workshop. The Pre SWLA Workshops are designed to help the student learn the practical components associated to the units they are studying. In this workshop they are provided the opportunity to practice the tasks within a real work environment using equipment found in the industry. Assessors are present for these workshops and assess the student's performance and determine their competency before they can commence placement. Please note that the Pre SWLA Workshops are held within Major cities; Sydney, Brisbane and Melbourne at regular intervals throughout the year. At enrolment students who live outside of major cities outlined above must consider Travel and Accommodations suitable for them to ensure attendance at these workshops.

Outlining SWLA requirements

- Location within 50km radius of a CBD, Sydney, Melbourne, Brisbane
- If the student wishes to complete placement outside of this area in a workplace of their choice, the host organisation must be pre-approved at enrolment. The host organisation must be comfortable with digital check ins with both the student and supervisor. If the host organisation requires physical touch points by a Swinburne Open Education Assessor, the student will be liable for any additional costs associated with this mode of Assessment. Swinburne Open Education encourages students to select workplace host organisations which reside within a 50 km radius of the following major cities: Sydney, Brisbane, Melbourne
- All students are required to attend Pre-SWLA workshops, students are required to plan their studies around these events and ensure that they have considered travel and accommodation requirements if they live outside of major urban area

ASSESSMENT

Assessment Types

Swinburne Open Education uses a range of assessment methods that include but not limited to:

- Questioning is generally more applicable to the assessment of Knowledge Evidence. Assessment could be by written or oral questioning, conducting interviews and questionnaires or an online quiz.
- Online Quiz is completed via the online Learning Management System. Feedback and results are automatically provided to the student. Online quizzes can include but not limited to a range of question types such as: Fill in the Blanks, True or False, Multiple Choice, Matching draggable words or images to respective items in order to answer a question.
- Portfolio requires the student to compile evidence for assessment of their knowledge and/or skills. A portfolio may include, but are not limited to collections of work samples, products with supporting documentation, emails, letters, photographs, reports, templates, journals/logbooks etc.
- Visual Diary requires students to submit evidence of work in progress. Evidence can include, but is not limited to items such as photographs, sketches or screen shots. It may also include a record of research, trials and explorations throughout the design process in the form of annotations and evaluations.
- Third-party feedback is generally used as supplementary evidence to other assessment methods. It can be collected in the form of testimonials/reports from employers/supervisors as evidence of workplace training, or to authenticate prior achievements. In some instances, with permission from the student, an Assessor may collect third-party feedback directly from students' employers, supervisors or peers via interviews.
- Direct observation is generally more applicable to the assessment of Performance Evidence. The assessment is undertaken in real-time. Students are observed undertaking activities at the workplace or in a simulated off-the-job situation that reflects the workplace. Activities can be observed on-site and in person, or via live streaming technologies.
- Workplace Assessment requires a student to complete assessment tasks in a real or simulated workplace environment. Evidence is collected using a variety of methods such as Direct Observation, Portfolio and Third-party Feedback. When workplace assessment is required, students will be provided with a Guide to Structured Workplace Learning and Assessment, which may also require a minimum duration in which the student must attend the workplace.
- Demonstration/Presentation requires the student to demonstrate practical skills by completing set tasks or presenting information. A Demonstration/Presentation is usually assessed by direct observation via Role Play and/or submission of evidence via video, audio, or PowerPoint files. Observation checklists are often used to clearly outline the assessment criteria. Role Plays – Facilitating the Role Plays and sourcing the participants to help support the assessment, sessions need to be recorded and all participants need to be a minimum of 18 years of age. Role plays are utilized to assess a student's oral and non-verbal communication skills.

Many of the units of competency in the qualification require students to demonstrate interpersonal skills, oral communication skills and interaction with others.

- Written Report requires students to demonstrate their knowledge by writing in a specific format that is outlined in the assessment. Written reports require students to research and apply their knowledge within a given content.
- Case Study requires a student to answer questions and/or complete assessment tasks based on a context that is presented to them. Case Studies depict real-life situations in which problems need to be solved. Completing a Case Study can include multiple methods of assessment such as oral or written questioning, online quizzes, video or audio recordings, written report or collecting evidence in a portfolio.
- Projects may require students to submit documented evidence that details each stage of a major task. Evidence may include a project plan, journal entries or report on each stage of the project, final evaluation on the project's implementation and success rate.
- Review of Products requires a student to submit product/s that resulted from a Project. In general, a Review of Products will be conducted by an Assessor in conjunction with or after a student has submitted a Project.

SUPPLEMENTARY ACADEMIC SUPPORT

RPL and Credit Transfer

As a student of Swinburne Open Education, you may apply for Recognition of Prior Learning and/or Credit Transfer at any time during your enrolment period.

