

Overview of Student Services

We are committed to the principles of access and equity for all. Access and Equity is about achieving equality for all students whilst recognising there may be individual needs or differences between them. This means Sage and its staff are mindful of the specific needs of every student and any support they might need. At all times we seek to provide consistency.

Selection, Enrolment and Induction/Orientation

To be selected into a course, you must complete an enrolment application and pay a registration fee. Once Sage has accepted the enrolment and fee you are eligible to start your course. Your induction and orientation will occur in the first session of training.

Course Information

Course information including content and vocational outcomes can be viewed on our website (www.sage.edu.au) or by calling 1300 889 889 and asking for a course brochure or additional information. Our information will also include starting dates, venue details, course duration, delivery and assessment methods.

Fees, Charges and Refund Policies

Full details pertaining to fees, charges and refund policies can be found on the enrolment form and enrolment agreement.

Language, Literacy and Numeracy (LLN)

Access to training must be equal for all students and Sage will not discriminate based upon LLN. Where LLN levels are extremely low, Sage will provide information on where a student can obtain assistance with their LLN needs. Ultimately it is the choice of the student as to whether or not they proceed with the enrolment.

Student Support, Welfare and Guidance

Sage will assist students in accessing support, welfare or guidance where an issue is outside the relative expertise of Sage staff. Any referral will be in accordance with our Privacy Policy that seeks to protect the interests of all parties including the student.

Flexible Learning and Assessment

Sage recognises that some students may have individual needs in the processes of learning and assessment. In each case, where a student has requested an alternative method of learning and/or assessment, the Training Team Leader or their delegate will consider the request and advise the student of the outcome.

Appeals, Complaints and Grievances

Students are able to appeal against an assessment result. The first step is to discuss the result with your Assessor and if not satisfied, you must write to the Academic Director outlining the reason for the appeal within 7 days of the result. Complaints and grievances should be directed to the General Manager in writing.

Discipline

Students are expected to dress and behave in a manner that positively promotes themselves and Sage. Students are expected to adhere to the Student Code of Conduct. Incidents of serious misconduct will amount to exclusion from training. Serious misconduct will be dealt with strictly in accordance with relevant State or Commonwealth law.

National Recognition

Sage will recognise the Qualifications and Statements of Attainment issued by another Registered Training Organisation (RTO). Such recognition of RTO qualifications occurs through the process of national recognition. To apply you need to request a 'National Recognition Application Form'. This form details how to apply and the types of evidence required.

Recognition of Prior Learning (RPL)

RPL is available to participants where competence is determined through previous training, expertise or relevant work or life experience where such competence aligns with course content. To apply you need to request a 'RPL Application Form'. This form details how to apply, the types of evidence required and any costs involved. All requests for RPL must be received at least 7 days prior to commencement of training.

Further information is available from our website (www.sage.edu.au) or administration on 1300 889 889.