



UNITED COLLEGES

OF AUSTRALIA

STUDENT HANDBOOK



"Make a Difference"



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INTRODUCTION

Welcome to United Colleges of Australia Pty Ltd as the trustee for UCA Unit Trust T/A United Colleges of Australia (UCA), we are a Registered Training Organisation that provides excellence in training and assessment services.

United Colleges of Australia philosophy encompasses first class customer service and the delivery of premium quality training and assessment services to all of our students.

United Colleges of Australia is committed to providing you with quality training and assessment and to assisting you in furthering your career and reaching your goals within your chosen field.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training. Compliment

In this handbook, you will find information about United Colleges of Australia, policies and procedures together with forms and documents that you may have to refer to.

United Colleges of Australia Contact Details:

1. United Colleges of Australia
Address: Level 2, 303 Pitt Street, Sydney NSW 2000

2. General Staff Contact

Student Support Officer:

Mr Vinson XU

E: vinson@unitedcolleges.edu.au Ph: 02 9267 4945

Student Service Officer:

Ms Esther YE

E: easther@unitedcolleges.edu.au Ph: 02 9267 4945

Student Welfare Officer:

Ms Zayna YIN

E: zayna@unitedcolleges.edu.au Ph: 02 9267 4945

Admin Manager:

Ms Corrine CHEN

E: corrine@unitedcolleges.edu.au Ph: 02 9267 4945

3. Emergency and Health & Safety Contact:

First Aid Officer:

Ms Sherry CHEN

E: sherry@unitedcolleges.edu.au Ph: 04 2452 1553

Fire Warden Officer and 24 Hours Emergency Contact:

Mr Louie BAI

E: louie@unitedcolleges.edu.au Ph: 04 1486 5094



CODE OF ETHICS

1. United Colleges of Australia shall at all-time act with integrity in dealings with all students and members of the community.
2. United Colleges of Australia shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - (a) The Australian Skills Quality Authority (ASQA) and the Australian Vocational Training regulation framework under RTO 2015 Standard for Registered Training Organisations.
 - (b) The Education Services for Overseas Students Act 2000 (ESOS) and the National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. The provision of education to international students is regulated by the Department of Education and the Department of Employment (DEEWR) through the Education Services for Overseas Students (ESOS) legislative framework. DEEWR has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students.
ESOS Framework: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
 - (b) Commonwealth/State legislation and regulatory requirements.
3. United Colleges of Australia will ensure:
 - (a) the provision of adequate facilities in which to conduct training programs
 - (b) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - (c) the accuracy of any marketing and promotional advertising material
 - (d) compliance with an acceptable refund policy
 - (e) compliance with current Workplace Health & Safety (WHS) and Duty of Care requirements
 - (f) the maintenance of adequate records and security of all current and archival records
 - (g) students access to their records upon request
 - (h) the maintenance and continual improvement of a Quality Assurance System
 - (i) students to be notified of any intention to relocate premises or the college management changing no later than three weeks before relocation occurs
 - (j) students will be informed for any change or updated of the legislation and the government regulation through the student online bulletin board, email, and the college website update new/event. The information session will be arranging for any change which direct impact to the student daily study program
5. United Colleges of Australia undertakes to maintain quality training and to uphold the highest ethical standards.
6. United Colleges of Australia undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
7. United Colleges of Australia shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

Quality Statement

United Colleges of Australia is committed to providing and maintaining quality and vocational education and training services to the highest possible standards. All College courses are designed and delivered to meet the requirements of the industries they serve and the community generally. The education and training services provided by the College are expected to prepare students for a confident entry into the workforce in their chosen field, armed with the knowledge, skills, attitudes and behaviours required to enable them to perform to the standard required by their employers and industry generally.



Management Practices

United Colleges of Australia will at all times, develop and implement policies and procedures to ensure that the College and its operations are managed by appropriately qualified staff, in both Administrative and Teaching areas. The learning environment will be structured to facilitate the best possible learning situations for both the student body and teaching staff. Sufficient resources will be acquired and made available at the appropriate times to ensure effective teaching and facilitate the learning process for students.

All courses will be delivered by appropriately qualified staff that will be provided with quality teaching material and resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunities for success. Students will be supported in their quest for achievement and will be given every opportunity to strive for excellence in their chosen field.

Marketing of College Courses

United Colleges of Australia guarantees to market its courses within the provisions of the current Trades Practices Act and the NSW Fair Trading Act. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In all marketing and promotional material, no false or misleading statements or comparisons will be drawn with other providers or courses.

Prior to enrolment Information

Students will be provided with accurate, relevant and up-to-date information, prior to commencement of their courses. They will be given a handbook they may need to utilise at some time during their studies with the College. This information will include details about the College's Code of Practice, admission procedures, course fees and refund policies, competencies they are expected to achieve, methods of assessing and certifying them, grievance procedures, student support services and the facilities available to students throughout their stay at the College.

Students will be provided with additional information from time to time through student support office, notice board, and student online profiles.

Recruitment of Students

Recruitment and selection of students will be conducted in an ethical and responsible manner and in accordance with the requirements of the course curriculum. Selection will be made on the basis of educational criteria and in accordance with equal opportunity legislation. Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course competencies. This assessment will be made on the basis of their qualifications and proficiencies.

The literacy and numeracy test may conduct to assess the candidate to ensure that they meet the LLN requirement for the proposed enrolling courses.

All students will be offered the opportunity for recognition of prior learning. Such applications will be assessed on the same basis as for entry into courses and in line with designated course and module outcomes.

