



Government of
South Australia

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State Records
of South Australia



Training and Education

State Records Nationally Accredited Training

Course Handbook

Version 6

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State Records Nationally Accredited Training

Aims of the Course

State Records Vocational Education and Training (VET) accredited courses provide foundation skills in records management and are seen as essential for anyone working at an operational level in the records management environment of an organisation, particularly within State and Local Government.

Certificate III in Recordkeeping relates to the operational elements of working in a records management environment.

Certificate IV in Recordkeeping relates to the strategic elements of working in a records management environment.

Successful completion (or equivalent status) of Certificate III in Recordkeeping is a prerequisite for study of Certificate IV in Recordkeeping.

Length

The duration of both certificate qualifications is part-time study over a 12-month period (January to December). Equivalent study time is required at home.

Delivery Methods

These courses are currently offered by attendance at State Records' Leigh Street training facility. Students can apply to study via distance learning if they do not live in the metropolitan area or cannot attend lectures.

At the discretion of State Records, the method of delivery may change to distance learning if there are insufficient numbers to hold face-to-face delivery mode. Students will be advised prior to subject commencement of any delivery mode changes.

Study Pathways

State Records accredited training provides a basis for further study in recordkeeping.

Employability Skills

The courses will provide skills for application in a range of working roles and life experiences. These skills can be defined as employability skills, and are sometimes referred to as essential skills or key competencies. Non-technical in nature, these skills are required for effective workplace participation, and have been given explicit inclusion in the national Training Packages. Further information is provided in this course handbook.

Fees - enrolment

Refer to State Records website www.archives.sa.gov.au for current fee information.

Enrolment fees for individual subjects are charged proportionately according to the hours required to complete each competency.

Self-funded students may request to be invoiced on a subject-by-subject basis.

Parchments will not be issued to students if payment for fees has not been finalised within the required timeframe as advised on the invoice.

Fees - RPL (Recognition of Prior Learning) and RCC (Recognition of Current Competencies)

Fees for RPL/RCC are charged proportionately according to the delivery hours for each competency. In general the fee is set at 50% of the cost of enrolling to study the competency.

Contact details

Postal address

State Records of South Australia
Department of the Premier and Cabinet
GPO BOX 2343
Adelaide SA 5001

Street address

State Records of South Australia
26 – 28 Leigh Street
Adelaide SA 5000

Communication

Ph: (08) 8204 8772
Fax: (08) 8204 8777
srsaTrainingEnquiries@sa.gov.au
www.archives.sa.gov.au

Certificate III in Recordkeeping (BSB30807)

State Records intends to deliver the following units of competency:

Subject	Code	Competencies
Access	BSBRKG303B*	Retrieve information from records
	BSBWRT301A	Write simple documents
Business Efficiency	BSBFLM303C	Contribute to effective workplace relationships
	BSBCUS301B	Deliver and monitor a service to customers
Creation, Capture and Control	BSBRKG301B*	Control records
	BSBRKG304B*	Maintain business records
	BSBRKG305A*	Review recordkeeping functions
OHS&W	BSBCMN311B	Maintain workplace safety (TAFE delivered)
Retention/Disposal	BSBRKG302B*	Undertake disposal
	BSBRKG401B	Review the status of a record
Information Management	BSBINM301A	Organise workplace information
	BSBINM302A	Utilise a knowledge management system

Certificate III study incorporates five core units of competency (as indicated with an *) and seven elective units of competency.

Employability skills summary

BSB30807 Certificate III in Recordkeeping

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating verbally with others in negotiation, training and questioning • preparing simple documentation and reports for requests of information • writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none"> • completing individual tasks to support team goals • conveying workplace procedures and work instructions to team members
Problem-solving	<ul style="list-style-type: none"> • analysing business or records system to efficiently locate information • using research skills to locate workplace information
Initiative and enterprise	<ul style="list-style-type: none"> • demonstrating individual responsibility for completing tasks • suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none"> • contributing to planning processes with team members to meet expected outcomes • gathering, organising and applying workplace information for the organisation's work processes and records systems
Self-management	<ul style="list-style-type: none"> • identifying development needs and seeking training to fill needs • monitoring and recording the performance of own work area
Learning	<ul style="list-style-type: none"> • developing a comprehensive knowledge and understanding of records systems • identifying priorities and pursuing personal work goals in accordance with organisational objectives
Technology	<ul style="list-style-type: none"> • collecting and manipulating data using appropriate technology • ensuring systems are appropriate for information storage, security and retrieval

Subject Descriptions Certificate III Recordkeeping

Access

BSBRKG303B Retrieve information from records

Describes the work required to receive a request and to deliver the record or information about the record. This unit will assist students to develop skills to enable them to efficiently locate records and ensure security of records is maintained.

