



STUDENT HANDBOOK

RTO CODE: 40053

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1 WELCOME

Welcome to SYC, we hope that you find your course interesting, challenging, and enjoyable.

Thank you for choosing SYC as your preferred training provider, we look forward to making your learning journey relevant to your needs and learning goals. This induction handbook provides you with information about our organisation, what you can expect from us and what we expect from you.

If you have any questions during your learning journey, please do not hesitate to contact us on (08)8405 8500.

1.1 About SYC

SYC has a relentless belief in people and their potential. We provide services that foster wellbeing, independence, and opportunity for all Australians. As a not-for-profit organisation, SYC invests back into the Australian community, helping more than 55,000 people every year with housing, education and employment.

Founded in 1958 to support young people experiencing disadvantage, we now extend this expertise to people of all ages.

SYC is a Registered Training Organisation (RTO) with RTO Code 40053. This means that we have approval from the Australian Skills Quality Authority (ASQA) to deliver a range of nationally accredited courses.

Being an RTO means that we have to meet a number of requirements to make sure that the courses we offer meet national guidelines. This gives you the confidence that the training you complete at SYC is of high quality and that the skills and knowledge you gain are recognised by employers and other training organisations throughout Australia.

For a complete list of the courses SYC is accredited to deliver please visit: <https://training.gov.au/organisation/details/40053>

Contact Details

SYC Ltd.

39-41 Dequetteville Terrace

KENT TOWN SA 5067

Phone: (08) 8405 8500

www.syc.net.au

We also have locations across SA, VIC, NSW and QLD, to find an office near you please visit: www.syc.net.au and select locations.

2 TRAINING INFORMATION

2.1 Unique Student Identifier (USI)

A USI is your individual education number for life. It gives you an online record of your Vocational Education and Training, undertaken in Australia. Whether you are studying at University, TAFE or a through a private Registered Training Organisation such as SYC, you will need a USI. Without one, education organisations are unable to issue Certificates and/or Statements of attainment. Easy accessibility to your online VET transcript may also help you get Credit for courses you have previously studied.

For assistance, in creating, obtaining or checking your VET transcript please visit <https://www.usi.gov.au/>

2.2 SYC's Obligations

As SYC is a Registered Training Organisation, governed by the Australian Skills Quality Authority, SYC has an obligation to meet several different standards and legislations inclusive of The VET Quality Framework which comprises:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Persons requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework

For further information on these standards please visit for full details please visit <https://www.asqa.gov.au/about/asqa-overview/key-legislation/vet-quality-framework>

Under these standards there a key requirement such as informing students around the agreed services and as such SYC will advise all students as soon as possible. This may include the following:

- SYC ceasing as an RTO
- Changes in SYC ownership
- Changes to or any new third-party arrangements

Students will be contacted via phone and email in the first instance, and we will follow up to ensure all students have been informed in a timely manner.

If SYC ceases to operate we will:

- Assist you in completing your course or provide options in transferring to a new training provider
- Return all unmarked assessments
- Issue you with your Qualification or Statement of Attainment if you have completed the requirements set in your qualification(s)

The Qualifications SYC delivers are updated by the Registrar from time to time, these means that if a qualification is determined to be superseded or changed while you are studying it, SYC has a responsibility to communicate the information to all student and ensure that an appropriate transition pathway is chosen.

SYC also has the responsibility to ensure that you are fully informed in the national recognised qualification you are aiming to study. SYC may provide you with information around the selection of units you will be required to undertake and the skills and knowledge you will need to be assessed as meeting these requirements.

2.3 Traineeships/ Apprenticeships

You may be enrolled into a training program with SYC as a requirement of your Traineeship and may have signed a Traineeship Training Contract, which is a legally binding agreement between you and your employer. Under the Training Contract you must:

- Learn and work to develop the skills and knowledge required
- Attend off the job training as required, or undertake structured training delivered on the job
- Make every attempt to study for and undertake assessments
- Accept any lawful instruction given by the employer or supervisor

- Comply with the terms of the training contract or industrial arrangement, for example purchase tools if paid a tool allowance

2.4 Delivery and Assessments Methods

Competency Based Training is an approach to learning where emphasis is placed on what a Learner can do in the workplace as a result of their training. Students who have successfully achieved competency will have the skills and knowledge they need to complete workplace activities in a range of different situations and environments, to an industry standard of performance that is expected in the workplace.