Refunds and Tuition Assurance

United Colleges of Australia has a published refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the College and its student body. United Colleges of Australia guarantees to safeguard the fees of domestic and international students through its management and administrative systems. In the circumstance that the College is forced to close down, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing.

Student Grievances

United Colleges of Australia provides students with a published mechanism for dealing with grievances. Such grievances are resolved internally where possible. Should any grievance not be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance:

- If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact ACPET by email to student.appeals@acpet.edu.au or by post to Student Appeals, ACPET, PO Box 551, East Melbourne VIC 8002.



- If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia. Commonwealth Ombudsman GPO Box 442, Canberra ACT 2601. 1300 362 072, <http://www.ombudsman.gov.au/making-a-complaint>

Guarantee of Service

United Colleges of Australia pledges to honour all guarantees outlined in this Code of Practice. United Colleges of Australia reserves the right to modify any timetables, course schedules, College fees and refund policy to reflect changing circumstances.



STUDENT POLICIES AND PROCEDURES

Training Outcome Focus

United Colleges of Australia's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. United Colleges of Australia is committed to the success of students and maintains an environment conducive to learning and assessment. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

Continuing Support

The college will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in VET training packages courses prior to enrolment and between the students' course/program.

Support, information and counselling are available for all students on a wide range of issues and problems such as academic progress & intervention, accommodation, further study, orientation, and arrangements for independent grievance resolution. Complete a Student Request Form to make an appointment. Any discussion will remain strictly confidential.

Use of Personal Information/Giving Information to Relevant Bodies

Information that students provide, the college may be made available to Commonwealth or State agencies, and the Fund Manager of the ESOS Assurance Fund.

The college systematically monitor students' compliance with student visa conditions relating to attendance and course progress. The college are proactive in notifying and counselling students who are at risk of failing to meet attendance and course progress requirements. The college report students under Section 19 of the ESOS Act who have breached the attendance and course progress requirements.

Change of Address

Student must inform United Colleges of Australia in writing within 7 days of your arrival in Australia of your current residential address and must advise any changes of address within 7 days. Please come to the Administration Office to fill in a Change of Address Form. The form will keep on the student file record and the details of you address will be recorded on the College's database program and PRISM. Log on to your Learning Management System to verify that all personal details have been input correctly.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

Deferral of Enrolment

If you have not commenced your studies and wish to defer your studies more than 14 days but less than 3 months, you are required to fill a Student Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances.

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE for the international student. DWEER will be notified via PRISMS as required by ESOS Act, which may affect your student visa.



Suspension/Cancellation of Enrolment (initiated by student)

If you are currently studying and wish to suspend your studies for more than 14 days but less than 3 months, you are required to fill a Student Request Form for Suspension of Studies and explain the reason for your request in writing. Your suspension request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner states that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances.

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE for the international student. DWEER will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

If you would like to withdraw from your studies, you are required to inform us in writing. If you are an international student, your enrolment and CoE will be cancelled. DWEER will be notified via PRISMS as required by ESOS Act, which may lead a cancellation of your student visa.

Suspension/Cancellation of Enrolment (initiated by the College)

United Colleges of Australia may suspend/cancel the enrolment of any student:

- who has gained admission to the College by misrepresentation, by falsification of documents or by other fraudulent means, or
- who has failed to fulfil the normal requirements for admission or enrolment, or
- whose payment has been overdue more than 28 days, or
- who has been suspended their studies more than 3 months, or
- who has failed to meet course requirement (refer to "Reporting Student to DIBP" on page 19), or
- for any act of grave misconduct associated with the academic program of the College.

The student will be informed by a Letter of Intention to suspend/cancel of enrolment and given 20 working days to make an appeal explaining why their enrolment should not be suspended/cancelled. (Please refer to "Appeal Policy" of UCA).

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE for the international student. DWEER will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

Refund Policy

College Refund Policy for Oversea Students:

Under the Tuition Protection Service (TPS) framework, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances.

Fee refund schedule:

1. The application fee/holding fee, accommodation placement booking fee are not refundable under any circumstances, including visa rejection.
2. The airport pick up fee will be full refund if service cancelled prior to flight arrival
3. No refund will be given to any student who breaches their visa conditions or fails to meet course requirements
4. If a student completes the course early or 'fast-tracks', the full tuition fee and materials fee must be paid before any certification is issued.
5. Tuition fees will be refunded as per following:



Refund Circumstances	Refund Amount
If a student's visa application is rejected and the official rejection advice is provided to UCA prior to the course commencement date.	Refund equal to 100% of Tuition fee paid. Enrolment fee and Holding fee – where applicable, are not refundable. *
If written notice of cancellation of enrolment is received by UCA at least 30 days prior to the course commencement date.	Refund equal to 100% of Tuition fee paid less an Administration fee of AUD\$200.00. Enrolment fee and Holding fee – where applicable, are not refundable.
If written notice of cancellation of enrolment is received by UCA at less than 30 days prior to the course commencement date.	Refund equal to 50% of Tuition fee paid less an Administration fee of AUD\$200.00. Enrolment fee and Holding fee – where applicable, are not refundable.
Withdrawal after the commencement date	No refund
Provider Default – The course offer does not start on the agreed starting date – Provider has had a sanction imposed	Full refund
Visa extension is refused	Refund of unused tuition fees *

* A refund request must be made in writing and the Institute must receive the decision record from DIBP within 90 days of the date decision made from DWEER. Tuition fee is non-refundable in case of a no genuine student. (Visa renewal refusal or a visa cancelled due to a breach of the student visa condition cannot apply for this refund.)