BSBWRT301A Write simple documents

Specifies the outcomes required to plan, draft and review a basic document before writing the final version.

Covers the writing of basic business documents for print or electronic communication, such as memos, letters, forms, email messages and summaries of information for inclusion in reports.

Business Efficiency

BSBFLM303C Contribute to effective workplace relationships

This unit describes the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.

BSBCUS301B Deliver and monitor a service to customers

Covers the skills and knowledge required to identify customers' needs and to monitor a service provided to customers.

Creation, Capture and Control

BSBRKG301B Control records

Describes the work required to classify, register and track records and information about records within a business or records system.

BSBRKG304B Maintain business records

Describes the work required to maintain the records of a business or records system in good order on a day-to-day basis.

BSBRKG305A Review recordkeeping functions

This unit describes the performance outcomes, skills and knowledge required to undertake research that supports work across a wide range of recordkeeping functions.

Occupational Health Safety and Welfare

BSBCMN311B Maintain workplace safety

Concerns OHS&W responsibilities of employees with supervisory responsibilities to implement and monitor an organisation's Occupational Health Safety and Welfare policies, procedures and programs in a small team to meet legislative requirements. This unit is delivered on-line and administered by TAFE SA.

Retention/Disposal

BSBRKG302B Undertake disposal

Describes the work involved in identifying what records are subject to the disposal program and in safely transferring or securely disposing of the records.

BSBRKG401B Review the status of a record

Describes the work involved in reviewing and documenting the changing context and status of records that have previously been appraised as having temporary or on-going value, and identified as requiring conditions imposed on granting access to them.

Successful completion of this unit of delivery will enable students to apply for Credit Transfer when applying for Certificate IV Recordkeeping.

Information Management

BSBINM301A Organise workplace information

Covers the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and information management systems.

BSBINM302A Utilise a knowledge management system

This unit describes the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.

Certificate IV Recordkeeping (BSB41707)

State Records intends to deliver the following units of competency:

Subject	Code	Competencies
Access	BSBRKG402B*	Provide information from and about records
Business Efficiency	BSBCUS403B	Implement customer service standards
	BSBWOR401A	Establish effective workplace relationships
Business Research	BSBRES401A	Analyse and present research information
	BSBWRT401A	Write complex documents
	BSBCMM401A	Make a presentation
Creation, Capture and Control	BSBRKG403C*	Set up a business or records system for a small business
	BSBRKG404A*	Monitor and maintain records in an on-line environment
Project Management	BSBPMG510A	Manage projects
Retention/Disposal	BSBRKG401B*	Review the status of a record

Certificate IV study incorporates four core units of competency (as indicated with an *) and six elective units of competency.

Employability Skills Summary

BSB41707 Certificate IV in Recordkeeping

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating and documenting complex relationships • consulting about and negotiating solutions for information needs • preparing document specifications for managing records • promoting products and services to internal and/or external clients • using a high level of communication and linguistic competence
Teamwork	<ul style="list-style-type: none"> • consulting and maximising team involvement in developing new systems and processes • delegating responsibilities and networking with others • relating to a diverse range of internal and external clients
Problem-solving	<ul style="list-style-type: none"> • analysing systems and using design skills as required • generating solutions to workplace information and recordkeeping needs
Initiative and enterprise	<ul style="list-style-type: none"> • analysing systems and using design skills as required • generating solutions to workplace information and recordkeeping needs
Planning and organising	<ul style="list-style-type: none"> • accessing, analysing and evaluating information • developing and validating procedures and guidelines • developing contingency plans and budgets • monitoring business performance and setting performance targets
Self-management	<ul style="list-style-type: none"> • managing time and ensuring compliance with legislation and organisational policies and procedures
Learning	<ul style="list-style-type: none"> • improving the performance of systems based on feedback • maintaining knowledge of products and services
Technology	<ul style="list-style-type: none"> • collecting and manipulating data using appropriate technology • ensuring systems are appropriate for information storage, security and retrieval

Subject Descriptions Certificate IV Recordkeeping

Access

BSBRKG402A Provide information from and about records

Describes the work required to respond as effectively as possible to enquiries from customers for information about records, or for information that might be obtained from those records. This includes processes for providing customers access to records.

