



STUDENT HANDBOOK

Turning Real Skills into Real Qualifications.



This handbook provides general information for students and is reviewed regularly. The full policies referred to throughout take precedence and are available on request. S2C Training is the trading name of Served to Cert Pty Ltd (ABN 85 634 533 903), RTO ID 45605

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WELCOME

Welcome to S2C Training, and congratulations on taking the next step in your journey.

We are a nationally recognised training provider built for those who serve. Whether you are transitioning from the Australian Defence Force, coming from a career in emergency services, or bringing years of hard-won industry experience, you have already built real skills. Our job is to help you turn those real skills into real qualifications.

Many of our team are ex-serving members themselves. We understand the experience you carry, and we know how valuable it is. That is why our students consistently tell us the process felt professional, thorough, and genuinely supportive - with people who took the time to understand their background and draw out everything that counts.

This handbook is here to help you settle in. It explains how training with us works, what support you can count on, and your rights and responsibilities as a student. Keep it close throughout your course, and remember that our team is always only an email or phone call away.

Your experience already counts. Let's put it on paper.

ABOUT THIS HANDBOOK

This handbook is a plain-English guide for students. It summarises the things you most need to know.

Behind this handbook sits a full set of policies. If you would like to read any policy in full, just email us at info@s2c.edu.au and we will send it to you.

If you are still not satisfied, you can raise your concern with ASQA, the national VET regulator. The full process is set out in our Complaints and Appeals Policy, available on request.

ABOUT S2C TRAINING

S2C Training is a Registered Training Organisation (RTO ID 45605), regulated by the Australian Skills Quality Authority (ASQA). This means the qualifications and units we deliver are nationally recognised across Australia.

A few things to know about us:

- We offer nationally recognised qualifications and courses, with flexible training and RPL pathways.
- We deliver fee-for-service training. We are not government-subsidised, so there are no government funding eligibility hurdles to worry about.
- We specialise in supporting veterans, ex-services and ex-emergency-services students, as well as experienced professionals.
- Our trainers and assessors are fully qualified and bring real industry experience to your learning.

You can see our full range of nationally recognised qualifications at www.s2c.edu.au, where each course links to its official listing on the National Register (training.gov.au).

How to reach us

Email: info@s2c.edu.au

Phone: (07) 3555 7703

Address: 2 Heaslop Street, Woolloongabba QLD 4102

Website: www.s2c.edu.au

HOW OUR TRAINING WORKS

We use a flexible, hybrid approach designed to fit around your life and commitments.

- **Structured online learning** - you work through your course content and activities online, at times that suit you, with your trainer there to support you.
- **Practical assessment** - where a course requires you to demonstrate practical skills, this takes place in your workplace or in a simulated environment.
- **Live sessions** - some courses include live online sessions run through Microsoft Teams, Zoom or Google Meet.

You will have access to our online learning platform, where your course materials, activities and assessments live. Your trainer will walk you through how everything works during your induction.

FROM SERVICE TO CERTIFICATION

Our process cuts through the complexity. Here is how it works:

- 1. Share your experience.** Start with our obligation-free Skills Check. Our team reviews your background and maps your existing skills and experience to nationally recognised qualifications and training pathways.
- 2. Review your options.** You receive clear guidance on the qualifications, skill sets, training options and RPL pathways that align with your experience and goals.
- 3. Pathway to certification.** You demonstrate competency in your chosen pathway and receive your nationally recognised qualification - ready for employment, further study, or to formalise the expertise you have already built

BEFORE YOU ENROL

Before you start, we want to make sure the course is the right fit and that you are set up to succeed.

COURSE ENTRY REQUIREMENTS

Some courses have entry requirements. These are listed on our website, and your course advisor will talk them through with you.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS

Before enrolling, we ask you to complete a short skills check. This helps us understand whether you might benefit from extra support during your course. It is not a pass-or-fail test - it simply helps us help you. If we identify a need beyond what we can provide, we can point you towards services such as the Skills for Education and Employment (SEE) Program.

YOUR UNIQUE STUDENT IDENTIFIER (USI)

Every student undertaking nationally recognised training in Australia needs a USI - a reference number that creates an online record of your training. You will need one before we can issue your certificate.

- If you do not have a USI, you can create one for free at usi.gov.au, or we can help you.
- We verify your USI as part of your enrolment.

RECOGNITION OF YOUR EXISTING SKILLS

You may not need to complete every part of a course if you already have the skills or qualifications. There are two ways we can recognise what you already have:

- **Credit Transfer** - if you have already completed the same unit with another RTO, we can recognise it. You will need to provide your certificate or USI transcript.
- **Recognition of Prior Learning (RPL)** - if you have the skills and knowledge from work or life experience (including your service), we can assess that evidence against the course. This is a great option for experienced people - your service records, position descriptions, references and work samples can all help.