REFUND PROCEDURE

1. Refund form signed by student needs to be submitted to the college Administration.
2. College assesses the application and supporting documents to make a decision
3. In the case of an application being granted, the document will be forwarded to the Accounts Department for processing of the refund amount.
4. The application refund case will be submitted to the college Chief Executive Officer to approve.
5. Student will be informed of the outcome
6. In the case of unsatisfactory outcome, the student will be advised to lodge a complaint and appeal as per consumer's rights in accordance with state/territory laws
7. All refund cases will have the refund processed within 28 working days



Tuition fees will not be refunded under the following circumstances:

- A student enrolment is terminated for failure to comply with UCA's policies and procedures.
- A student enrolment is terminated for failure to comply with the requirements of their student visa.
- A student does not commence (i.e., does not arrive or has not arranged with us for a later start)
- A student terminates a course during the study period.

Transfer and Release Policy

Under the national code 2007 Standard 7, international students are restricted from transferring to another education provider if you have not yet studied 6 months in your principal course at the United Colleges of Australia. If you wish to transfer to another education provider, you must apply for a Letter of Release by completing a Student Transfer/Release Request Form and providing a letter from another education provider confirming that a valid enrolment offer has been made and other relevant documentation supporting the reasons of the transfer/release.

Student transfer/release requests will be granted only:

- if the student has studied six months of the principal course at the United Colleges of Australia from the course commencement date, or
- if the student is under 18 years old and has written evidence that his or her parent or legal guardian supports the transfer and written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements, or
- if the student has not yet studied six months of the principal course from the course commencement date at the United Colleges of Australia, however, has met all the following requirements:
 - a. the student has met academic progress requirements, and
 - b. the student has fully paid the six months tuition fee, and
 - c. the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
 - d. exceptional circumstances relating to the change of the student's study and career goal which require changing the education provider sector were satisfied by the College.

If granted, Release will be processed at no cost via PRISMs to the student and the student will be advised to contact DHA to seek advice on whether a new student visa is required.

If not granted, a written statement will be issued to inform the student of the decision and reasons for refusing the request and the right to appeal the decision in accordance with the United Colleges of Australia's Complaints and Grievance Procedures.

International student visa holder

You must obey the conditions of your visa. If you breach these conditions, DHA has no alternative but to counsel you and possibly cancel your visa. This is because the Migration Act and Regulations have set out the actions that must be taken by the Department and are part of the law.

Here are the most common visa conditions:

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

8202 You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

8501 you must maintain Overseas Student Health Cover (OSHC) during your stay in Australia



8533 You must tell your education provider:

- the address where you live in Australia within seven days of arriving in Australia
- if you change the address where you live within seven days of the change
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

You must inform the College within 7 days of your arrival in Australia of your current residential address and **must advise any changes of address within 7 days**. The College is required by law to keep your residential address so you

can be contacted if you do not satisfy course requirements. If you do not abide by this condition, you may not be aware of any such contact by the College. This situation may lead to the cancellation of your student visa.

Student Under 18 Year of Age

Student is under 18 years old at the time of visa application must have approved welfare and accommodation arrangements in place and must maintain these arrangements until they turn 18.

The following care arrangements are appropriate:

- The student resides with a parent, custodian or eligible relative over the age of 21 approved by the Department of Home Affairs (DHA).
- The parents appoint a family friend or relative who is over the age of 21 to act as your care giver. United Colleges of Australia will be required to approve the welfare arrangements in place.

If your welfare arrangements are approved by United Colleges of Australia, you cannot travel to Australia until your welfare arrangements commence. The date your welfare arrangements commence is the welfare start date United Colleges of Australia will nominate on the Confirmation of Welfare Arrangements letter.

- If your welfare arrangements change after the student visa has been granted you must advise the Department of Home Affairs (DHA).
- If your parents approved your accommodation, support and general welfare arrangements, you must have your parent's written approval to change these arrangements.
- If United Colleges of Australia approved your accommodation, support and general welfare arrangements, you must request United Colleges of Australia to change these arrangements.

Early Course Completions

Students who complete their course early will be reported to DHA for early course completion if they are enrolling as international student under the student visa program. In such cases you will be required to enrol in an alternative CRICOS registered course or leave Australia. The visa expiry date in the passport is no longer valid in these instances.

Note: All International students must comply with current visa conditions and regulations determined by the Department of Home Affairs (DHA). For more detailed information on current visa conditions and regulations visit the DIBP website - <https://www.homeaffairs.gov.au/Trav>

Student Induction and Orientation

A Student Induction & Orientation Day and class registration is conducted for all new students on the first day of course commencement.

It is essential for students to attend this session to understand United Colleges of Australia's academic system and familiarise themselves with the facilities.

At Induction & Orientation, all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. Through the orientation program, the student will be provided information on the class registration or any other learning support offer with reasonable support by the college to enable the students to achieve expected to learn outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost.



At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of United Colleges of Australia. Please complete this form and hand it to the college personnel at the session.

Delivery Focus

United Colleges of Australia recognises the principles of flexible delivery within the constraints by the Department of Immigration and Border Protection. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include; computer-assisted learning, flexible timetabling, face to face lecture/tutorial.

