

STUDENT HANDBOOK

Sydney
DesignSchool

CONTENTS

Welcome.....	4	Assessment.....	13
Our staff	5	Our assessment techniques	13
Our contact details.....	5	RPL & RCC	14
Our philosophy.....	5	Mutual recognition	14
Our code of practice	5	Issuance of qualifications.....	14
School terms.....	6	Resubmission of assessments	14
Opening hours	6	Policies	15
Student handbook.....	6	What are our obligations to you?	15
Student entitlements	6	Access & equity	16
Student agreement	7	Complaints policy & procedure.....	16
Attendance.....	7	Assessment appeal policy & procedure	17
Your obligations.....	7	Time to complete.....	17
Your responsibilities.....	7	Deferment.....	18
About Sydney Design School.....	8	Course non-completion.....	18
Our design studios	8	Termination of this agreement	18
Design kit & art supplies	8	Occupational health & safety.....	19
Sample studio.....	9	Record keeping.....	19
Reference library.....	9	Student privacy policy.....	19
Magazines.....	9	Quality assurance.....	20
Student lounge	9	Security of fees paid in advance.....	20
Courses.....	10	Incidents.....	21
Our qualifications.....	10	Fire safety at the school.....	21
ASQA & the Vocational Education & Training Act.....	11	Emergency evacuation procedure	22
VET programs.....	11	Emergency contacts.....	23
Course induction	11	Support.....	24
Course format.....	12	Special needs.....	24
Course resources.....	12	English language & literacy support	25
eCampus	12	Course counselling.....	25
		Change of contact details.....	25
		What we expect of you	26
		Course evaluation.....	26

WELCOME

At Sydney Design School we specialise exclusively in the education of interior design and decoration. This means that we're dedicated to delivering a personal learning experience that focuses solely on the processes and skills you need to practice in this profession.

We aim to make your study an exciting journey of self-discovery; that's why our courses are delivered holistically, integrating essential course content with elements that inspire personal self-confidence and creative self-expression.

Congratulations on starting your creative journey with Sydney Design School and I wish you all the best with your study.

Amanda Grace
Director

OUR STAFF

Studio Staff

Amanda Grace - Director

Cathy Doherty - Student Services

Nicole Watts - Registrar

Jane Anderson - Administrator

Teachers

Di Swinbourn Kate Hughes

Samantha Cahill Samantha Morton

Jan Handel Roz Beaver

Marj Silva Kerry Selby Brown

Jane Eskin Courtney Cook

Di Strange

CONTACT DETAILS

Sydney Design School

51a Hume Street, Crows Nest NSW 2065

T 02 9347 1902

E info@sydneydesignschool.com.au

www.sydneydesignschool.com.au

OUR PHILOSOPHY

At Sydney Design School we are dedicated to providing students with a unique and personal learning experience that inspires creative expression and the confidence to launch into the business world of interior design and decoration.

Our Philosophy is Live, Learn, Design, Succeed and we are committed to supporting you to:

- Live your passion
- Learn your craft
- Design your future
- Succeed in your career

CODE OF PRACTICE

Our aim is to assist students to reach a fuller potential, both on a personal and professional level. We are committed to:

- providing the highest quality training
- ensuring that all students reach their creative potential
- valuing the differing contributions made by all students attending the School
- providing a challenging, flexible and respectful work environment for students and staff; and
- continuously improving our courses.

OUR SCHOOL TERMS

Term 1	Mon 30 January – Thurs 5 April
Term 2	Mon 23 April – Fri 22 June Public Holiday Wed 25 April Public Holiday Mon 11 June
Graduation	6.30pm, Mon 25 June
Term 3	Mon 16 July – Fri 21 September
Term 4	Mon 8 October – Wed 5 December
Graduation	6.30pm, Thurs 7 December

OPENING HOURS

The School is open during terms:

- **Monday and Wednesday**
8.30am to 9.15pm
- **Tuesdays, Thursday and Friday**
8.30am to 5.00pm

STUDENT HANDBOOK

This Student Handbook has been prepared to provide you with information about how the School operates and our policies and procedures. It is important that you acknowledge that you have received the Student Handbook and have read it and that you will notify us in writing if you are unable to comply in any respect with the provisions of that document.