Recognition of Prior Learning (RPL) is the process of transferring the skills and knowledge that you have acquired over your lifetime (irrespective of how they were obtained) against the requirements of the unit. RPL is an assessment process that requires you to provide evidence that demonstrates how you meet the requirements of the unit/s. The evidence you provide can come from any previous experiences that are relevant to the job role and outcome of the specified Unit of Competency for example:

- employment history
- volunteering
- previous studies
- work documents such as reports, spreadsheets or products/samples
- professional development
- leadership roles in sports clubs, life experiences, coaching experiences
- in house training programs
- short courses
- committees you may belong to
- project plans
- any other specific interests

To apply for RPL:

- Contact Student Services via student.services@soe.edu.au with your request to apply for RPL
- Student Services will create your case and send it through to the relevant Education Delivery Team
- You will receive the Stage 1 RPL Eligibility review documents and be required to pay the \$300 administration fee before commencing
- Once the administration fees have been processed, a Stage 1 eligibility administrator will be assigned to your case and will forward all necessary RPL Stage 1 documentation and folders utilized for evidence collection. Candidates will be provided with 20 business days to gather the required evidence as per the requirements stated within each unit of competency. Applicants must maintain communication with their designated case administrator and seek additional time if needed to gather the required evidence.
- If successful with stage 1 and a student's application is deemed eligible to go through a formal RPL assessment. The students RPL applications will be sent through to the Swinburne assessment team to complete a formal review and quotation of RPL Costs associated to the application. (please see attached document for further information – link to "Guidelines – Recognition of Prior Learning Student Information")

Credit Transfer is the recognition of academic credits gained through formal study (ie units of competency) completed either at another institute or in another qualification. The total amount of credit will vary from individual to individual, based on the unit/s that have been successfully completed and the Training Package rules associated to the course the applicant is seeking credit for.

To apply for Credit Transfer:

- Reach out to the Student Services team via email (student.services@soe.edu.au) to be provided with the VE Credit Transfer application form. Instructions on how to complete the form are provided to students within the application document.
- Complete the VE Credit Transfer application, please ensure that you attach a certified copy of your authorised Transcript clearly showing the units and result outcomes. Send your application with all relevant attachments to Student Services via email. The Student Services team will then escalate your application to the relevant team members for consideration.
- Please give the Credit Transfer team up to 20 business days to process your application. Upon completion of the review students will be provided a formal outcome of the Credit Transfer attained. The outcome will include information on the revised study plan and any reduction in course fees because of the Credit Transfer.

For further information on RPL and Credit Transfer, please refer to the following document - [Guidelines - VE Credit Transfer and RPL V1.2.pdf](#)

Reasonable Adjustment

As defined by the Disability Discrimination Act 1992, 'reasonable adjustment' related to a measure or action taken by an education provider to assist a learner with a disability. Swinburne Open Education will do its best to support students with flexibility in course activities, provide additional support based on the needs of the student, and provide substitutes where possible based on the requirements and limitations of the Online Asynchronous mode of delivery and relevant Training Package rules.

Swinburne Open Education Reasonable Adjustment processes ensure that Students:

- Are aware that they have the opportunity to disclose disability, learning needs or request Reasonable Adjustment either prior to or during their enrolment period,
- Are able to discuss their specific learning and support needs with their Enrolment Consultant, Student Support Officer, and Trainer and Assessor,
- Are supported to succeed through the provision of academic and non-academic support during their studies,
- Have access to a range of Reasonable Adjustment support services during their studies,
- Are able to access Reasonable Adjustment without compromising the academic integrity of the course or outcomes,
- Learn in an environment that is free from discrimination caused by harassment and victimisation.

Students may require Reasonable Adjustment to support their learning and/or assessment activity in a range of situations. These may include:

- Physical disability or impairment,
- Mental disability or impairment,
- Medical conditions,
- Other issues that may impact on learning and/or assessment.

The need for Reasonable Adjustment may be identified in a range of situations throughout the Student Lifecycle. Prospective students have the opportunity to disclose any disabilities, specific support requirements or Reasonable Adjustment needs:

- On the Enrolment Form,
- During discussions with an Enrolment Consultant, and
- During engagement with the Admissions Team.

When you are enrolled, you have the opportunity to disclose any disabilities, any specific support requirements or Reasonable Adjustment needs at any time during your enrolment period through:

- Your Trainer or Assessor,
- Contacting Student Support,

Seeking assistance via the learning platform.

Assessment Feedback

Swinburne Open Education adopt aspects of the Swinburne Good Assessment Feedback Guidelines as follows:

Principles Underpinning Good Assessment Feedback

- Facilitates the development of student self-assessment reflection and encourages Trainer and peer dialogue
- Helps clarify good performance (goals, criteria, expected standards),
- Provides opportunities to close the gap between current and desired performance,
- Delivers quality information to students about their learning,
- Encourages positive motivation and self-esteem,
- Provides information that supports continuous improvement of assessment.