Business Efficiency

BSBCUS403B Implement customer service standards

This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.

BSBWOR401A Establish effective workplace relationships

Specifies the outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

Business Research

BSBRES401A Analyse and present research information

Covers the skills and knowledge required to gather, organise and present workplace information using available systems.

BSBWRT401A Write complex documents

Specifies the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

BSBCMM401A Make a presentation

This unit covers the preparation, delivery and review of a presentation to a target audience.

Creation, Capture and Control

BSBRKG403C Set up a business or records system for a small business

Describes the work required to research recordkeeping requirements, develop and implement a business or records system for a small office (eg micro business, branch/regional office). This requires considerably less formality than

for a large organisation and is most often undertaken by a single person where this function is only a part of their responsibilities.

BSBRKG404A Monitor and maintain records in an on-line environment

Covers the identification and assessment of records for storage and the maintenance and monitoring of electronic business records.

Project Management

BSBPMG510A Manage projects

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

Retention / Disposal

BSBRKG401B Review the status of a record

This unit describes the performance outcomes, skills and knowledge required to review and document the changing context and status of records which have been appraised as having temporary or on-going value, and which have been identified as requiring conditions for access.

When you have successfully completed Certificate III Recordkeeping, Retention/Disposal subject you will automatically receive a Credit Transfer for this subject and attendance for this subject is not required.

Recognition process

Recognition Process is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), Skills Recognition and Credit Transfer (CT).

State Records recognises that students may have developed relevant experience and knowledge relevant to the course you are attending. Students may also have completed other relevant courses and obtained similar qualifications. If you can provide evidence of relevant skills and/or experience for any of the subjects being offered in the course, you may be able to gain recognition for all or part of the course you are attending in the form of RPL/ RCC or CT.

Credit transfer (CT)

Credit Transfer is based on mutual recognition between Registered Training Organisations acknowledging successful completion of particular subjects, competencies, modules, or qualifications. Successful completion of specified SACE units may entitle a student to claim credit in particular TAFE courses.

Documentation Required

An official statement from the institution concerned showing the subjects/modules the student has passed.

Credit transfer is automatic and no fee is charged to the applicant.

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) is a process that allows a student to gain credit for skills and experience that they may already have.

Recognition of Prior Learning (RPL) is the process that recognises students' previous education in relation to the competencies being assessed. Students who have completed relevant courses or obtained similar qualifications may be able to apply for RPL. Students will need to provide physical evidence of their skills and experience to qualify for RPL.

Recognition of Current Competencies (RCC) is a process that assesses and recognises a students' current knowledge, skills or experience when specific evidence required for the RPL process is not available. RCC can be obtained by undertaking assessments set, supervised and marked by State Records.

You can ask for an RPL/RCC assessment of those skills and experience as they apply to a particular competency. If RPL/RCC is granted, this will mean that you do not have to attend the lectures or complete the assignments for that competency.

Refer to page 6 for information about fees charged for RPL/RCC.

Steps in applying for RPL/RCC

Download the RPL Guidelines from the State Records website (www.archives.sa.gov.au) under the **Training for SA Government** section. These guidelines will explain in detail the RPL/RCC process and provide a step-by-step guide to submitting an RPL application.

Applicants are strongly advised to consult with a lecturer from State Records *before* lodging their application, as incorrect or insufficient documents may delay the process.

Notification of results for recognition

Students will be notified in writing of the outcome of their application. If the application is successful, status will be entered directly onto the Student Academic Record.

When a student is unsuccessful with their application, the lecturer will discuss reasons directly with the student. Depending on the reasons, the lecturer may recommend that the student re-submit their application or request that the student attend lectures.

Please note that all RPL/RCC and status applications will take up to 4 weeks to be processed.

Attendance

A small percentage of your overall grade will be based on attendance and participation at lectures. Students are therefore encouraged to attend all class sessions as required. Alternative methods will be used for distance learning.

