

**S2C TRAINING**

RTO ID 45605

# Student Rights and Responsibilities

Student information · Updated 22 October 2026

This page sets out what you can expect from us, what we expect from you, and what happens if our Student Code of Conduct is not followed. The Code applies on campus, online and in the workplace.

## What you can expect from us

- A safe and supportive learning environment, on campus, online and in the workplace.
- To be treated with respect and fairness, free from harassment, bullying, discrimination and vilification.
- Clear, accurate information about your course, fees and progress, before you enrol and during your training.
- Fair, flexible, valid and reliable assessment, and recognition of the skills and qualifications you already have.
- Support, including reasonable adjustments and referral to wellbeing services.
- Privacy and confidentiality of your personal information.
- To be told in writing about any change that affects your training.
- To give feedback, make a complaint and appeal a decision, at no cost.

## What we expect from you

- Treat staff, trainers, other students, workplace colleagues and the public with courtesy and respect.
- Be honest: submit your own work and give accurate information about yourself and your evidence.
- Take part in your training, and attend scheduled sessions and assessments or tell your trainer in advance if you cannot.
- Follow our policies and the reasonable instructions of staff, including health and safety instructions.
- Respect the privacy of others, including workplace and client information.
- Use our facilities, equipment, materials and online platforms responsibly and only for your training.
- Keep your contact details up to date and meet your agreed fee payments.
- Let us know early if you are struggling or your circumstances change.

## On campus

Complete the health and safety induction when you attend our facilities, follow the building's emergency procedures, report any hazard or injury straight away, and respect the shared premises and the people who use them.

## In the workplace

Follow your host employer's policies, collect workplace evidence only with their permission, and never remove or share confidential workplace or client information.

## Behaviour that is not acceptable

- Harassment (including sexual harassment) and bullying.
- Discrimination, and vilification on the grounds of race, religion, sexuality, sex characteristics or gender identity, including antisemitism.
- Violence, threats, intimidation or aggressive behaviour, and unsafe behaviour.
- Disruptive or disrespectful behaviour, on campus, online or in the workplace.
- Attending training, assessment or a workplace under the influence of alcohol or drugs, or using or supplying illegal drugs during an S2C Training activity.
- Damaging, misusing or taking property or learning resources.
- Sharing recordings, images or personal information without consent, or misusing our systems (for example sharing logins).
- Giving false or misleading information, including in an enrolment or RPL application.
- Academic misconduct, such as copying, cheating, having someone else do your work, fabricating evidence or misusing AI.

## If a concern is raised about your behaviour

- If anyone's safety is at immediate risk, we may ask you to leave a session or venue, and may limit how you take part (for example online only) while the matter is decided. We tell you why in writing within 1 business day and review it at least every 10 business days.
- Within 5 business days of a report, we tell you in writing what is alleged and the possible outcomes, and give you at least 5 business days to respond. You can bring a support person to any meeting.
- The decision is made by our General Manager, or by our CEO or a person they appoint if the General Manager is involved, never by the person who raised the concern.
- Within 10 business days after your response period ends, we give you the decision and reasons in writing. Outcomes are proportionate and range from no action or a warning to conditions, suspension or, for serious or repeated misconduct, cancellation of your enrolment.
- You can appeal any decision (see **Complaints and Appeals**). A suspension or cancellation does not take effect until the appeal period has passed or your appeal is decided.

## Doing your own work

Your qualification should genuinely reflect your skills. Use AI tools for assessment only where your assessor allows it for a task, and say how you used them. If a concern arises about your work, we look into it fairly and talk with you before any decision. Honest mistakes are treated as a chance to learn. See **Online Safety and Digital Learning** for more on AI.

## Reporting harassment

We do not accept sexual harassment or sex or gender-based harassment by anyone: staff, trainers, students or visitors. If it happens to you, or you see it, tell our General Manager, or our CEO if your report is about the General Manager. Email [info@s2c.edu.au](mailto:info@s2c.edu.au) marked "Confidential – General Manager", or call (07) 3555 7703 and ask to speak to the General Manager directly. If your report is

about the General Manager, call and ask to speak to our CEO directly. You will not be treated badly for making a report. In an emergency, call 000.

### More information

This is a plain-English summary for students. If anything here differs from our Student Code of Conduct, the policy applies. Email [info@s2c.edu.au](mailto:info@s2c.edu.au) and we will send you the full policy.

**Contact us:** [info@s2c.edu.au](mailto:info@s2c.edu.au) · (07) 3555 7703 · 2 Heaslop Street, Woolloongabba QLD 4102 · [www.s2c.edu.au](http://www.s2c.edu.au)

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