Overview of Student Services

Sage is 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 Sage seeks to provide consistency.

Access and Equity

Students will be granted access to learning irrespective of race, gender, age, physical impairment or marital status. Sage is an equal opportunity employer and is committed to creating an environment of equal opportunity in the delivery of its services. Recruitment of students is not restricted in any way other than the dictates of the various Industry Training Package pre-requisites and government contract guidelines, obligations and requirements.

Student Selection/Enrolment

Sage has a fair and equitable student selection/enrolment process. Student selection is based upon the order of enrolment forms being received and the availability of places under various programs. Class numbers are determined by the facilities available for that program and what is most beneficial to maximise student learning. Availability of places will be advised upon enquiry being lodged with a Career Advisor. To be selected into a course, a student must participate in an interview, complete an enrolment form and pay an enrolment fee. Interviews are conducted in person, however under extenuating circumstance – such as a remote location – can be conducted via telephone or online conference facility. Sage ensures students are made aware prior to enrolment of all fees and charges that may be applied to students and the circumstances in which they apply. Students receive prior to enrolment accurate and sufficient information regarding:

- Course fees
- Training programs
- Sage policies relating to enrolment
- Sage facilities
- Student support services
- National Recognition
- Recognition of Prior Learning and Credit Transfer

Once Sage has accepted the enrolment and fee, the student will be booked into an enrolment session. The enrolment session provides the student with an introduction to the course and gives an opportunity to pay outstanding fees and submit outstanding paperwork. A complete induction and orientation occurs in the first session of training.

Course Information

Course information including content and vocational outcomes can be viewed on Sage’s website (sage.edu.au) or by requesting a brochure or additional information from a Career Advisor. Sage’s
information also includes starting dates, venue details, course duration, delivery and assessment methods.

**Fees, Charges and Refund Policies**

Full details pertaining to fees, charges and refund policy 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 relevant expertise of Sage staff. Any referral will be in accordance with the 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 Manager 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 for the student to discuss the result with the Assessor and if not satisfied, then write to the Academic Director or Training Manager 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 the relevant State or Commonwealth law.

**National Recognition**

Sage will recognise the Qualifications and Statement of Attainments issued by another Registered Training Organisation (RTO). Such recognition of RTO qualifications occurs through the process of national recognition. To apply a student will need to request a “National Recognition Application Form”.

**Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

RPL and CT are 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 find out further details about the process a student will need to request a “Recognition of Prior Learning and Credit Transfer Fact Sheet”.

*Further information is available on the website (sage.edu.au) or in the Student Handbook*