

DOMESTIC STUDENT HANDBOOK

**United Colleges of Australia Pty Ltd as the
trustee for UCA Unit Trust T/A United
Colleges of Australia**

RTO ID: 41467

TABLE OF CONTENTS

INTRODUCTION	3
Our Contact Details:	3
CODE OF ETHICS	4
Quality Statement	5
Our Courses (including Smart and Skilled Funded Courses)	5
Location	5
Our Fees	5
Management Practices	6
Marketing of College Courses	6
Prior to enrolment Information	7
USI	8
Recruitment of Students	8
Refunds and Tuition Assurance	8
Complaints and Appeals	8
Guarantee of Service	9
Third Parties	9
STUDENT POLICIES AND PROCEDURES	9
Training Outcome Focus	9
Continuing Support	9
Use of Personal Information/Giving Information to Relevant Bodies	9
Change of Address	9
Change of Enrolment	9
Deferral of Enrolment	9
Suspension/Cancellation of Enrolment	10
Refund Policy	10
REFUND PROCEDURE	11
Student Transfer	11
Delivery Focus	11
Standard Learning environment	12
Resources to students	12
Privacy Access to student Training Records	12
Training and Assessment Policies and Procedures	13
What are Competencies	13
Competency Based-Training and Assessment	13
Assessment Policy and Procedure	14
Assessment Appeals	14
Recognition of Prior Learning (RPL) & Credit Transfer	14
Issuing of Qualifications	15
Students' Rights and Responsibilities	15
Students' Rights	15
Students' Responsibilities	15
Trainer's Responsibilities	16
Academic Misconduct	16
WELFARE & GUIDANCE	16
Workplace Health and Safety Policy	17
Language, Literacy and Numeracy Assistance	17
Legislation	17
Equal Opportunity Policy	18
Drug and alcohol	18
Access and Equity	18
Harassment and Discrimination	19
Student Counselling Services and Support	19
Student Travel Concession Forms	20
Student ID Card	20
Incident and Hazard Report	20
Conditions of Fee Payments	20
Protection of Fees Paid in Advance	20
Issue of student Receipts	20
Student Acknowledgement	21

INTRODUCTION

Welcome to United Colleges of Australia, we are a Registered Training Organisation that provides excellence in training and assessment services.

We are committed to providing you with quality training and assessment and 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.

In this handbook, you will find information about the college, our policies and procedures together with forms and documents that you may have to refer to. Please note that we use the word “college” throughout the Student Handbook, which refers to United Colleges of Australia.

Our Contact Details:

Type of Contact	Phone	Email Address
Student Admin Manager	02 9267 4945	candy@unitedcolleges.edu.au
Student General Enquiries	02 9267 4945	info@unitedcolleges.edu.au
Academic Support	02 9267 4945	rio@unitedcolleges.edu.au
Emergency Contact	02 9267 4945	info@unitedcolleges.edu.au

CODE OF ETHICS

1. The college shall at all-time act with integrity in dealings with all students and members of the community.
2. The college 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 VET Quality Framework which comprises of:
 - Standards for Registered Training Organisations 2015
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements 2021
 - Data Provision Requirements 2020
 - Australian Qualifications Framework

<https://www.asqa.gov.au/about/asqa-overview/key-legislation/vet-quality-framework>
 - (b) Commonwealth/State legislation and regulatory requirements.
 - (c) As a Smart and Skilled contracted RTO, we also comply with:
 - Smart and Skilled Contract Terms and Conditions
 - Smart and Skilled Operating Guidelines
 - Smart and Skilled NSW Quality Frameworks
 - Smart and Skilled Associated Policies and Supporting Documents.