There are various modes of training delivery including:

Face to Face – is delivered in a classroom with an industry experienced and qualified trainer. This method of delivery allows the learner and interactive and collaborative education setting. There are many advantages of face-to-face training such as networking, engagement, adaptability, and the ability to work closely with other learners. Face to face allows an easy stream of communication with your designated Trainer and an ease of access to quickly remedy any misunderstandings or clarifications the student may need. It is useful where the student may have some learning barriers.

Online - has quickly become the most popular method of learning since the pandemic COVID rendered flexible learning options a necessity. Online learning allows the opportunity to study wherever suits you, including workplace or home environment. SYC offers interactive online options in many of the qualifications.

On the job and Traineeships/ Apprenticeships – allows you the opportunity to work while you study and gain nationally recognised skills in a chosen trade. SYC collaborates with Employers and Group Training Organisations to developed products that suit the individuals needs.

Hybrid – Flexible and combination are required at time and methods can include classroom, workplace, and online structured learning to best suit the individuals needs.

Assessment Methods:

All assessments practices are underpinned by the Principles of Assessment and the Rules of Evidence. This means that when SYC is developing assessments, we ensure that the assessments processes are fair, valid, flexible, and reliable and when Trainers are undertaking assessment the evidence meets the valid, current authentic and sufficient criteria.

SYC utilises written, verbal, and practical assessment systems and will ensure other assessment methods are available to accommodate the needs of the learner.

Students have the right to appeal assessments decision made by the Trainer if they are unhappy due to a valid reason. Further information on the Complaints and Appeals policy and providing feedback can be found here: <https://www.syc.net.au/feedback>

2.5 Qualification Pathways

Understanding your level of study and ensuring it will meet your anticipated outcomes:

Certificate I - Graduates at this level will have knowledge and skills for initial work, community involvement and/or further testing. The purpose of the Certificate I qualification type is to qualify individuals with basic functional knowledge and skills to undertake work, further learning and community involvement.

Certificate II - Graduates at this level will have knowledge and skills for work in a defined context and/or further learning. The purpose of the Certificate II qualification type is to qualify individuals to undertake mainly routine work and as a pathway to further learning.

Certificate III - Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. the purpose of the Certificate III qualification type is to qualify individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

Certificate IV - Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. purpose of the Certificate IV qualification type is to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

Diploma - Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. The purpose of the Diploma qualification type is to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

Advanced Diploma - Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. The purpose of the Advanced Diploma qualification type is to qualify individuals who apply specialised knowledge in a range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

2.6 Standards of behaviour – Punctuality, Time, and Study Commitments

Students are informed of the following:

- Attend all scheduled classes in a timely manner and notify SYC if absent due to medical or personal reasons, prior to 9am. Attendance information may be given to an employer, school or Employment Services Provider where appropriate.
- Take responsibility for own learning and to accept responsibility for assessment timeframes and plan accordingly
- Monitor own progress and take responsibility for staying on track
- Prepare for and actively participate in learning experiences such as discussion and debate
- Incorporate feedback into learning experience and be aware of the specific rules and course requirements applying to the chosen course of study
- Conduct selves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of commercial information made available to the as part of their placement.
- All students should note that any personal items such as Jewellery or Money is the responsibility of the individual student
- Students are asked to be considerate in how they use their mobile phones and electronic equipment. Mobile phones may only be used during Training if the students have gained permission or have been instructed by the trainer
- Smoking is prohibited in all areas other than designated areas. Your Trainer will let you know where these designated areas are located
- Alcohol and drugs are not permitted anywhere on the premises. Any person who exhibits behaviour that suggests they may be under the influence of alcohol or drugs, or behaviour which may result in an inability to perform work safely will be asked to leave the premises and may lead to termination of enrolment.

SYC will not tolerate the following behaviour

- Unlawful and/or violent and/or unsafe disruptions of training, periods of instruction or other learning-bases activities
- Bullying, harassing, assaulting, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards each other, staff members or SYC stakeholders
- Interfering with or causing wilful or negligent damage to any property
- Theft or destruction of any SYC or stakeholder property Discriminating against any SYC Staff members of other students

2.7 Safety

For your own safety and the safety of others, you must follow safe work practices as instructed by your Trainer/Assessor. Students attending training at SYC must read the Site Safety Rules and agree to abide by them at all times.

Students undertaking courses with practical components such as Construction training, may be required to read further safety material such as:

- Safe Work Method Statements
- Standard Operating Procedures
- Safety Data Sheets

Your Trainer will also run through the operation of each tool or equipment if you do not understand the procedure, or any safety documentation, please speak to your Trainer/Assessor before using the tool or equipment.

Students who repeatedly create an unsafe working environment for themselves or others may be terminated from the course.