Talk to your course advisor if you think either option might apply to you.

FEES, PAYMENTS AND REFUNDS

We will always be clear and upfront about fees before you enrol.

PAYING YOUR FEES

We offer flexible payment options through our secure payment system:

- Credit or debit card (Visa, Mastercard, Apple Pay, Google Pay)
- Instalment options through Afterpay, Klarna or Zip
- Direct deposit

DEPOSITS

Where a deposit applies, it will never be more than the lesser of 50% of your course fee or \$1,500. The balance is invoiced before your course begins.

REFUNDS

If your plans change, our refund terms are designed to be fair:

- If you withdraw 7 or more days before your course starts, you receive a full refund.
- If you withdraw less than 7 days before your course starts, an administration fee applies.
- If we cancel or reschedule a course, you receive a full refund or the option to transfer.
- Special consideration applies in genuine circumstances such as serious illness.

SUPPORT FOR YOUR LEARNING AND WELLBEING

Your success matters to us, and you are never on your own here.

LEARNING SUPPORT

Your trainer and assessor is your first point of contact and is there to help you through your course. We can also help with the online platform and any technical questions.

REASONABLE ADJUSTMENT

If you have a disability, health condition or other circumstance that affects your learning, we can often make reasonable adjustments to how you learn or are assessed - for example, extra time or alternative ways of providing evidence.

These adjustments help you participate on an equal footing. They do not change the actual skills and knowledge you need to demonstrate to be assessed as competent. Just let us know what would help, and we will work it out with you. Anything you share is treated confidentially.

WELLBEING

Study can sometimes coincide with challenging times in life. If you are doing it tough, please reach out. While we are not a counselling service, we can listen, point you in the right direction, and connect you with the right support - including services experienced in supporting the veteran and ex-services community.

IF YOU NEED SUPPORT NOW

If you or someone with you is in immediate danger, call 000.

These free, confidential services are available any time:

- **Lifeline** - 13 11 14 (24/7 crisis support and suicide prevention)
- **Beyond Blue** - 1300 22 4636 (24/7 mental health support)
- **Open Arms - Veterans & Families Counselling** - 1800 011 046 (24/7 counselling for anyone who has served at least one day in the ADF, and their families)
- **13YARN** - 13 92 76 (24/7 crisis support for Aboriginal and Torres Strait Islander people)

ACCESS, EQUITY AND INCLUSION

We welcome students from all backgrounds and are committed to fair and inclusive training.

Our decisions about your enrolment are based on whether a course is right for you - things like entry requirements and your skills - never on personal characteristics such as your age, gender, race, disability, religion, sexual orientation or cultural background. We are committed to a safe and inclusive learning environment for everyone, including a culturally safe environment for Aboriginal and Torres Strait Islander students.

YOUR RIGHTS AND RESPONSIBILITIES

You can expect us to:

- treat you fairly, respectfully and without discrimination
- deliver quality, nationally recognised training
- give you clear information about your course, fees and progress
- provide support and reasonable adjustments where we can
- keep your personal information secure and confidential
- handle any concerns fairly

We ask you to:

- engage with your course and complete your work honestly
- treat staff and other students with respect
- provide accurate information about yourself
- keep your contact details up to date
- meet your agreed fee payments
- let us know early if you are struggling or your circumstances change
- follow reasonable instructions, including health and safety requirements

DOING YOUR OWN WORK: ACADEMIC INTEGRITY AND AI

We want your qualification to genuinely reflect your skills, because that is what makes it valuable to you and to employers.

This means the work you submit for assessment must be your own. Things like copying someone else's work, having someone else do your assessment, or presenting others' work as your own are not acceptable and can affect your results.

USING AI TOOLS

AI tools (like ChatGPT) are now part of many workplaces. In your training, you should only use AI where your assessor has told you it is allowed for a particular task, and you should always be open about how you used it. If you are ever unsure whether you can use a tool, just ask your assessor first.

If a concern about your work comes up, we will look into it fairly and talk to you about it before any decision is made.

ONLINE SAFETY AND DIGITAL LEARNING

Because a lot of your learning happens online, here are a few things to know:

- You will have your own secure login. Keep your password private and do not share your account.
- For your security, our student portal uses two-factor authentication.
- Be respectful in any online discussions or live sessions, just as you would in person.
- Some assessments may ask you to demonstrate skills on camera or to record evidence - your assessor will explain when this applies and how your recordings are handled.

If you ever have concerns about online safety during your training, contact our Student Support team at info@s2c.edu.au or (07) 3555 7703.

YOUR ASSESSMENTS

Assessment is how we confirm you have the skills and knowledge for your qualification.

- Your trainer will explain what each assessment involves and when it is due.
- Assessments may include written tasks, projects, questioning, and practical demonstrations in a workplace or simulated environment.
- Competency-based assessment means you are assessed as either “competent” or “not yet competent” - there are no scored grades.
- If you are assessed as “not yet competent”, that is okay. You will usually have the opportunity to be re-assessed, and your trainer will support you.
- If you do not agree with an assessment decision, you can appeal it (see below).