<https://www.nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled>
3. The college will ensure:
 - (a) the provision of adequate facilities in which to conduct training programs
 - (b) the provision of training and support necessary to allow you to achieve competency
 - (c) providing quality training and assessment for you at all times
 - (d) the employment of qualified staff and maintenance of staff training sufficient
 - (e) to deliver programs on an on-going basis
 - (f) the accuracy and transparency of any marketing and promotional advertising material without any financial incentives or inducements
 - (g) compliance with an acceptable refund policy
 - (h) compliance with current Workplace Health & Safety (WHS) and Duty of Care requirements
 - (i) the maintenance of adequate records and security of all current and archival records
 - (j) students access to their records upon request
 - (k) the maintenance and continual improvement of a Quality Assurance System
 - (l) students to be notified of any intention to relocate premises or the college management changing immediately before the relocation of the training premises.
 - (m) students will be informed for any change or updated of the legislation and the government regulation such as through 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
 - (n) the provision of information relating to subsidised training entitlements, fees, responsibilities and obligations
 - (o) providing a clear and accessible complaints and appeals policy and procedure
 - (p) maintaining procedures for protecting your personal information.
4. The college maintains quality training and to uphold the highest ethical standards.
5. The college ensures that all employees, agents (if applicable) and representatives are familiar with and agree to comply with this code of ethics.
6. The college shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

Quality Statement

The college is committed to providing and maintaining quality training and assessment in line with the VET Quality Framework requirements.

The VET Quality Framework which comprises of:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualification Framework (AQF)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020

<https://www.asqa.gov.au/about/asqa-overview/key-legislation/vet-quality-framework>

Our courses are designed and delivered to meet the requirements of the industries we 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.

Furthermore, the college is also responsible for the issuance of the AQF certification documentation when you have been deemed competent in the units of competency that you have completed.

Our Courses (including Smart and Skilled Funded Courses)

We offer various courses to our students. To enable you to make an informed decision, you can go to our website find out more information relating to the courses that we offer, units of competency within each course, course duration, modes of delivery, assessment methods, work placement requirements (if applicable), entry requirements etc. A range of policies and procedures that are relevant to you are also available on our website.

The link to our website is <https://www.unitedcolleges.edu.au/>. It is important to you get yourself familiarised with the course requirements prior to enrolment. There are slight differences in the way how we deliver our courses to you, as a domestic student, and international students. Please read the information carefully and if you have any questions, feel free to contact with the contact details available above.

Of all qualifications we have in our scope, only the following courses are funded by Smart and Skilled (NSW Government):

- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC50215 Diploma of Community Services

Please note that accessing government funding entitlement may reduce your ability to access such funding in the future. This may include arrangements that limit one funding to one qualification per person or it will attract a higher contribution fee from you if you wish to study another government funded course in the future. Please contact Smart and Skilled for more information if you wish to obtain more information relating to this as their program policy, eligibility etc may be amended from time to time.

Location

We deliver our courses at the following location/s:

- Level 2, 303 Pitt Street, Sydney NSW 2000.
- Level 6, 140 Elizabeth Street, Sydney NSW 2000.

Our Fees

We have set our course fees and other charges for every course we offer. All relevant fee information associated with your course, fee schedules and other charges, will be provided to you prior to enrolment. In addition to your course fees, other charges may incur include:

\$50 for late assessment task submitted after the due date.	\$20 for re-issuing a lost student card
\$100 application for Recognition of Prior Learning (RPL)	\$500 per subject for Recognition of Prior Learning (RPL)

\$25 for re-issuing letter of confirmation of studies.	\$200 late payment fee
\$0 for internal credit transfer	\$100 for external credit transfer
\$25 for each attendance letter or transcript before course completion	\$150 for re-issuing each certificate of qualification.
\$150 for reassessment per unit of competency within two (2) months after the course finish date	\$150 for late re-assessment submitted after the due date
\$10 for re-issuing each academic record.	\$120 for express issue Certificate and Academic Record (within 3 working days).
\$200 administration fee for each refund	\$0.2 per page for black & white print/copy
\$1.00 per page for colour print/copy	\$10 to laminate any of these documents.