Students should notify the lecturer if they are unable to attend a class or distance learning session for whatever reason. A medical certificate is usually not required where a student cannot attend a class however one may be requested by the lecturer should you be absent on the day that an assessment is scheduled to take place in class.

The onus will be on the individual student to make arrangements with fellow students regarding any group work activity, and to obtain copies of class notes and handouts from the lecturer.

Punctuality

Students should make every effort to be punctual for sessions. If you are unable to arrive on time or need to leave early on a regular basis, please notify your lecturer in advance.

Absenteeism

If you are unable to attend due to illness or injury or for another valid reason, please notify the lecturer before the session begins. A medical certificate may be requested if you are absent during a session where an assessment is scheduled to take place, if you are applying for special consideration in assessment or request a withdrawal from the subject/course.

Continued absenteeism without a valid reason may lead to a student failing the course.

Dress Code

Students are required to wear smart casual attire when attending classes. In situations where field excursions are offered, students will need to wear appropriate attire as prescribed for occupational health, safety and welfare requirements.

Assessment guidelines

Assessment

Students' learning for each subject will be assessed using a range of methodologies, for example work-based projects, tests, essays and presentations.

Students who fail an assessment at the first attempt can resubmit the assessment or choose to appeal the decision (refer to appeals process page 20 for further information).

Resubmitting Assignments

Students who fail an assignment may resubmit at a date advised by the lecturer. Resubmitted assessments are precluded from the possibility of attaining "Credit" or "Distinction" grading for the unit.

If students have any queries regarding the assessment or subject outlines, they should contact State Records.

Extensions

Due dates for the course work have been set to reflect appropriate and realistic deadlines. If circumstances arise which make it difficult for the student to submit assignments on the scheduled due dates, the student should discuss this with the lecturer prior to the due date. Extension applications should be made in writing to the lecturer prior to the due date and will be granted only in exceptional circumstances. Students who have medical grounds for requesting an extension may be required to provide a medical certificate to support their request.

Students can apply for up to 2 extensions per assignment and as a guideline these will not exceed 2 weeks. Students who submit assignments for the first

time after the due date has lapsed, without prior discussion with a lecturer, will automatically be graded as fail.

Grading

All assignments are marked according to specific criteria that will be made explicit by the lecturer and listed on assignment cover sheets.

Students will be awarded one of the following grades for each assessment:

- distinction
- credit
- pass
- fail

Distinction

To achieve a distinction grade students must meet the requirements for pass and credit, and further demonstrate:

- a high standard in all assessment criteria for pass and credit grades and additional merit earned in assessment
- the ability to transfer skills to a new situation
- the ability to work with minimal supervision
- evidence of wider reading and the gathering of appropriate evidence and/or information and critically analyse same
- a high degree of precision in technical process
- the correct use of spelling, grammar and formatting of final assignments
- originality and independence of thought.

Credit

To achieve a credit grade, students must meet competency and also demonstrate:

- competence with merit in learning outcomes by attempting a higher-level technical process. this will be assessed by more complex questions in test papers and assignments
- application of key theory and concepts
- critical comprehension and sound judgement of theory concepts
- capacity of independent and original thought
- consistent use of appropriate processes and techniques in complex situations.

Pass/competency achieved

To achieve a pass grade, students must demonstrate achievement of competency in each of the performance criteria specified in the study guides according to the assessment criteria.

Fail

This grading means that the student, with supervision, has not met all of the learning outcomes and assessment criteria. A fail may be given when a student:

- does not demonstrate basic understanding of key theory and concepts
- demonstrates low contribution to class and/or group processes
- fails to meet the performance criteria of the competency
- does not submit assessments on time
- engages in cheating or plagiarism.

Submitting assignments

Assignments may be submitted either as hard copy or electronically (emailed). In either case the document footer should contain the student's name, the due date of the assessment and page numbers (denoted, for example, as *Page 3 of 5*). If submitting as hard copy, please use A4 size paper, unstapled, and place in an A4 size envelope with the student's name, the subject name and the lecturer's name clearly marked on an Assignment Cover Sheet provided and lodge at State Records' Leigh Street reception desk by the due date.