Standards for Good Assessment Feedback

Assessment feedback should be:

- Clearly identified as 'feedback'
- Is recorded in an Assessment Feedback Form which clearly and consistently delivers appropriate and sufficient advice and instructions to enable the student to form an accurate understanding of their performance, facilitate improvement and promote learning
- Recorded in the learning platform,

Students should receive feedback that:

- Indicates their strengths and weaknesses of their work against the assessment criteria that are written in plain English,
- Provides clear guidance on how to improve performance with respect of the task, or similar tasks,
- Enables the student to reflect upon and seek clarification about the feedback directly with the Assessor,
- Is provided in sufficient time that enables the student to utilise the feedback in subsequent assessments.

Assessment Outcomes

You will submit your assessments and receive assessment outcomes and feedback via the Learning Platform. Service standards for individual assessments is dependent of the type of assessment and defined as 10 business days unless otherwise specified.

Competency decisions are made at unit of competency level. An Assessor will deem a student either 'Competent' or 'Not yet competent' at unit level based on the results of all assessments that relate to a given unit of competency.

You must successfully complete all assessments relating to a unit in order to achieve a competent outcome. Qualifications that require a work placement component will include the requirement of gathering the necessary evidence associated to Structured Workplace Learning and Assessment.

Assessment Resubmission

Students have the opportunity to re-submit individual assessments where they do not successfully achieve the assessment benchmark on the first attempt.

Students have up to three attempts at each individual assessment (initial attempt and two re-attempts). In the event the student does not achieve competency at the third attempt of any assessment task, they will be required to re enrol into the specific module and/or undertake additional workplace-based activities, subject to the discretion of the Program Manager. Please note that any requests by student for submissions beyond the 3 attempts offered in the Learning Platform incur a fee. Please refer to the schedule of fees outlined within this Handbook.

Module Unlocking Procedures

Student Services have authority to unlock a student's following module, should they have a submission which is outside of the 10 business day Service Level Agreement. Permitting -

- Student has submitted all submissions within their current unit and there are no pending assessments to be submitted
- Student does not have any submissions within current or previous units/modules which require resubmission, following a Not Yet Competent grade.

If a student meets the above eligibility criteria and would like to request a Module unlocking, they are to send an email to student.services@soe.edu.au. The email should include their Student ID, Full name and Contact details explaining which module they would like to have access to.

Assessment Appeals

In the event a student is dissatisfied with the outcome of an assessment, they may appeal the assessment decision within 10 business days of being notified of the assessment decision.

To appeal an assessment decision, students complete the Assessment Appeal Form and submit to Student Support via the Student Services team.

To receive access to the Assessment Appeal Form, please send an email titled Assessment Appeal Request with your Name and Student Number to student.services@soe.edu.au.

SWINBURNE OPEN EDUCATION – STUDENT ENGAGEMENT STRATEGY

Below is a summary of the Engagement strategy utilized by Swinburne Open Education. The strategy involves the use of current systems and technology to triage Academic Support. The Initiatives include:

<p>Initiative 1a: Live Q and A Sessions via Zoom</p>	<ul style="list-style-type: none"> • This is a tutorial-based class and is recorded. These sessions are designed for the purpose of providing students confidence to ask questions. • Live Q and A sessions are scheduled to occur on a weekly basis. • Trainers and Assessors are allocated Modules to deliver 'Live Q and A' sessions. • Schedules for Live Q and A sessions will be amended based on student attendance • Trainers and Assessors are required to record all their Live Q and A sessions so that students who are not able to attend the sessions 'Live' can view in their own time. Please note that in occurrences where no students attend a Live Q and A, the session recording will not be uploaded.
<p>Initiative 1b: Additional Resources Thread</p>	<ul style="list-style-type: none"> • Each course has a thread created within the Module 1 course forum designed to host additional resources and the 'Live Q and A' and Online Classroom recordings. • Links are added detailing the date of which the 'Live Q and A' or 'Online Classroom' was delivered/recorded, a hyperlink is created using the Panopto URL.
<p>Initiative 2: Online Classrooms (Webinars – prerecorded)</p>	<ul style="list-style-type: none"> • A classroom style Webinar designed to address gaps in content and enrich the students learning journey. Trainers and Assessors can use these sessions to inform students of updates in industry, revisions in content and materials or create new information that can assist and support student progression.
<p>Initiative 3: Message Centre – Communication with Trainers and Assessors via LMS</p>	<ul style="list-style-type: none"> • Student are encouraged to reach out to their Trainers and Assessors via the LMS Message Centre regarding queries and requests for support. • Course forums are a location to help students engage within one another. If they seek support from a Trainer and Assessor they should be using the Message Centre for this. • The Message Centre is checked by each Education Delivery team member regularly and responses provided to students within 2-3 business days of receiving the communication.
<p>Initiative 4: One on One Video Call support</p>	<ul style="list-style-type: none"> • All student bookings are to be arranged via the current Appointment booking system approved by Swinburn Open Education. Students are encouraged to attend Online Classrooms and Group Tutorial sessions to attain the information needed. In the instance that a student has attended Live Q and A and reviewed the Additional Resources and are still needing further support a one-on-one Video Call can be arranged.