IF SOMETHING GOES WRONG

We hope your experience with us is a great one, but if something is not right, we want to hear about it. Raising a concern will never disadvantage you, and your enrolment will not be affected.

Complaints

If you are unhappy with any part of your experience, you can raise it with us:

- speak with your trainer or facilitator
- email info@s2c.edu.au
- call **(07) 3555 7703**

We will acknowledge your complaint within 2 business days and aim to resolve it promptly, usually within about 7 business days. We will keep you informed.

Appeals

If you disagree with a decision we have made - such as an assessment outcome - you can appeal. For assessment appeals, a different assessor will review the decision. Let us know within a reasonable time and we will explain the steps.

If you have been through our process and are still not satisfied, you can raise your concern with ASQA, the national VET regulator. The full process is set out in our Complaints and Appeals Policy, available on request.

YOUR CERTIFICATE

When you successfully complete your course, we will issue your nationally recognised certification.

- If you complete a full qualification, you receive a testamur (your certificate) and a record of results.
- If you complete one or more units but not the full qualification, you receive a statement of attainment for what you have achieved.

We issue your certification within 30 days of completing your assessment, provided your USI has been verified and all your agreed fees have been paid.

If you ever need a replacement copy down the track, just get in touch - we keep these records securely for many years.

YOUR PRIVACY

We take your privacy seriously and handle your personal information in line with the Privacy Act 1988 and the Australian Privacy Principles.

In short:

- We collect only the information we need to enrol you, deliver your training, and meet our obligations as an RTO.
- As a nationally recognised training provider, we are required to report certain training data (including your USI) to government bodies such as the National Centre for Vocational Education Research (NCVER). This is a standard requirement for all RTOs.
- We keep your information secure and do not sell it.
- You can ask to see the personal information we hold about you, and ask us to correct it.

Our full Privacy and Personal Information Policy explains this in detail and is available on our website or on request.

NEED A FULL POLICY?

This handbook is a summary to help you find your feet. Behind it sits a complete set of policies covering enrolment, fees, assessment, support, complaints, privacy and more. If you would like the full version of any policy, just email info@s2c.edu.au and we will send it to you.

GET IN TOUCH

Start your free Skills Check

Talk to our team about recognising your experience and finding the right qualification or training pathway.

Call

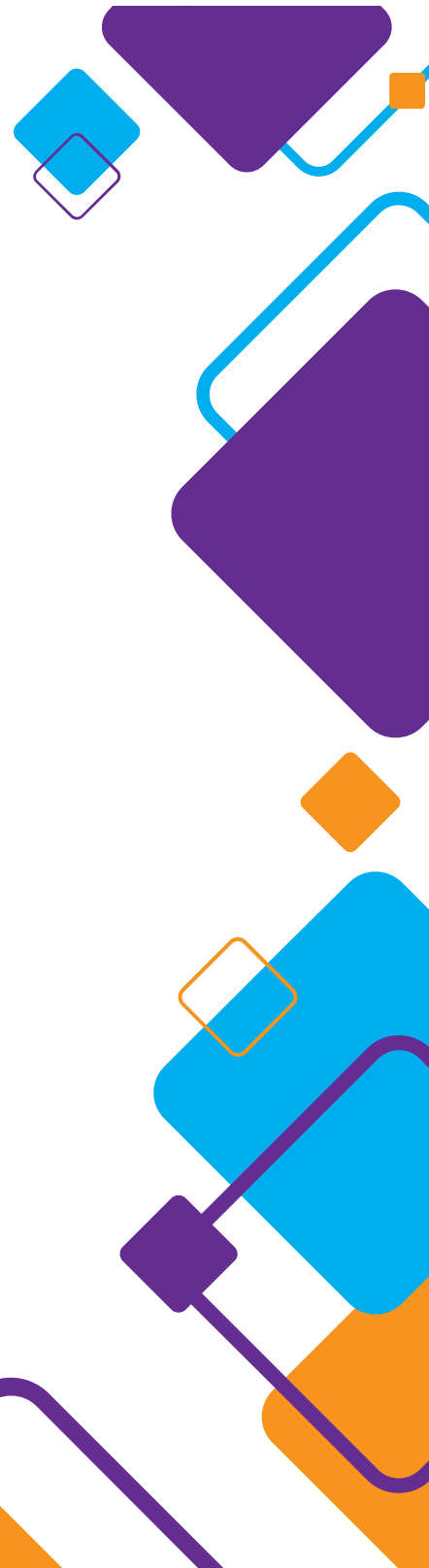
(07) 3555 7703

Email

info@s2c.edu.au

Visit

2 Heaslop Street, Woolloongabba QLD 4102





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