Standard Learning environment

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At United Colleges of Australia, we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of United Colleges of Australia and fellow students.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and in quiet study areas, or set to silent.
- No food or drinks are allowed in lecture and computer rooms of United Colleges of Australia.
- No chewing gum or smoking is permitted within United Colleges of Australia.
- The student is not to enter staff rooms unless a teacher invites them to do so.
- Punctuality for class is very important. If you are more than 30 minutes late, or are not in the class when required, you will be marked absent.
- The student must present their student identification card when requested.
- If a computer is left for more than 10 minutes, please log out so that all fellow students may have the opportunity to use the computer.
- Only urgent telephone messages to the College will be accepted.

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

Privacy Access to student Training Records

United Colleges of Australia recognises a student's right to privacy. United Colleges of Australia's Privacy Policy identifies how we handle information we learn about as a learner. We collect and store your enrolment details and your progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records
- Individuals authorising releases of specific information to third parties in writing
- Our staff that require this information as part of their job role
- Officers from the ASQA/DHA or their representatives for activities required under the Standards for Registered Training Organisations
- Legal requirements (e.g. subpoena / search warrants / social service benefits / evidence act)

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.



TRAINING AND ASSESSMENT POLICIES AND PROCEDURES

What are Competencies

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So as long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by us will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training.

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment;
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- Fairness - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate;
 - involve procedures in which criteria for judging performance are made clear to all students;
 - employ a participatory approach; and
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations;
- Flexibility - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- Recognition of Prior Learning (RPL) - Individuals seeking RPL will be able to access the RPL process as described in United Colleges of Australia RPL Information Kit.
- Cost Effectiveness - Assessment conducted by or on behalf of us will be completed in a cost effective manner. All of United Colleges of Australia trainers/assessors are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all students before they commence their training programs; and
- Comparability - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed



- within the quality management system. We will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level.

United Colleges of Australia utilises a range of assessment methods these include but are not limited to:

- Role playing and scenarios
- Case studies
- Written examinations
- Practical tasks and demonstrations
- Observation either on the job or in a simulated work environment
- Question and answer

Assessment Policy and Procedure

United Colleges of Australia would conduct an effective assessment in according to RTO Standard 2015, Clause 1.8 – 1.12 within the Principles of Assessment that committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students and meet the Rules of Evidence.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

The Following Conditions Apply to Assessments:

- 1A Students who are absent on the day of assessment must notify United Colleges of Australia of their inability to attend prior to the assessment time. A medical certificate must be supplied to the Administration Office.
- 2A Students attending under a traineeship scheme (if applicable) and who are unable to attend an assessment due to work commitments will need a letter from their employer stating the reason they are unable to attend.
- 3A Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Students who have missed an assessment for any reason covered under conditions 1A, 2A or 3A of this policy must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Reschedule Assessments:

- 1B Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- 2B Students must organise to reschedule the assessment with the staff member responsible for the assessment.
- 3B Students must supply a medical certificate or letter from their employer as stated in condition 1A or 2A.

If conditions 1B, 2B or 3B are not adhered to, students will be deemed NOT YET COMPETENT.

Reassessment Procedure

If a student has previously attempted an assessment and has been deemed NOT YET COMPETENT they may apply for reassessment under the following conditions:

- 1C Where conditions 1B, 2B and 3B DO NOT APPLY, students deemed NOT YET COMPETENT may be reassessed and a fee will apply.
- 2C Where conditions 1B, 2B and 3B DO NOT APPLY, students who have previously attempted an assessment and are deemed NOT YET COMPETENT may be reassessed a second time and a fee will apply. Any reassessment



covered under condition 2C will also incur a fee per assessment after a second reassessment has been attempted.

- 3C Students are not eligible to be reassessed if the failing of assessment result because did not attend any class activities.

Assessment Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the National VET Training Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer/assessor did not provide a courses/competency units outline
- A student claims disadvantage because the trainer/assessor varied without consultation or in an unreasonable way the assessment requirements as specified in a courses/competency units outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, United Colleges of Australia will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing stating the reasons for the decisions made to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

Recognition of Prior Learning – RPL and Recognition of Current Competencies - RCC

All Students, potential or actual, of United Colleges of Australia training programs are provided with full recognition of their current skills and knowledge. United Colleges of Australia promotes the acknowledgment of all 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

The RPL process examines the evidence within the following key principles:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential Students of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Students.

All Students are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the application form.



The special needs of RPL applicants are also recognised and all necessary and reasonable adjustments will be made (taking into account such areas as LL&N) during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process is to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses that we are registered to assess;
 - ensure that only fully qualified consultants are involved in the RPL process;
 - document the RPL process
 - recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
 - ensure that the RPL processes are monitored, evaluated and updated where appropriate;
 - advise all RPL applicants of their right of appeal through the formal process; and
 - ensure fees and charges are fair and competitive with the industry standard

The following sequential process has been established as the procedure to be followed by an applicant who wishes to obtain credit of prior learning or current competencies.

Step 1 – request

Students are advised during enrolment and induction that they may be eligible to apply for Recognition of Prior Learning (RPL) and/or Recognition of Current Competencies (RCC).

Step 2 – complete application and return it to the College

1. Applicants will utilise the information contained within this kit. Information to conduct a self-assessment against the selected training course learning outcomes.
2. Applicants will need to consider if and how they have achieved each learning outcome and if they can satisfy the performance criteria by submitting valid, sufficient, authentic and current evidence.
3. Applicants will need to gather all relevant supporting documentation and complete the application form with honest, clear, complete and concise information.
4. The completed application form with certified copies of supporting documentation will then be forwarded to the Academic Manager at United Colleges of Australia with the payment of administration fee.