STUDENT SUPPORT SERVICES

Non-Academic Support

Swinburne Open Education Student Support team is here to help you deal with your non-academic support needs.

The Student Support Team is available Monday to Friday 9am – 6pm and provide the following support services:

- General Administrative Support - available to students requiring support for a range of administrative issues including:
 - Learning Platform technical issues
 - Change to personal details
 - Payment queries
 - Third Party Authority
 - Accessing Reasonable Adjustment
 - Course extensions
 - Course deferral
 - Special circumstances
 - Course cancellation
 - Course improvements
 - Assist with certificate re-issue.
- Workplace Support - available for courses that include Structured Workplace Learning and Assessment and includes:
 - Processing workplace approvals,
 - Work Placement support.
- Addressing issues - Students are provided with an informal avenue to have minor concerns/issues addressed and resolved quickly without the need to engage with the formal complaints process.

Certification

On completion of your course, you may be eligible to receive one or more of the following certification documents:

- AQF qualification (where students have successfully met all requirements for a complete NRT qualification),
- AQF statement of Attainment (where students have not successfully met all requirements for a complete NRT qualification and have successfully met requirements for one or more Unit(s) of Competency within the qualification),
- Academic Transcript (where applicable, highlighting the outcomes for the Units of Competency in the course).

In order to receive AQF certification, you must have:

- Provided Swinburne Open Education with your Unique Student Identifier (USI),
- Successfully completed all required assessments,
- Been deemed competent for one or more Unit(s) of Competency associated with your course, and
- Paid all required course fees.

AQF certification is issued by Swinburne University of Technology – Provider Code 3059.

Student Issues

Swinburne Open Education Students are provided with an informal avenue to have minor concerns/issues addressed and resolved quickly without the need to engage with the formal complaint process. Please contact Student Support for assistance with addressing issues.

Students will be provided with a proposed resolution either verbally or in writing within 5 business days if further investigation is required.

In the event a student is dissatisfied with the resolution of their issue they will be provided with an option to submit a complaint in writing in accordance with our complaint management process.

Complaints

At Swinburne Open Education, we are continuously improving our services and welcome your feedback. To learn more about our complaint management process, or to make a complaint, visit your Student Hub and our policies available on our website [Our Privacy Policy | Swinburne Open Education](#)

If you are not a student, you can lodge complaints in writing by emailing studentservices@soe.edu.au

Special Considerations

Students applying for Special Consideration must notify Swinburne Open Education in writing by emailing their request to the Student Support Team at studentservices@soe.edu.au. and include all relevant documentation along with their cancellation request.

The information and supporting documentation provided should demonstrate that the circumstances are continuing and serious, which will materially affect the student's ability to continue with the course. It is recommended that students, who wish to apply for Special Consideration, should first contact Student Support to discuss the matter.

If a Special Consideration application is received and Swinburne Open Education considers that there are grounds for granting Special Consideration to the student, the student may be provided with either:

- Early Cancellation of a course with an amendment to the learners fees based on whether the Special consideration request was made before 50% of the course duration or after the 50% course duration
- An extension of the Maximum Duration of the course
- Additional support services
- A release from payment of future instalments
- A reduced payment arrangement for a period of time
- A deferred payment arrangement for a period of time

Special Consideration will not be given if a student seeks Special Consideration on the sole basis of:

- Changing jobs
- Changing work hours
- Moving address (including interstate or international moves)
- Course changes as a result of a regulatory change governing
- Finding the course more difficult, time consuming or stressful than the student had expected
- The student resigning or terminating their employment

On receipt of a Special Consideration Cancellation application, Swinburne Open Education will within 20 business days:

- Log the case in the Student Management System
- Place the current payment schedule and/or any associated collection activity on hold (if applicable)
- Investigate the Special Consideration case
- Make a decision and communicate the final outcome to the student in writing

Where approved, any refund will be issued within 14 days from the date the final outcome is provided to the student

Privacy

Swinburne Open Education acknowledges and respects the privacy of individuals and complies with the requirements of the Commonwealth Privacy Act 1988. You can access our Privacy Policy at swinburneopen.edu.au/policies