2.8 First Aid and Injury Reporting

First aid will be provided to any person on site who requires it. There are trained first aiders available in all areas. Any person/s requiring first aid should seek assistance from the nearest staff member.

Report all accidents and injuries immediately to a Trainer/Assessor or a nominated First Aid Officer, regardless of how minor they may seem, so that the injury can be treated and recorded. The First Aid Officer is to determine if treatment is within their ability and, if it is, to ensure that the injury and treatment are recorded in the Register of Injuries book in the first aid kit. SYC Training

Manager or Head of Education and Learning are to be made aware as soon as possible. In serious cases where the injured person requires hospital or Doctor treatment, Health & Safety is to be informed immediately.

2.9 Evacuation Procedure

Should an emergency situation arise, which requires the evacuation of the site, an air horn will be sounded. Should this happen, please remain calm and obey the instructions of your Trainer or the Fire Warden. Using the safest most direct route, you should proceed to the Emergency Assembly Point. Once at the assembly point, your Trainer/Assessor will conduct a student roll check to determine any absences.

Our staff are trained to deal with on-site emergencies, and we request that you give them your full co-operation, so that they may ensure your safety and the safety of others during an evacuation.

Please note detailed information about evacuation procedures and assembly points will depend on where you are undertaking your Training. Your Trainer will ensure you have the correct information for your chosen site.

2.10 Keeping Children and Young People Safe Policy

SYC is committed to ensuring the safety, welfare and wellbeing of children and young people at all times during their involvement with our services. SYC strives to create a safe and caring environment whereby children and young people feel safe, comfortable, and confident in reporting any incident or conduct which is, or which may lead to, abuse or neglect of themselves or others. Our employees are trained to recognise, respond to and report suspected cases of abuse and neglect; and are encouraged to develop mutually respectful relationships. To view SYC's full Keeping Children and Young People Safe Policy please visit Keeping Children and Young People Safe Policy

2.11 Computers and Acceptable Use

SYC provides wireless internet connectivity to assist students with their learning whilst attending training. Users of this technology must comply with SYC's requirements for acceptable use. The specific activities that constitute unacceptable use include, but are not limited to:

- Creation, transmission or soliciting Creation, transmission, or soliciting of material, which is obscene, defamatory, discriminatory in nature, or likely to cause distress to some individuals or cultures
- Violation of personal information and privacy of other individuals
- Harassing or threatening other individuals
- Deliberate, unauthorised access to facilities or data
- Unauthorised use of data or information obtained from information systems
- Transmission or use of material which infringes on copyright held by another person, organisation or SYC
- Violation of software licensing terms
- Transmission of unsolicited commercial or advertising material
- Unauthorised attempts to make SYC IT systems or services unavailable
- Use of SYC facilities to gain unauthorised access to third party computing facilities
- Use of SYC facilities in authorised or unauthorised attempts to make third party computing facilities unavailable

2.12 Dress Code

The training facilities at SYC are a simulated work environment for students; and we use the same tools and equipment as you would find in a workplace. SYC is subject to the same Work, Health and Safety regulations as all other workplaces.

SYC expects a standard of dress code to be upheld for all persons enrolled in our courses and that they are appropriately groomed, and personal hygiene is at a professional standard at all times. Where applicable, safety glasses and other personal protective equipment will be provided and must be used.

Acceptable Attire includes:

- Appropriate clothing (no offensive slogans)
- Work attire including PPE (where necessary)
- Jeans
- Shorts (if permitted by your workplace/industry)
- Appropriate footwear (closed shoes and if required steel cap boots)

Unacceptable Attire includes:

- Clothing with offensive slogans
- Thongs
- Sleeveless tops
- Headphones

3 LEARNER SUPPORT SERVICES

3.1 Language, Literacy and Numeracy Support (LLN)

SYC believes that LLN is an important underpinning part to learning and development. SYC has access to a range of LLN support staff who have extensive experience and will support students to successfully achieve their learning outcomes. Where an assessment of LLN is required, SYC will assist the student through referral to relevant support agencies, should it be recommended in the initial assessment report.