Step 3 – Interview and assessment

On receipt of the application, the Academic Manager will determine the completeness and relevance of the documentation. The Academic Manager will compare the evidence provided by the applicant with the performance criteria. A judgment must be made about whether the applicant wholly or partially meets the requirements. The Academic Manager will check that the evidence submitted conforms to the principles of evidence:

- Validity (is the evidence relevant?)
- Sufficiency (is there enough evidence?)
- Authenticity (is the evidence a true reflection of the candidate?)
- Currency (is the evidence recent – obtained within 2 years?)

The Academic Manager will contact applicant to arrangement the time for interview conduction.

In the event of partial completion of the learning outcomes, the Academic Manager should outline which performance criteria still needs to be achieved, and preferably what evidence is still required

Options may include:

- Supply further supporting documentation
- Complete the assessment activity portfolio
- Complete individual modules of the appropriate training course



The Academic Manager will complete and report the decision for the applicants and the college will keep records of all applications on the student file.

Step 4 – notification

United Colleges of Australia will notify the applicant at the end of the interview session.

Step 5 – appeal

The applicant has the right to appeal the College's decision, if they believe the decision is unfair, unjust or if the Academic Manager has misinterpreted the evidence.

In the case of an appeal, the Academic Manager will review all material available and make a decision with one or two possible outcomes:

- Grant recognition
- Deny recognition

Once again, the Academic Manager will notify the applicant of the decision within two weeks of receiving the appeal. The decision of the RPL review will be final. If you are unhappy with the decision, you may contact the PEO to arrange the meeting and present your case. The PEO will appoint the appeal panel to listen and review your case if valid. All of the RPL application will be processing within 10 working days from the submission date.

Recognition of Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised and Credit Transfer is available to all students enrolling in any of our courses on our scope of registration. Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.

Feedback and Quality Improvement

United Colleges of Australia collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office, or online via the student management system. You also require to participate your term base class survey and the outcome to be forward to management meeting report for rectification/continue of improvement.

Issuing Of Qualifications

United Colleges of Australia will issue all AQF qualifications and statements of attainment within 30 days of the training programs completion. All qualifications and statements of attainment issued comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of RTO Standard 2015.

United Colleges of Australia will only issue AQF qualifications and statements of attainment within the scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Students are issued with a statement listing modules undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing modules undertaken and results are stated as Competent (C) or Not Yet Competent (NYC)



Students' Rights and Responsibilities

Students' Rights

United Colleges of Australia recognises that students have the right to:

- Expect that United Colleges of Australia will provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all of the services offered by United Colleges of Australia regardless of their educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning and experience appropriately recognised in the determination of their requirements for training and assessment.
- Be advised of all learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the stated learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and experienced trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with respect, dignity and fairness.
- Expect that United Colleges of Australia will be ethical and open in its dealings, its communications and advertising.
- Expect that United Colleges of Australia will observe its duty of care towards them.
- Expect the efficient handling of administrative matters and processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of their records in accordance with its policies and procedures, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- The understanding and accepting of the enrolment conditions for the training programs they undertake.
- Providing United Colleges of Australia with accurate information about them at time of their enrolment, and to advise of any changes to their address or phone numbers promptly.
- Paying of all fees and charges associated with their training program and providing their own course requirements where notified.
- Recognising the rights of all United Colleges of Australia staff and fellow Students to be treated with respect, dignity, fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring that they attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of their personal possessions whilst attending a training program.
- Promptly reporting all incidents of harassment or injury to United Colleges of Australia administration office.
- Respecting property of United Colleges of Australia and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.



Trainer's Responsibilities

- Your Trainer will provide clear instructions about what is expected from you during your training.
- Training may consist of group/action learning activities and projects, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
- Your trainer will provide their contact details and you will be able to contact your trainer regarding your learning and assessment activity.
- During assessment, the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - *Competent* or "NYC" - *Not Yet Competent*. Competencies are not scaled or marked.

Attendance and Academic Progress Policy

United Colleges of Australia has implemented the Department of Home Affairs (DHA) policy. As such the focus is on academic performance and achieving satisfactory course progress. However it is compulsory for the student to attend a regular schedule class and the college will monitor the student attendance.

The College required by law to report those students who do not meet the academic course progress within a period of 6 months or two semesters based on the college timetable. However, the intervention strategy will be implementing for any students who are in risk of failing the course progress. Once the student is reported to DHA for not achieving a course progress, the student is given 20 days to appeal before he/she is reported to DHA by the college.

There is to be no appeal of not achieving satisfactory course progress or attend unless:

- the student reported is the wrong student
- the student feels that the process was inappropriate or unfair and/or
- the student can be accommodated within exceptional/narrow compassionate grounds such as family bereavement or hospitalisation (medical certificate from a GP does not count).

It will be in the students' best interests to attend class regularly to gain the knowledge and skills to successfully complete individual units.

The policy of recording your name each time you come to class on the class roll will remain. Your trainer will continue to record your attendance for the purpose of implementing your intervention strategy program on the academic progress.

United Colleges of Australia considers students who are gain Competency result less than 50% of the required subjects for your entire course duration as unsatisfactory academic progress.

Intervention Strategy

United Colleges of Australia **Intervention Strategy** with regard to students who are in risk of not achieving course progress.

According to the Department of Home Affairs (DHA) students must pass and meet their course progress.

To ensure students are given every opportunity to get over the 50% threshold, the college has drawn up an intervention strategy so that students will be aware of the process.

