

Student Rights & Responsibilities

S2C Training (RTO ID 45605)

In plain terms: This page sets out what you can expect from S2C Training as a student, and what we expect from you, so your training experience is fair, safe and successful.

Your rights

As a student of S2C Training, you can expect to:

- Receive clear, accurate information about your course, fees and what's involved before you enrol or pay.
- Be treated fairly and respectfully, with fair and inclusive access to training regardless of your background.
- Have any individual needs considered, including reasonable adjustments to training and assessment where appropriate.
- Receive quality training and assessment, and support from your trainer and assessor throughout your course.
- Have your prior learning recognised where eligible, through credit transfer or Recognition of Prior Learning (RPL).
- Have your personal information handled confidentially and in line with S2C Training's Privacy Policy.
- Have your fees handled fairly and transparently, including the refund terms set out in the Fees, Payments and Refunds Policy.
- Raise a complaint or appeal a decision without it affecting your enrolment, and at no cost, through the Complaints and Appeals Policy.
- Access information about the support services available to you, and be referred to specialist external services where appropriate.
- [Your responsibilities](#)

As a student of S2C Training, you're expected to:

- Provide accurate and complete information at enrolment, including your USI and identity documents, and keep your contact details up to date.
- Meet the agreed fee and payment requirements for your course (see

the Fees, Payments and Refunds Policy).

- Participate actively in your training and assessment, and take responsibility for your own learning and progress.
- Attend scheduled sessions, including live online sessions, and let S2C Training know if you can't attend or need to make alternative arrangements.
- Meet the technology and resource requirements for your course, and keep your account login secure (see Online Safety & Digital Learning Requirements).
- Submit your own work for assessment and act with honesty and academic integrity.
- Tell us if you need support, or if your circumstances change in a way that affects your study.

Expected behavior and conduct

S2C Training is committed to a safe, respectful and inclusive learning environment for everyone. We expect all students to:

- Treat trainers, staff, other students and any third parties with respect and courtesy at all times.
- Use appropriate, professional language and behaviour, both in person and online.
- Not engage in behaviour that is disruptive, harassing, discriminatory, bullying or offensive.
- Respect the privacy of other students and staff, and not record or share sessions or others' personal information without permission.
- Use S2C Training's facilities, systems and learning materials appropriately and lawfully.
- Follow workplace health, safety and conduct requirements when training or being assessed in a workplace.

S2C Training may follow up any behaviour that breaches these expectations, in line with its policies.

Academic integrity and the use of AI

The work you submit for assessment must be your own and must genuinely demonstrate your skills and knowledge. This is essential to the integrity of your nationally recognised qualification.

S2C Training recognises that artificial intelligence (AI) is a valuable tool and an increasing part of how people learn and work, and we support its

responsible use. At the same time, in line with regulatory expectations for the VET sector, your assessment evidence must reflect your own competency - not work produced by an AI tool on your behalf.

To support this, S2C Training may use a range of approaches, including alternative assessment methods and tools that can detect the use of AI, to confirm that assessment evidence is authentic and is your own work.

Full details of how S2C Training approaches AI, privacy and assessment submission will be set out in its specific AI Policy and Assessment Policy. If you're ever unsure whether or how you can use an AI tool for a task, check with your trainer and assessor first.

How to get help or raise a concern

You can reach Student Support, your trainer and assessor, or access the LMS at any time:

- **Student Support** - email info@s2c.edu.au or phone (07) 3555 7703.
- **Directly through the LMS.**
- **By email to your trainer and assessor.**

If you'd like a decision formally reviewed, you can use S2C Training's Complaints and Appeals process.

For more information, please contact student support by emailing info@s2c.edu.au