3.2 Learner Support Services (LSS)

As part of your training, you will also have access to Learner Support Services (LSS). This service provides individualised support to students through a personal coaching and case management process. LSS aims to increase completions of Vocational Education and Training (VET) courses by assisting students during their training, and then to transition to further study or employment. During your induction process your trainer will ask you a series of question to help discover if Learner Support may be an appropriate service for you. Learner Support Services may include:

- Family issues
- Domestic violence
- Housing and homelessness
- Interactions with the justice system
- Financial stress
- Mental health and other disability issues
- Study skills development
- In-class support needs
- Transitioning into an adult learning environment from school
- Stepping back into a learning environment after not studying for a long time
- Post course support such as transitioning into work after study

4 IMPORTANT POLICIES

4.1 Recognition of Prior Learning (RPL)

RPL is an assessment process which recognises competency based on previously acquired knowledge that may have been attached through formal, non-formal and informal learning. If you believe you already have the skills covered in a unit(s) of competency in your course, discuss this with your Trainer/Assessor. Your Trainer/Assessor will provide you with a procedure for applying for RPL. It is important to note that to successfully achieve RPL you will be assessed against all of the performance criteria identified in the unit of competency.

4.2 Credit Transfer

SYC will recognise Qualifications or Statements of Attainment issued by any Registered Training Organisation. Credit Transfers allow students to be credited for an individual Unit of Competency based on the previous successful completion of the related unit. Credit Transfers can only be awarded where official verified documentation can be provided. It is the responsibility of the student to provide the relevant evidence of Qualifications or Statements of Attainment issued by other Registered Training Organisations.

4.3 Assessment

Assessment is ongoing throughout your course, and you will be given opportunities to provide evidence that you are competent in achieving the requirements of your course. Depending on your course, evidence might include a practical task, a written or oral test, a project or a presentation. Before you undertake an assessment, your Trainer will let you know what you will be required to do.

During the assessment process your Trainer may need to collect photographic and/or video evidence to support your competency. This assessment evidence will be stored in your student file and is protected under the Privacy Act and the National Privacy Principles. For further information on SYC Assessment principles please contact us to request a copy of the Conducting effective Assessment Policy.

4.4 Qualification / Certification

In accordance with the Standards for Registered training Organisations, SYC ensures that it issues all Statements of Attainment and full Qualifications within the 30-calendar day requirement. However, all required fees must be paid in full and assessment tasks must be completed and passed all quality checks performed by SYC, the student must also have provided their USI. There may be a delay on issuance if any of these requirements have not been met. All Transcripts, Certificates and/or Statements of Attainment will be mailed to the postal address the student provided during the initial enrolment. It is the responsibility of the student to ensure their records are kept up to date and accurate.

4.5 Privacy

The primary purpose of collecting the required information is to enable the provision of quality training. In addition, some of the information we collect is to satisfy compliance obligations under the NVR standards. Information recorded may be disclosed for administrative and educational purposes to others including ASQA, NCVET, the Department for Innovation and Skill, and relevant Workforce Australia providers.

SYC is committed to protecting the privacy of personal information of its students and will collect and store information regarding your progress and achievements in accordance with SYC Privacy Policy, the Privacy Act and the National Privacy Principles. SYC will not disclose personal information without your consent. A copy of SYC's Privacy Policy is available on the SYC website. SYC follows the South Australian Information Sharing Guidelines to Promote the Safety and Wellbeing of Children, Young People and their Families (ISG). SYC's complete Privacy Policy can be found here: [Privacy Policy](#)

4.6 Access and equity

Every person has the right to be treated with respect. Laws protect the rights of individuals to receive fair treatment regardless of age, disability, marital status, pregnancy, ethnicity, gender or sexual preference. SYC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015 and abiding by access and equity principles in the delivery of its services and learning environment.

Any student who believes they are being discriminated against at SYC should approach the Training Manager or Head of Education and Learning for advice and support. If you don't want the matter dealt with by SYC, you can contact the Commissioner for Equal Opportunity (www.eoc.sa.gov.au). To view SYC's full Access and Equity Policy please contact us.

4.7 Harassment, Victimization and Bullying

SYC recognises the rights of individuals and groups to be free from harassment, victimisation and bullying. SYC accepts its responsibility in relation to these rights for students while they are engaged in activities undertaken as part of their access to services within this organisation. According to law and insofar as it is within SYC control, we will take all reasonable steps to identify and eliminate direct and indirect discrimination, harassment, victimisation and bullying in areas under SYC control.

If you feel you are being harassed, victimised or bullied, please raise your concerns with your Trainer in the first instance. All grievances will be handled according. For further information on Bullying and Harassment principles, please contact SYC to obtain a copy of the Equal Opportunity and Compliance and grievances policies.

4.8 Complaints and Feedback Process

SYC recognises that people have a right to question and influence decisions made and services provided by us. SYC values complaints, appeals and feedback as an opportunity to learn and improve on the quality, effectiveness and efficiency of its services. SYC takes all complaints, appeals or feedback seriously and manages them in a timely, transparent and meaningful way.