Original assignments submitted for assessment will not automatically be returned to students once assessed. If a student wants an assignment returned they should request in writing that their assignment be returned, prior to submission of that assignment.

Results information

Lecturers aim to provide prompt feedback to students regarding their assignments. Assessments will be marked and returned to students within 3 weeks of receipt by the lecturer. Where this timeframe proves difficult for lecturers then students will be advised of the likely date they may expect their assignment to be returned.

Students will receive notification of their results via the Assignment Feedback Sheet attached to their assignments. If lecturers are unable to provide results to students in this manner (for example, not all of the students have submitted assignments due to extensions being granted) then students can request to have their results provided to them verbally, either at class or by contacting the lecturer by phone. If a student disagrees with their grade, they may choose to appeal the decision.

Process of appeal

Where a student has submitted their assignment in on time and has failed a particular unit of competency, they may choose to appeal. The student should discuss their concern with the lecturer in the first instance and may suggest that the student undertake one of the following options:

- re-submit assignment for assessment

- re-assessment of assignment
- written appeal.

Re-submit assignment

The student will be offered the opportunity to resubmit the assignment for a second assessment. If the student then fails to meet the required standards the "Fail" grading will stand and no further opportunity for resubmission will be granted. The student will then need to repeat the unit. If the student achieves the required competence level at the second assessment, they will then be granted a "Pass" grade. The second assessment procedure will preclude the possibility of attaining "Credit" or "Distinction" grading for the unit. If the lecturer for the unit is of the opinion that the student has failed to achieve competence, they will provide feedback about the student's assignment and the non-attainment of the required learning outcomes.

Re-assessment of assignment

Should a student feel that they have received a lower grade for their assignment than they feel is appropriate, a student may request a re-assessment of their work. If the student wishes to undertake this course of action, the student would discuss their concerns with their lecturer in the first instance.

Written appeal

Should a student wish to appeal a decision made then the following pathway of appeal outlined below must be followed:

- an approach must first be made to the lecturer concerned. if the student still feels dissatisfied with the final outcome, the appeal should then be directed in writing, no later than 10 days after receiving the final outcome, to:
 - the Director, State Records via the Manager Of Government Recordkeeping; if still not resolved the appeal should be directed in writing, no later than 10 days from receiving the most recent outcome to:
 - the Principal Lecturer Of Information Technology And Library Studies, TAFE SA South; and then if still not resolved the appeal should be directed in writing, no later than 10 days from receiving the most recent outcome to:
- the minister.

Plagiarism and/or cheating

Students should use their own words and support what they say with properly referenced information and/or quotes from other sources. If in doubt students should discuss with their lecturer how to properly reference your material.

Plagiarism happens when:

- ideas and/or work from another person are passed off as your own work

- another person's work is paraphrased or re-worded; whether obtained from print, electronic or other media without acknowledging its source.

Plagiarism in assignments and reports is not permitted and may constitute grounds for failing the competency. All sources of ideas and content (other than your own) must be acknowledged.

Cheating is:

- using resources without permission during assessment
- handing in someone else's work as your own (with or without the original author's knowledge)
- allowing someone else to hand up your work as their own
- several people writing one assignment and handing up multiple copies all represented as their individual work
- stealing an examination/test.

Consequences of cheating may result in class suspension or expulsion from the Certificate program.

Withdrawal from classes

All requests to withdraw from classes must be made in writing as soon as possible to the Senior Training Officer. Students can withdraw at any stage of the course however financial penalties may apply (refer to Withdrawal/Refund Policy section below).

Students who have attempted an assessment and failed are deemed ineligible to withdraw. In the event that notification of withdrawal has not been received by State Records, the student concerned will receive a Fail result on their Result Notification.

Withdrawal/refund policy

State Records initiated refunds

When a withdrawal results from circumstances caused by State Records (eg cancelled classes) a full refund of the fees will apply. There will be no administration charge.

Student initiated refunds

Students are expected to be aware of their work and personal commitments before they enrol, and it will be necessary to establish that the cause of withdrawal could not be reasonably anticipated before enrolment.

Students who withdraw prior to commencement of the course can do so at no charge to the student.

Students withdrawing after course commencement will forfeit full costs of the course.