STUDENT ENTITLEMENTS

You are entitled to:

- have an enrolment confirmation and information given, sent by e-mail or posted to you within 7 days of enrolment;
- attend your nominated course(s) provided that you comply with this agreement; and
- receive a Statement of Attainment that lists the competencies that you have attained on completion of one of our short courses; and
- receive a certificate that certifies your qualification and lists your attained competencies on completion of one of our accredited courses.

Note: you are not entitled to transfer this agreement to any other person.

STUDENT AGREEMENT

You are required to read and sign a 'Student Agreement' as part of your student induction confirming that you have read and understood the terms and conditions of your study with Sydney Design School.

ATTENDANCE

Attendance is an essential part of the course and lateness to class disrupts the other students. You are expected to attend all classes, arrive on time and stay until the end of the class. Should a problem arise that may affect your start time, please discuss it immediately with your Educator.

YOUR RESPONSIBILITIES

You agree that you:

- will not attend the course(s) if you are not medically or emotionally fit enough to do so; and
- will indemnify us for any liability, loss or damage that you or any other person suffers as a result.

YOUR OBLIGATIONS

You agree to:

- complete your accredited course within 2 years of commencement;
- pay all agreed and additional fees;
- fully inform us in writing of any disability, impairment or long term condition suffered by you either at the date of this agreement or during the period of the course(s);
- inform us in writing if there is a risk to your health by you participating in the course(s);
- ensure sufficient funds are available to cover your fee payment plan option on the day of the automatic debit (and where required for subsequent business days);
- advise us in advance if your bank account is to be closed or changed;
- advise us in advance if there is a change in your card number or expiry date;
- inform us of any change of residential address, e-mail address, contact numbers or any other information relevant to your enrolment;
- look after your personal items on campus as we are not responsible for their safety or loss; and
- comply with your obligations specified in the Student Handbook.

ABOUT SDS

OUR DESIGN STUDIOS

The Design Studios are equipped with tables, chairs and pin boards for critique sessions. There is a CD player available but please confirm with your Educator to ensure that the music choice is appropriate.

DESIGN KIT/ART SUPPLIES

If your nominated course is Certificate IV in Design you may be required to purchase a 'Design Kit'. The cost is \$495 (inclusive of GST) which is payable on the first day of the course.

You will be required to purchase incidental art supplies during your course.

You can purchase basic art materials at reception. A price list for materials is on the notice board in the Student Lounge.

SAMPLE STUDIO

There is a fully functional sample library at the School. Samples and magazines are available for use in sample and concept boards. Samples should be returned to their section immediately after use. If you do cut samples please ensure that you do it neatly and leave the name and details on the sample.

There are computers available for you to use to research samples and suppliers.

REFERENCE LIBRARY

There is a comprehensive reference library available to you between the hours of 9am to 5pm and 6pm and 9pm. The library books and magazines should not be removed from the School under any circumstances and are to be returned to their section at the end of the session.

MAGAZINES

The latest interior design and decoration magazines are available in the Student Lounge.

We ask that these magazines are NOT cut up for concept of sample boards. A box of magazines is available in the studio for this purpose.

STUDENT LOUNGE

The kitchen area has a fridge and microwave which are available for student use. They are cleaned at the end of each day. Please ensure that you take any uneaten food with you at the end of the day.

We ask that you put your dirty cups and plates into the dishwasher and clean up if you make a mess in the kitchen.

COURSES

OUR QUALIFICATIONS

Sydney Design School is an accredited and nationally recognised provider of vocational training, operating under the Australian Qualifications Training Framework (AQTF). Our courses are delivered based on competency standards set by industry.

All courses are nationally recognised and accredited through the Australian Skills Quality Authority (ASQA) and may articulate into courses offered at other educational institutions.