Reassessment Policy

- 1) At the end of each semester, the college will contact all those students who failed a subject in that semester within 5 work days after the end of the term/block. Students will be asked to see the Academic Manager for a counselling session and to discuss the reasons for the poor performance. The student will be given the opportunity for reassessment within a period of two weeks after the counselling session.



A reassessment fee may apply.

- 2) Students will be required to see the trainer in charge to arrange a time and place to do the reassessment. Students are allowed two opportunities to pass the failed unit. To ensure fairness, students will be given the opportunity to access the trainer in charge who will offer support and additional resources as required to prepare them for the reassessment.
- 3) If the student does not pass the subject on the second attempt, it will be recorded as a fail. Students will have to redo the subject at the student's own expense when the subject is being offered the next time round.

Appeal Policy

Internal Appeals Process

- 1) Should a student pass less than 50% of the subjects undertaken within their course enrolment period as per the college's timetable/academic calendar, the student will be informed via mail and given 20 working days to explain why they should not be reported to DIBP.

A valid appeal will normally fall within the following circumstances:

- the student believes that the assessment was unfair and/or
 - the student feels that the process was inappropriate or unfair and/or
 - due to other compassionate grounds.
- 2) Before making an appeal, the student should discuss the matter with the college staff concerned in an attempt to reach a decision. Should the student not be satisfied with the outcome, the student must lodge a formal Assessment Appeal Form (available from the Administration Office) within 7 days of the initial discussion and addressed to the Student Support Officer of United Colleges of Australia. The manager will attempt to resolve the matter with the student.

External Appeals Process

- 1) In the event of the student remaining dissatisfied with the result or conduct of the College's internal procedures for handling of the assessment appeal, the student has the right to access and external appeals process at minimal cost to him/her.
 - If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact ACPET by email to student.appeals@acpet.edu.au or by post to Student Appeals, ACPET, PO Box 551, East Melbourne VIC 8002.
 - If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.
The relevant website is www.oso.gov.au and the telephone number is 1300 362 072.

Please refer to the complaint, grievance, and appeal procedure.



Reporting Student to DHA

At the end of each study period (two term) the performance of each student will be reviewed. Those students who have not successfully completed 50% of the total subjects taken during the enrolling course duration, will be serve the intention to reported to DHA (subject to possible appeals).

- 1) Once the student is reported to DHA, the student's visa will be revoked by that department unless the student can provide evidence to DHA that:
 - the student reported is the wrong student
 - the student feels that the process was inappropriate or unfair and/or
 - the student can be accommodated within exceptional/narrow compassionate grounds such as family bereavement or hospitalisation (medical certificate from a GP does not count).
- 2) Once the student's visa is revoked by DIBP, the student has 28 days to leave the country.

Plagiarism

It is unfair to honest students that other students cheat or plagiarise. United Colleges of Australia takes a serious view of plagiarism and cheating in any form of assessment.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own.

The phrase "using another person's work" includes, but is not limited to:

- using study guide material without acknowledgement;
- paraphrasing the work of another person;
- directly copying any part of another person's work;
- summarising the work of another person;
- using or developing an idea or theme derived from another person's work;
- using experimental results obtained from another person's work; and
- in the collaborative projects, falsely representing the individual contributions of the collaborating students where individual contributions are to be identified.

Penalties for plagiarism include: a caution or reprimand; awarding of zero marks in the assignment, essay, project, test, examination or other work in respect of which academic misconduct has occurred; a fail in the subject; a fine; suspended enrolment; or exclusion from the College.

Please note that we would much prefer to encourage students to submit assessments which clearly acknowledge sources rather than to detect plagiarism and to impose penalties.

Learning and Assessment Meet Individual

Students with special needs may receive assistance for learning and assessment, which will be determined on a case-by-case basis. Students applying for special consideration need to provide a statement from a health professional about their disability or illness, which also provides recommendations. Students will then meet with the Student Services Manager to discuss issues of accommodation, which will then be submitted to the Academic Manager and/or the College Principle.



WELFARE & GUIDANCE

Workplace Health and Safety Policy

The NSW Workplace Health and Safety Act 2011 prescribes the employees duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

1. Maintain a safe, clean and efficient, working environment
2. Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
3. Store and dispose of waste according to health regulations
4. Clean walls, floor and working surfaces to meet health and safety standards without causing damage
5. Check all equipment for maintenance requirements
6. Refer equipment for repair as required
7. Store equipment safely
8. Identify fire hazards and take precautions to prevent fire
9. Safe lifting and carrying techniques maintained
10. Ensure participant safety at all times
11. Ensure procedures for operator safety are followed at all times
12. All unsafe situations recognised and reported
13. Implement regular fire drills and provide first aid courses to all staff and participants
14. Display first aid and safety procedures for all staff and participants to see
15. Report any identified Workplace Health and Safety hazard to the appropriate staff member as required

Language, Literacy and Numeracy Assistance

United Colleges of Australia determines the support needs prior and between the enrolments and will provide support services necessary for the individual learner to meet the requirements of the training product.

United Colleges of Australia trainers/assessors will offer the following support should a participant identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a participant has such a need.

These guidelines are what the trainer/assessor will follow:

- observe, identify and immediately act when a participant has needs with language, literacy or numeracy
- trainers/assessors will make every effort to maintain the confidentiality of the participant's needs
- trainers/assessors will not make discriminatory or judgemental statements about any participant based on the level of language, literacy or numeracy skills
- participants with language, literacy or numeracy needs will be offered counselling about their skill deficiency, and the possible impact on the proposed United Colleges of Australia training program



- Recommendations for assistance will be presented to the participant to overcome the skill shortage. However, no participant will be rejected because they decline the advice

Access and Equity

United Colleges of Australia is committed to providing opportunities to all people for advancement in training on an equitable basis, including:

- women where under-represented;
- people with disabilities;
- people from non-English speaking backgrounds;
- Indigenous Australians and
- rural and remote learners

United Colleges of Australia ensures that its selection criterion is non-discriminatory, providing fair access to training for all people.