SYC has made available dedicated client mechanisms designed to obtain meaningful client feedback including:

- direct reference to an on-site SYC Manager
- a dedicated “Feedback” email address (feedback@syc.net.au)
- feedback facilities on SYC’s website
- a “Feedback and Complaints” form which is provided to clients on request at all SYC operational sites
- reference to external agencies that are available for complaints associated with the particular SYC service

You will be kept informed of the progress of the grievance at all stages. You will be notified in writing once an outcome has been reached.

If the issue cannot be resolved to your satisfaction and within the agreed timelines you then have the option to lodge a formal complaint with the appropriate service, or organisation, where you can seek further assistance

For a full copy of SYCs Feedback and Complaints Policy please see: Feedback and Compliance Policy

4.9 Fees, cancellations, and refunds

SYC accesses government funding for a wide variety of courses and qualifications on its scope of registration, however there is a student contribution fee required. Students may also undertake SYC’s training services through fee for service methods, where the student is not entitlement to funding and will pay for the course in its entirety. Where a student is making payments, standard terms are as per the due date on SYC invoices. Overdue invoices may result in training to be suspended or cancelled. Additional debt recovery fees may apply.

To ensure a place in a course, all invoiced fees must be paid in full upon enrolment unless alternative payment terms have previously been agreed between the Learner and SYC. Short course bookings are to be paid in full prior to course commencement.

If SYC cancels or postpones a course, where possible the student will be notified in writing at least one week prior to commencement. The student will be offered the opportunity to reschedule, or a full refund of all fees paid will be processed within 30 days of cancellation. SYC ensures all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to SYC via email learning@syc.net.au.

There may be circumstances where SYC will need to cancel programs, in these situations

SYC understands that students will need to cancel enrolments or withdraw from programs. Where this occurs, the following conditions apply:

- On receipt of written requests to cancel seven (7) or more business days prior to the scheduled course commencement date, a full refund of any fees paid will be refunded within 30 days.
- No refunds or transfers will be made less than seven (7) business days of notification prior to the scheduled course commencement date.
- No refunds or transfers will be available for non-attendance to a course, without notification, unless exceptional circumstance can be provided. This will be at the discretion of SYC.
- All students have the right to appeal a refund decision made by SYC. Students wishing to appeal are to follow the Complaints and Feedback process.

Please see the following link for a copy of the RTO’s Fees, Charges and Refund Procedure.

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. Under current Australian consumer law, Australians have a 10-day cooling-off period on any sale that was made under unsolicited tactics. These include tactics such as unsought door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that SYC Ltd do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable.

4.10 Cheating, Plagiarism and Collusion

SYC sets high expectations of their students and expects that all students will abide by and uphold standards of integrity and honesty in regard to the assessment of their work.

Students are expected to act reliably at all times, and only submit work that is their own, has been referenced appropriately and includes acknowledge of texts and resources where materials have been utilised in the development of their work.

SYC utilises learning material such as Learner Guides, PowerPoints and print outs, it is important that students must not copy and paste this work, they must demonstrate their own understanding. Copying and pasting of Learner or online guides is still considered plagiarism.

Important definitions to be aware of:

- Cheating – Seeking to obtain an unfair advantage in the assessment of any piece of work
- Plagiarism – to take and use the ideas and/or expressions and/or wording of another person of organisation and passing them off as one’s own by failing to give appropriate acknowledgement
- Collusion – unauthorised collaboration between participants when completing tasks

4.11 Useful links, Supports and Services

Training.gov

<https://training.gov.au/Home/Tga>

My Skills

<https://www.myskills.gov.au/>

South Australian Skills Commission

<https://skillscommission.sa.gov.au>

Australian Skills Quality Authority

<https://www.asqa.gov.au/>

South Australian Consumer and Business Services

<https://www.cbs.sa.gov.au/consumer-business-advice>

National Training Complaints Hotline

<https://www.dese.gov.au/national-training-complaints-hotline>

Alcohol and Drug information service

[Drug and Alcohol Services South Australia \(DASSA\)](#)

1300 13 13 40

Crisis Care Unit

13 16 11

Domestic Violence Helpline

<https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/support-services>

1800 737 732

Lifeline

<https://www.lifeline.org.au>

13 11 14

Kids Helpline

<https://www.kidshelpline.com.au>

1800 55 1800

Online Headspace

<https://www.headspaceorg.au>

Document Properties			
Document Type	Procedure	Manual Name	
Document Number	SYC0-786892687-2344	Owner	Jodie Linn
Version	Version: 20.3	Portfolio	Learning
Issue Date	1/10/2023	Program	RTO
Risk Level	Medium		
Endorsements:			