We offer the following qualifications:

- Certificate IV in Design CUV40303
- Diploma in Interior Design and Decoration LMF50408
- Advanced Diploma in Interior Design and Decoration LMF60208

We also offer the following short courses:

- Advanced Colour
- AutoCAD, Google SketchUp and Interior Construction
- Google SketchUp
- The Room Outside

ASQA AND THE VOCATIONAL EDUCATION AND TRAINING ACT

Sydney Design School is accredited by the Australian Skills Quality Authority (ASQA) who is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

The Australian Qualifications Training Framework (AQTF) is a unified system of national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities). This national system of educational recognition promotes lifelong learning and a seamless and diverse education and training system.

The qualifications and statements of attainment offered by Sydney Design School are nationally recognised.

VET PROGRAMS

Vocational Education and Training (VET) programs have the following characteristics that distinguish them from any other programs:

- designed to meet industry training needs;
- supported by industry in curriculum design and program delivery;
- derived from national training packages or designed to address industry needs (accredited programs); and
- designed to provide clearly defined pathways to further education, training and employment.

COURSE INDUCTION

Course induction will take place on the first day of your course. The induction will provide you with information about your course structure and format, assessment activities and how to use the eCampus. You are required to purchase your design kit at the course induction.

COURSE FORMAT

The practical components of our courses are delivered during studio time and some theoretical components are delivered via our eCampus.

COURSE RESOURCES

You will receive a course binder and carry bag as part of your course induction. The binder is divided into sections so that you can organise your handouts and other information provided as part of the course.

eCAMPUS

Sydney Design School eCampus features aspects of your course that are theory based. You can also access additional readings and links to important websites here. At your course induction you will receive a log-in and password for easy access.

If you do not have access to a computer, you can arrange to use a computer at the School. It is necessary to access School Administrator to book a convenient time.

ASSESSMENT

OUR ASSESSMENT TECHNIQUES

Both informal and formal techniques are used to assess your competency. As you progress through the course we use informal assessment to prepare you for your final assessment activities. This may include quizzes, informal presentations and critiques with your Educator.

At your course induction you will be advised about formal assessments and when they will take place. An Assessment Passport will detail your assessment criteria and guidelines for each assessment activity. You must pass all assessment activities to complete the course.

RPL & RCC

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) acknowledges skills and knowledge obtained through;

- formal training, conducted by industry or educational institutions either in Australia or overseas
- work experience; and
- life experience.

If you wish to apply for RPL you are required to complete an application form gather a portfolio of evidence against the module learning outcome and assessment criteria.

There is a fee associated with RPL and RCC applications. Ask your Educator for more information.

MUTUAL RECOGNITION

Sydney Design School recognises qualifications or statements of attainment issued by another Registered Training Organisation. If you wish to apply for mutual recognition, you will need to discuss your application with the Student Liaison.

ISSUANCE OF QUALIFICATIONS

Sydney Design School issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate national guidelines.

RESUBMISSION OF ASSESSMENTS

If you are deemed 'not competent' you will be allowed to resubmit your assessment task on ONE occasion. If you are required to resubmit again you may be charged a fee.

If you have extenuating circumstances discuss your situation with your Educator and due dates may be negotiated.

POLICIES

WHAT ARE OUR OBLIGATIONS TO YOU?

We must provide:

- the course(s) undertaken by you in a professional and timely manner
- training and support to help you achieve success in your course(s)
- assessment and evaluation of your proficiency in your course(s); and
- a training environment which takes into consideration learner needs

ACCESS & EQUITY

Sydney Design School is committed to integrating access and equity principles within all services provided to students. We recognise the rights of students and provide information, advice and support that is consistent with our core business values and code of practice.

As a student you have rights and responsibilities.

Under the Anti-Discrimination Act 1977, it is against the law to discriminate against people on the grounds of:

- sex (including sexual harassment or pregnancy);
- age;
- disability (includes past, present or possible future disability);
- race, colour, ethnic or ethno-religious background, descent or nationality;
- marital status;
- homosexuality; and
- gender identification.

If you feel that you have been discriminated against please speak to the School Registrar and complete an incident form. The incident will be investigated immediately and dealt with in the strictest of confidence.

COMPLAINTS POLICY & PROCEDURE

A grievance is a complaint presented by an individual or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups.