All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within United Colleges of Australia scope of registration.

- United Colleges of Australia endorses the national equity strategy by incorporating the principles of equity into all programs
- All staff is instructed in their responsibilities regarding Access and Equity Principles. These responsibilities include:
 - Upholding the values and integrity of United Colleges of Australia by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Immediate Assistants, as well as the operation and culture of Immediate Assistants.
 - Providing training and assessment and learning resource materials of the highest quality that takes into account cultural and linguistic needs.
 - Participating in staff development programs to assist in developing training and assessment methods and practices, as well as in skills relating appropriately to a diverse participant population.
 - Being responsive to the needs and suggestions of United Colleges of Australia participants by ensuring that training and assessment procedures are flexible.
- All participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- Some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the client selection information
- Our enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action

Legislation

United Colleges of Australia is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations.

The relate legislation and regulation are continually being updated to the students.

Current legislation and regulations that effect United Colleges of Australia operations includes but is not limited to:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- the *Education Services for Overseas Students Act 2000* (ESOS Act)



- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Apprenticeship and Traineeship Act 2001
- Work Health and Safety Act 2011 (NSW)
- Child Protection (Prohibited Employment) Act 1998 (NSW)
- Child Protection (Prohibited Employment) Regulations 2004 (NSW)
- Anti Discrimination Act 1997 (NSW)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Services Act 1993
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Regulation 2014
- Privacy (Private Sector) Regulations 2001 (Commonwealth)

For further information in relation to legislation and regulations please contact the United Colleges of Australia administration office or alternatively you may go to the Australian Legal Information Institute website (www.austlii.edu.au).

Each individual student will be informed for any change or updated of the legislation and the government regulation through the email and the college website update new/event.

Equal Opportunity Policy

United Colleges of Australia is committed to the implementation of Equal Employment and Education Opportunity principles and practices

This commitment will ensure that the Institute environment is free from any form of discrimination in the workplace and in the classroom situation, and that all Institute practices are based on merit and equality of access.

The NSW Anti-Discrimination Act, 1977, states that it is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

1. Sex
2. Pregnancy
3. Race, colour, nationality, ethnic or ethno-religious background
4. Marital status
5. Physical or intellectual or psychiatric disability, or any organism capable of causing disease
6. Homosexuality (male or female, actual or presumed)
7. Age (but only in relation to compulsory retirement)

For more information, contact:

Anti-Discrimination Board of NSW

Level 4, 175 Castlereagh Street

Sydney NSW 2000

Phone (02) 93185400 Fax (02) 9310 2235

Toll free 1800 670 812

Drug and alcohol

United Colleges of Australia is a drug and alcohol free College. To ensure the integrity of the school, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the College's premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of United Colleges of Australia's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.



Induction

United Colleges of Australia will conduct a student induction prior to the commencement of all training programs. This induction process is apply for all Students and will include detailed explanations of the following:

- Details of all United Colleges of Australia staff and their roles within the RTO
- Explanation of the students right and responsibilities
- Record keeping procedures and access to files
- Training and Assessment Procedures including the delivery techniques to be utilised throughout the training program and the assessment criteria for the training program
- Qualifications to be issued
- Complaints and appeals procedure
- Re-assessment of appeal procedure
- Copy of the timetable for the training and assessment program
- Information about the training program content and its vocational outcomes
- Information about the relevant legislation and regulations that effect the training program enrolled
- Required student behaviour

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the student.

At the rear of this Student Handbook is an acknowledgement form that is to be signed and return to the administration office at the end of induction session. This acknowledgement will then be kept on file within your individual file.

Student Equipment List

All students will require:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue biros
- pencil
- eraser
- ruler
- highlighter
- writing paper

Access and Equity

United Colleges of Australia is committed to providing opportunities to all people for advancement in training on an equitable basis, including:

- women where under-represented;
- people with disabilities;
- people from non-English speaking backgrounds;
- Indigenous Australians and
- rural and remote learners

United Colleges of Australia ensures that its selection criterion is non-discriminatory, providing fair access to training for all people.

All students who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within United Colleges of Australia scope of registration.

- United Colleges of Australia endorses the national equity strategy by incorporating the principles of equity into all programs/courses
- All staff is instructed in their responsibilities regarding Access and Equity Principles. These responsibilities include:
 - Upholding the values and integrity of United Colleges of Australia by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within United Colleges of Australia, as well as the operation and culture of United Colleges of Australia.



- Providing training and assessment and learning resource materials of the highest quality that takes into account cultural and linguistic needs.
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as in skills relating appropriately to a diverse student population.
- Being responsive to the needs and suggestions of United Colleges of Australia students by ensuring that training and assessment procedures are flexible.
- All students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- Some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the students selection information
- Our application admission and enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action

Harassment and Discrimination

At all times United Colleges of Australia will provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to when dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allows other to learn
- Make our premises safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make our premises safe by not bringing illegal substances or weapons onto our premises
- Not steal, damage or destroy the belongs of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers/ assessors.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good national faith.

Student Counselling Services and Support

United Colleges of Australia caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.



All students should make an appointment at reception with the Student Support Officer if they wish to ask about any vocational education and training or personal counselling services available at the College.