Partial refunds may apply in exceptional circumstances at the discretion of the Manager, Government Recordkeeping. Exceptional circumstances include those beyond a student's control such as:

- A change of employment hours or location (verified by employer)
- other valid reasons at the discretion of State Records (e.g. sickness verified by a medical certificate).

Students can negotiate with State Records to transfer their enrolment to the following semester or be granted an extension on completion timelines. In these instances an administration fee will be incurred which the student will be expected to pay.

Parchments

Award Parchments are issued each year at a Graduation Ceremony. If a student is unable to attend the ceremony parchments will be posted, on written request and payment of a fee to cover postage costs. Alternatively the student may collect their parchment directly from State Records or the student may nominate another person to collect their parchment on their behalf. Where a student nominates for someone to collect their parchment, the student must send written authorisation to State Records for this to occur prior to the parchment being collected.

Please be advised that parchments will not be issued to students if payment for fees has not been finalised within the required timeframe as advised on the invoice.

Health and safety

State Records has an Occupational Health, Safety and Welfare focus. Please speak with your lecturer to raise any concerns or issues in relation to OHS&W so that your concerns can be resolved.

Emergency evacuation

The lecturer will explain emergency evacuation procedures as part of induction at the beginning of the course.

Evacuation plans will be displayed in the Training Room facility at State Records, showing the route to the nearest emergency exit and details on assembly areas.

If you have any queries or concerns relating to emergency evacuation procedures please speak with the lecturer.

First Aid

State Records' lecturers hold current Senior First Aid Certificates. First Aid kits are available throughout State Records including the State Records training facility.

Disabilities coordinator

State Records has a disabilities coordinator who can assist students with any specific requirements they may have whilst attending training. Students should discuss any specific requirements with their lecturer.

Student learning support

State Records aims to provide an accessible, safe, harassment free and supportive learning environment for all students.

If you have any particular learning needs your State Records' lecturer can provide support, referrals and resources and/or equipment etc. that may assist you.

You are under no obligation to disclose any particular learning needs however any personal and/or sensitive information will only be disclosed to the lecturers and training personnel for the sole purpose of providing student learning support if you choose to do so.

Access and equity

State Records is committed to ensuring that all courses are offered in a fair and equitable learning environment.

This means a fair go for everyone. Federal and State laws protect the rights of individuals regardless of their race, gender, disability, marital status, pregnancy, sexual preference or age. For advice and assistance on access and equity issues contact the Manager, Government Recordkeeping at State Records.

Student Code of Conduct

Whilst participating in State Records Accredited Training at State Records Leigh Street or Gepps Cross premises or at offsite visits, students are expected to behave in a courteous and considerate manner when dealing with others. Inappropriate and unacceptable behaviour will not be tolerated.

All students and lecturers have the right to study and work in an environment free from bullying, harassment and discrimination. Students and staff are expected to:

- respect the rights of others
- respect differences and diversity
- respect rights to privacy and confidentiality
- observe class rules or guidelines established by lecturers

- observe direction from lecturers to ensure the safety of individuals.

Unacceptable behaviour may result in disciplinary action being taken against a student. If a student's behaviour is considered dangerous or destructive, the lecturer has the right to ask the student to leave the classroom and/or refuse entry to a classroom. Unacceptable behaviour includes (but is not limited to) the following:

- disobeying reasonable direction by State Records lecturers
- acting dishonestly when undertaking assignments
- bullying, harassment or discrimination
- racist or sexist comments
- using mobile phones during class
- behaving in a disruptive manner, including swearing, yelling or using offensive language
- stealing, vandalising or causing wilful damage to State Records students and/or property
- endangering the safety of yourself or others.

Students are required to discuss with their lecturer any concerns they may have with the Student Code of Conduct listed above.

Complaints

Should a student wish to make a complaint during their course of study with State Records then the following pathway of appeal outlined below must be followed:

An approach must first be made to the lecturer concerned. If the student still feels dissatisfied with the final outcome, the complaint should then be directed in writing, no later than 10 days after receiving the final outcome, to:

- the Director, State Records via the Manager of Government Recordkeeping; if still not resolved the complaint should be directed in writing, no later than 10 days from receiving the most recent outcome to:
- the Principal Lecturer of Information Technology and Library Studies, TAFE SA South; and then if still not resolved the complaint should be directed in writing, no later than 10 days from receiving the most recent outcome to:
- the Minister.