Students shall be entitled to lodge grievances and/or complaints with regard to management, delivery, content and outcomes of training and assessment.

Sydney Design School encourages open communication and an environment of trust.

Sydney Design School ensures that Students have access to a fair and equitable process for dealing with grievances and complaints and provides an avenue for Students to appeal against decisions, which may affect their progress. Every effort is made by our organisation to resolve Students' grievances.

All grievances will be treated with confidentiality and will in no way be detrimental to the Student initiating the grievance.

All grievances must be documented using an incident report and records of any communications relating to the grievance are to be kept on file.

The following procedure should be adhered to:

Step 1: Register the complaint

Complete a complaint form which is available from reception

Step 2: Arrange a meeting with the people involved

A meeting will be organised with you and the person involved.

Step 3: Interview with Registrar or Director

If the problem is not resolved at a local level an appointment will be made with the Registrar or Director.

Step 4: Resolution by external authority

If the issue is still unresolved then we recommend that you seek resolution by an external authority for example the Department of Fair Trading or ASQA.

Grievances will be documented in writing and registered on a Complaints Register and acted upon by our staff.

ASSESSMENT APPEAL POLICY & PROCEDURE

You may request a failed assessment result to be reviewed within five working days of receipt of the result. Requests for review must be made in writing to the School Registrar.

You will be sent a written statement listing the outcome of appeal and reasons for decision. The appeal and the outcome of the appeal will be recorded in writing and kept on file.

TIME TO COMPLETE

You must successfully complete the course requirements within a maximum of two years from the date of your first enrolment.

Where students are able to demonstrate extenuating circumstances further extension of enrolment may be granted by the Registrar or Director.

DEFERMENT

Deferment after commencement of your course is allowed in exceptional circumstances (determined by our Registrar).

To defer your course, you must:

- complete a Deferment Application Form
- submit your form to reception with payment of an administration fee (\$275 inclusive of GST)

If approved, the Registrar will provide a written confirmation of your deferment.

Upon deferment:

- you are required to re-continue in the next intake suitable to us and you, subject to course availability; and
- continue to pay your instalment payments as per your instalment plan

COURSE NON-COMPLETION

Students who do not complete a full qualification will receive a Statement of Attainment listing the completed competencies.

TERMINATION OF THIS AGREEMENT

You may terminate this agreement by personally delivering a written notice to the Registrar if you cannot attend the course(s) as a result of permanent sickness or physical incapacity. You are required to provide a medical certificate stating that you cannot attend the course(s) because of your permanent sickness or physical incapacity.

We may terminate or defer this agreement at our option by written notice if:

- you fail to pay the agreed fees;
- you behave in an unacceptable manner in our reasonable opinion;
- you fail to comply with a reasonable request from us; or
- there is a risk to your health if you participate in the course(s) in the reasonable opinion by us, in which event the whole of the course fees due by you will be immediately payable despite any previous payment plan.

If we defer this agreement your right to attend your course is immediately suspended until we reinstate that right.

OCCUPATIONAL HEALTH & SAFETY

Sydney Design School encourages safe working practices as an integral part of its course. We comply with State and Territory legislation, namely the Occupational Health and Safety (Commonwealth Employment) Act 1991.

If you have any questions regarding safety and the prevention of accidents, including the use of equipment, please do not hesitate to speak to your Educator.

RECORD KEEPING

Sydney Design School keeps complete and accurate records of the admission, progress and graduation of our students, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all student records are kept in confidential files. You are able to view your file upon making a written request to Sydney Design School.

STUDENT PRIVACY POLICY

Personal information collected as a result of your enrolment will be used by us for general student administration and vocational education and training administration and regulation; as well as planning, reporting, communication, research, evaluation, financial administration (including debt recovery), auditing and marketing. Only our authorised officers and other authorised persons (e.g. service providers) have access to this information.

Your personal information may be disclosed to Australian and State Government Authorities and Agencies to comply with legislation. If you are a school based student your personal information, attendance details, progress and results may be disclosed to your school and the relevant government authority. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parents/guardian.

No further access to your personal information will be provided without your written consent unless authorised or required by law.

