S2C TRAINING

STUDENT HANDBOOK

Turning Real Skills into Real Qualifications.

This handbook provides general information for students and is reviewed at least every 12 months. The full policies referred to throughout take precedence and are published in the Student Hub on s2c.edu.au, or available on request by email to info@s2c.edu.au. S2C Training is the trading name of Served to Cert Pty Ltd (ABN 85 634 533 903), RTO ID 45605

Version 1.4
Published 22/10/2026

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. We take the time to understand your background and to identify the experience that may count towards a qualification.

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 may count. Let's find out together.

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, you can find it in the Student Hub on s2c.edu.au, or just email us at **info@s2c.edu.au** and we will send it to you.

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.
- We enrol adults only: you must be 18 or over to enrol with us.
- Our trainers and assessors must hold the training and assessment credentials required under the Standards for RTOs 2025, 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). The qualifications on our scope of registration when this handbook was published are:
BSB30120 - Certificate III in Business
BSB30220 - Certificate III in Entrepreneurship and New Business
BSB40120 - Certificate IV in Business
BSB40520 - Certificate IV in Leadership and Management
BSB40920 - Certificate IV in Project Management Practice
BSB41419 - Certificate IV in Work Health and Safety
BSB50820 - Diploma of Project Management
BSB60120 - Advanced Diploma of Business
BSB60420 - Advanced Diploma of Leadership and Management
BSB80320 - Graduate Diploma of Strategic Leadership
HLT47321 - Certificate IV in Health Administration
TLI30325 - Certificate III in Supply Chain Operations
Our scope can change. For the current list, search for RTO 45605 on the National Register at training.gov.au. Check www.s2c.edu.au or ask your course advisor which courses are currently open for enrolment.

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.

Your trainer and assessor and our Student Support team will reply to your enquiries within 2 business days. If a full answer will take longer, they will tell you within that time when to expect it.

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 identifies the nationally recognised qualifications and training pathways that may suit your experience.

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, and a written proposal with all fees before you enrol.

3. Pathway to certification. You demonstrate competency in your chosen pathway and, once you are assessed as competent, receive your nationally recognised qualification or statement of attainment - a record of your skills for employers, further study, or a way 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. Your course advisor will talk with you about your experience, goals and circumstances, check the entry requirements, and recommend the qualification or pathway that suits you best, with the reasons. You will receive a written proposal setting out the training and all fees before you enrol or pay, and you can take the time you need to ask questions and decide. You must be 18 or over to enrol.

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 you enrol, your course advisor will talk with you about your language, literacy, numeracy and digital skills (LLND), and when you enrol you complete a short LLND self-declaration in your onboarding form. 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 anything suggests you might need support, your trainer and assessor may have a short, informal chat with you to work out how best to help. 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.

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. Credit transfer is free, and your course fee is not reduced for units we credit. It applies where a unit you already hold is part of the qualification you enrol in, or can be counted towards it under the qualification's rules. We check certificates with the RTO that issued them; a USI transcript does not need this check. Units we credit are listed on your record of results.
- **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.

RPL is an assessment. An S2C Training trainer and assessor who holds the required credentials reviews your evidence, may ask you questions or ask you to show your skills, and decides whether you are competent. The outcome is not guaranteed, and you may need some gap training. We use software called RPL Assess to collate and map the RPL evidence you submit. The competency decision is always made by our trainer and assessor, and S2C Training issues your certificate.

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

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.

FEES, PAYMENTS AND REFUNDS

We will always be clear and upfront about fees before you enrol. Your written proposal sets out all fees, costs and charges before you enrol or pay.

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 (for your deposit, your balance, or both)
- Direct deposit

DEPOSITS

You pay a deposit of 50% of your course fee, up to $1,500 (whichever is less), to confirm your enrolment. If you enrol in more than one course, we never hold more than $1,500 in total for all your courses before the related training and assessment is delivered, so the deposit for a further course may be less. The balance is invoiced once your assessment is complete and must be paid before your qualification or statement of attainment is issued. Each invoice shows its due date. We do not accept payment of more than the deposit before your assessment is complete. These limits apply whoever pays, including where your employer or organisation pays for you. We issue your certification electronically at no extra charge; a printed hard copy costs $50 per document, including GST and postage.

REFUNDS

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

- If you withdraw 7 or more calendar days before your course starts, you receive a full refund.
- If you withdraw less than 7 calendar days before your course starts, you receive a refund of the fees you have paid, less a $250 administration fee.
- If we cancel a course, you receive a full refund or the option to transfer to a later date, whichever you choose.
- If you miss a scheduled session before you have started a unit, we will offer you another session or a deferral. If you ask for a refund instead, it is treated as a withdrawal under the rules above.
- Once you have started a unit, the fees for that unit are not refundable. For a qualification or skill set with several units, we may refund the fees for the units you have not started (the course fee divided by the number of units, for each unit not started), less the $250 administration fee. Single-unit courses are not refundable once started.
- These rules also apply to RPL. For RPL, you have started a unit when your assessor begins assessing your evidence against that unit.

REFUNDS (CONTINUED)

- Your deposit is applied first to the units you start first. A refund is never more than the fees you have paid, and if you withdraw before your assessment is finalised you will not owe us more than your deposit.
- If you could not start your course through no fault of your own (for example, we find that a student is under 18), or we cannot deliver your course, we refund all the fees you have paid. If we cancel your enrolment for serious misconduct or because information you gave us was false, we refund the fees you have paid for the units you have not started, less the $250 administration fee. We may waive the administration fee, depending on the circumstances.
- If you have to withdraw partway through for a valid reason, such as a medical reason, we assess your situation individually and may ask for supporting evidence.