United Colleges of Australia provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, United Colleges of Australia will do its best to ensure they are relevant to industry needs.

Student Vocational Counselling to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors and academic manager are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Support Officer in the first instance. They can then make a time to see the Manager/Principal/trainers/assessors and academic manager who are responsible for monitoring student progress.

Additional support and services include:

- Education and Career Counselling
- Assistance when applying for RPL and RCC

Personal Counselling services are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Student welfare and support

The Student Services Officer is the student welfare and support staff who available to counsel students in these areas.

Student Travel Concession Forms

Travel Concession forms are only available for **permanent resident** students, for State Rail Authority & State Transit Authority of NSW and Private Omnibus Services.

Students requiring a travel concession can obtain an application form from the Administration Office.

Student ID Card

To promote a safe and healthy learning environment all students are issued with a United Colleges of Australia Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the United Colleges of Australia's premises.

Incident and Hazard Report

In the event that a student identifies something on the campus, which could cause injury to someone, or something, please advise the Administration Office without delay. A hazard report will be completed and the incident will be investigated.

Conditions of Fee Payments

During any period in which a student is absent from College, student will continue to be liable for fees payable.

In the case of instalment plan agree, student require to pay the fee on the set up due date. If fees are not paid by the due date, then Management may suspend enrolment at its sole discretion.



Protection of Fees Paid in Advance

United Colleges of Australia fee paid in advance amount would be retained in the primary bank account but shown in the accounts ledger as income in advance -pre-payments and would be protected under the college's tuition fee protection program.

All fees paid in advance must be received by a money order, credit card or direct deposit into the College's nominated bank. Where fees are paid in advance by a potential student, they are required to fax/mail confirmation of the advance fees paid.

On proof of payment the organisation will:

- Issue receipts upon receiving the fees/payment
- Check the tax invoice attached to fees/payment if paid by representative/agents
- Enter data to student records

The receipt and agreement will state:

- The College's name and Registered National Provider Code number/CRICOS provider
- The registered course number in which the student is enrolling
- Confirmation that the organisation receiving the fees will be the organisation delivering the training
- The terms and conditions of the organisation's refund policy
- The date of issue
- The full name of the student
- Acknowledgment of the payment method

Issue of student Receipts

Following payment from student, an official numbered receipt will be provided to students as confirmation of enrolment details and a copy is retained for the accounts section.

Copies of receipts will record the following information:

- The payment amount
- Brief description of purpose of receipt
- Name of person/organisation paying
- Receipt date
- Signature of person receiving the funds

Cancelled Receipts

An official numbered receipt, which is cancelled, will be clearly marked cancelled and briefly noted with reason for cancellation and signed by authorised personnel approving the cancellation.

Refunds

All refunds are subject to the College's refund policy and the College's administration fee which will be deducted from the refund.

Student Training Records

United Colleges of Australia has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

United Colleges of Australia is committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. United Colleges of Australia will document and implement procedures to assure the integrity, accuracy and currency of all student records.

All individual student records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse. Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements and the requirements of RTOs 2015.



Accreditation means the formal recognition of a course by the State or Territory course accrediting body in line with the Standards for State and Territory Registering/Course Accrediting Bodies.

Accredited course means a structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Assessment guidelines means an endorsed component of Training Package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include: the assessment system overview; assessor requirements; designing assessment resources; conducting assessment; and sources of information on assessment.

Australian Qualifications Framework (AQF) means the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. The AQF comprises titles and guidelines, which define each qualification, together with principles and protocols covering articulation and issuance of qualifications and Statements of Attainment.

RTO Standard (RTOs2015) means the nationally agreed quality arrangements for the vocational education and training system agreed to by the Ministerial Council.

Confidentiality is the requirement of non-disclosure, by a person handling a grievance matter.

Delivery and assessment strategies means delivery and assessment strategies for each qualification or part thereof, within the Registered Training Organisation's scope of registration.

Nationally Recognised Training means training and assessment, delivered by a Registered Training Organisation, which meets the requirements specified in national industry/enterprise Training Packages or in accredited courses.

Qualification means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited course.

Quality means the ability of a set of inherent characteristics of a product, system or process to fulfil requirements of customers and other interested parties.

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance with compliance with all components of the Vocational Education and Training (VET) Quality Framework, within a defined scope of registration (see Scope of registration).

Registration means the formal approval and recognition of a training organisation, by a State or Territory registering body, in accordance with the Standards for Registered Training Organisations and the Standards for State and Territory Registering/Course Accrediting Bodies.

Scope of registration means the defined scope for which a training organisation is registered that identifies the particular services and products that can be provided. A Registered Training Organisation may be registered to provide either:

- training delivery and assessment services and products and issue Australian
- Qualifications Framework (AQF) qualifications and Statements of Attainment
- assessment services and products and issue AQF qualifications and Statements of Attainment



UCA means the VET course provider United Colleges of Australia Pty Ltd as the trustee for UCA Unit Trust, T/A United Colleges of Australia located at Level 2, 303 Pitt Street, Sydney NSW 2000, RTO Number 41467, CRICOS code 03779B.

Statement of Attainment means a record of recognised learning which, although falling short of an Australian Qualifications Framework qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition of Prior Learning processes.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

Unit of competency means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace



Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook and United Colleges of Australia Code of Practice, which outlines the conditions and my rights and responsibilities as a student of a training program and that I have also received induction into my training program at United Colleges of Australia as outlined in this handbook.

.....
Name

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Signature

.....
Date