You acknowledge and give consent unconditionally for your images (or video) to be used for information and promotional purposes in various media including but not limited to web site, newspaper, magazine, television and brochures by us.

QUALITY ASSURANCE

Sydney Design School has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing student and staff satisfaction.

SECURITY OF FEES PAID IN ADVANCE

All fees paid in advance are secured through the Sydney Design School rigorous financial management and control systems.

In the unlikely event that Design Schools Australia Pty Ltd (trading as Sydney Design School) is unable to deliver the program in full; clients will be offered a refund of all the program money paid to date.

INCIDENTS

INCIDENTS AT THE SCHOOL

If there is an incident at the campus you must complete an incident form at the time of the incident. Incident forms are available at reception.

A first aid kit is available at the School and there is a designated first aid officer.

FIRE SAFETY AT THE SCHOOL

Sydney Design School will advise students of the evacuation procedures as part of the course induction. The copies of the evacuation procedure are also available from reception.

EMERGENCY EVACUATION PROCEDURE

It is important that you are familiar with the Emergency Evacuation Procedures for Sydney Design School. Displayed on notice boards throughout the School are the Emergency Evacuation Plans relevant to the building.

Get to know these maps and recognise the exit points and relevant evacuation points. In this way, if there is an emergency at the school you will know what to do and how to evacuate the building safely.

In case of a fire or other emergency;

- remain calm
- if in class, follow your educator's instructions
- leave your personal belongings
- leave the building by the emergency evacuation exit

- proceed to your designated assembly area and remain there for a roll call. This procedure is for your safety, and to have accurate records of all people on campus
- do not congregate outside the building
- if you are asked to help by notifying other classes, report back to your assembly area as soon as you can
- report any missing persons to nearest member of staff
- remain at the assembly area until instructed by staff that you may leave; and
- finally do not re-enter the building until you are given permission by the emergency personnel or your educator

**Your safe assembly point is the park
opposite the School in Hume Street, Crows Nest**

EMERGENCY CONTACTS

Ambulance, Police or Fire

000

Poisons Information

131 126

State Emergency Service (SES)

132 500

SUPPORT

SPECIAL NEEDS

If you have any special needs please let us know when you attend the course induction. We will do our best to provide you with additional support and assist you to source external support if required.

ENGLISH LANGUAGE & LITERACY SUPPORT

If you require advice and support for English language, literacy and numeracy, TAFE has Courses available at most campuses.

For more information contact the Adult Basic Education (ABE) unit or the English for Speakers of Other Languages (ESOL) unit TAFE.

North Sydney TAFE

131 674

Reading and Writing Hotline

1300 655 506

Centrelink Career Information Sydney

www.centrelink.com.au

COURSE COUNSELLING

If you have any issues with any part of our course, finances or personal matters that are affecting your study you can make an appointment with the School Registrar or the Director.

CHANGE OF CONTACT DETAILS

Please notify the School immediately of any changes to your contact details. Forms are available from reception.

WHAT WE EXPECT OF YOU

As a student of Sydney Design School we ask you to please:

- respect other students and staff at the School and treat them in a way that you would like to be treated yourself
- turn off your mobile phone while you are in the studios
- clean up after yourself in the kitchen area, especially the microwave and fridge. Wash your mug and put it away after use
- do not bring food or drink into the Design Studio - the studio lounge is available for the consumption of food and beverages
- respect others in the Design Studios, Sample Studio and general areas; and
- do not smoke inside the School or on the wall at the front do of the building as this affects other residents.

COURSE EVALUATION

Feedback from learners is used routinely in education systems and organisations to obtain information on the quality of education and training. Broadly, depending on the collection approach, such information can be used by RTOs to:

- support continuous improvement activities;
- provide alternative measures of education and training outcomes;
- attract, engage and retain learners;
- indicate whether learners are engaging in good learning practices; and
- manage relationships with clients and stakeholders.

To enable us to continually improve the course content and delivery, we request that you complete a course evaluation either via the eCampus or online (the link will be emailed to you at the end of the course. This information is confidential.

SYDNEY DESIGN SCHOOL

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