To ask for a refund, email info@s2c.edu.au. Every refund is authorised by our General Manager or, when the General Manager is unavailable, by our CEO or a person the General Manager has authorised in writing. We will tell you the decision in writing within 10 business days of receiving your request, and an approved refund is paid within 7 business days of approval. If you disagree with the decision, you can make a complaint or appeal (see "If something goes wrong"). The full terms are in our Fees, Payments and Refunds Policy.

IF YOUR PLANS CHANGE

If you need to withdraw, or to defer or transfer to a later date, tell us in writing (email info@s2c.edu.au). We will confirm the outcome in writing. If you have completed any units, you will receive a statement of attainment for them.

If something changes on our side that affects your training, such as a change to your course, your fees or who delivers your training or assessment, we will tell you in writing as soon as we can and explain your options. We suspend or cancel an enrolment only for reasons set out in our policies, such as serious misconduct or not meeting the entry or age requirements. If we propose to do this, we will tell you why in writing and give you the chance to respond first (2 business days, or at least 5 business days for misconduct under our Student Code of Conduct), and you can appeal the decision.

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 are a veteran and ask us about support services, we may refer you to veteran support organisations.

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 with fair and transparent assessment
- give you clear, accurate information about your course, fees and progress, before you enrol and during your training
- recognise the skills and qualifications you already have, through RPL and credit transfer
- provide support and reasonable adjustments where we can
- keep your personal information secure and confidential
- tell you in writing about any change that affects your training
- handle any feedback, complaints, appeals and other concerns fairly

We ask you to:

- engage with your course and complete your work honestly
- treat staff and other students with respect
- follow our Student Code of Conduct
- 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

YOUR RIGHTS AND RESPONSIBILITIES (CONTINUED)

If you attend our facilities in person, we give you a health and safety induction presentation when you attend. It covers emergency and evacuation procedures, first aid, and how to report a hazard or incident.

Our Student Code of Conduct sets out the behaviour we expect of all students, in person and online, and how we respond if it is not followed. You can ask us for a copy. Decisions made under it can be appealed (see "If something goes wrong").

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 or call (07) 3555 7703. The mailbox is shared, so mark your email "Confidential – General Manager", or ask to speak to the General Manager or the CEO directly to make a confidential report. You will not be treated badly for making a report. In an emergency call 000.

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. There is no cost to make a complaint or an appeal, including an independent review.

Feedback

You can give us feedback at any time through the LMS, by email or phone, to your trainer, or through the survey we send you by email and SMS at the end of your training. We use it to improve.

IF SOMETHING GOES WRONG (CONTINUED)

Complaints

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

- speak with your trainer or facilitator
- use the LMS
- email info@s2c.edu.au
- call (07) 3555 7703
- write to us at 2 Heaslop Street, Woolloongabba QLD 4102

We need your complaint in writing, and we will help you put it in writing if you raise it by phone or in person. 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 and give you the outcome in writing.

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. Send your appeal in writing to our General Manager (email info@s2c.edu.au or use the LMS) within 20 business days of being told of the decision. We will acknowledge it within 2 business days. Your appeal is always reviewed by someone who was not involved in the original decision, and we will give you the outcome and our reasons in writing within 20 business days. Decisions made under the Student Code of Conduct can be appealed in the same way.

Independent review

If you are not satisfied with the outcome of your appeal, you can ask for it to be reviewed independently. Write to our General Manager within 20 business days of receiving the outcome. We then engage an independent specialist consultant who was not involved in the original decision or the internal review. Our preferred independent reviewer is Hawkeye Consultancy; if Hawkeye Consultancy is unavailable or has a conflict in the matter, we engage another independent specialist consultant. Independent review is free for you: we pay the reviewer. You will normally receive the outcome in writing within 20 business days of the referral, and we will act on it.

If a complaint or appeal is going to take more than 60 calendar days, we will tell you why in writing and update you at least every 20 business days.

EXTERNAL AVENUES

If you have been through our process and are still not satisfied, you can raise your concern with one of these external bodies. The full process is set out in our Complaints and Appeals Policy, which is published in the Student Hub on s2c.edu.au.

- Australian Skills Quality Authority (ASQA) - the national VET regulator: asqa.gov.au; 1300 701 801
- Queensland Training Ombudsman - independent complaints service for vocational education and training in Queensland: trainingombudsman.qld.gov.au; 1800 773 048
- Office of Fair Trading (Queensland) - consumer matters, including fees, refunds and contracts: qld.gov.au/fairtrading; 13 QGOV (13 74 68)
- National Training Complaints Hotline - refers VET complaints to the right body: 13 38 73

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 calendar days of being assessed as having completed your course, provided your USI has been verified and all your agreed fees have been paid. If you pay your balance after those 30 days, we issue your certification within 5 business days of your payment clearing in our account. Issuing your certification is included in your course fee. We issue your certification electronically, and there is no fee for an electronic copy, including a replacement. If you would like a printed hard copy, the fee is $50 per document, including GST and postage. Pay the fee first and we send the copy by registered post.

You can ask for a replacement at any time: just get in touch - we keep these records securely for 30 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 in the Student Hub on s2c.edu.au 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, together with our Student Code of Conduct.

You can find the full version of any policy in the Student Hub on s2c.edu.au, or just email info@s2c.edu.au and we will send it to you.

Contact Us

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

S2C TRAINING

REAL SKILLS. RECOGNISED.

2 Heaslop Street, Woolloongabba QLD 4102 · 07 3555 7703 ·
info@s2c.edu.au RTO 45605 · ABN 85 634 533 903 · Served to Cert Pty Ltd