If you are eligible for a Smart and Skilled funded course, the NSW Government will contribute a certain amount of money, which is called as subsidy, and you may be required to pay co-contribution fees. The fees vary as it depends on the Smart and Skilled program that you are eligible for and your circumstances (e.g. if you hold a first post school qualification from any tertiary sector, if you have a disability etc). The amount of co-contribution will be confirmed during enrolment.

For more information about Smart and Skilled eligibility, and its fees and charges, please click on the following links:

- Smart and Skilled Fee Administration Policy <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>
- Smart and Skilled Website <https://www.nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled>

You can also contact them directly at 1300 772 104. Please note that this training is subsidised by the NSW Government if you are eligible for a funded course.

Management Practices

The college has developed and implemented policies and procedures to ensure that our operations are managed by appropriately qualified staff, in both Administrative and Teaching areas in line with the requirements of VET Quality Framework. 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

The college guarantees to market its courses in line with our legislative and regulatory requirements, which are RTO Standards 2015, Smart and Skilled Operating Guidelines, and Australian Consumer Law. 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.

Please note that UCA does not guarantee that:

- You will be able to successfully complete a qualification, skill set or single unit of competency that you are enrolled with us.
- You will be able to complete the course in a manner that is not aligned with our training and assessment strategy.
- You will get an employment outcome following the completion of your course.

We will also not provide any incentives (e.g. financial or other incentives) for the purpose to induce you to enrol into the course, in line with the requirements of Smart and Skilled Operating Guidelines.

Prior to enrolment Information

You will be provided with accurate, relevant and up-to-date information, prior to commencement of your courses. You will be given a handbook that you may need to utilise at some time during your studies with us. 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, complaints and appeals procedures, student support services and the facilities available to you throughout your stay at the college.

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

If you are enrolled into one of our Smart and Skilled funded courses, a notification of enrolment will be undertaken upon enrolment. This includes the following:

- Signing the consent form using the form as set out in Schedule 1 of the Operating Guidelines. This enables Smart and Skilled and other government agencies to use your personal information.
- Notifying you any third-party arrangement (including any brokering arrangement) if applicable.
- Using the provider calculator to validate eligibility, input details of any credit transfer and/or recognition of prior learning and generate details of the fee chargeable and the applicable subsidy together with any loadings (if applicable). All details of fee chargeable are provided to you.
- Generating and maintaining a hard copy or electronic copy of the notification of enrolment report – provider copy that can be referred to where fee and subsidy is adjusted after the commitment ID is issued.
- Requiring you to sign or electronically confirm that:
 - All information provided by you to us, in connection with the notification of enrolment process is true, accurate, complete and not misleading in any way.
 - A notification of enrolment process has not concurrently been completed for the same qualification and/or the same units of competency for the same or other qualification.
 - You are aware of any third-party arrangements (if applicable), and
 - You had been provided with the details of the fee chargeable and the student information.

Successful completion of the notification of enrolment process will result in the issue of a Commitment ID. You will be required to commence within the period as outlined in the Notification of Enrolment (before the expiry date). A new commitment ID will need to be created if the original commitment ID is expired. Commitment ID will expire if there is no submission of training activity data within 6 weeks of the planned date.

UCA will issue a Training Plan for each approved qualification that you undertake. The training plan will be issued within 12 weeks or prior to the completion of training. The training plan will include:

- Your name and commitment ID
- Name and contact details of the college.
- Specify and direct training activity for both the college and you
- Details of the additional support services that you will receive from the college including if you:
 - Are Australian Aboriginal or Torres Strait Islander
 - Have a disability
 - Are long-term unemployed
- Any specific adjustments made to training and assessment for you if additional needs are identified.
- Include RPL and Credit Transfer granted
- Include name, code and Australian Qualification Frameworks level of the approved qualification (including Smart and Skilled Targeted Priorities Pre-vocational and Part Qualifications)

- Name and code of units of competency to be attained
- The proposed timeframe for achieving competency including intended start date and end date of each unit of competency
- Delivery modes to be used for each unit of competency
- Details of any customization included to respond to your identified needs and/or work locations and/or employers
- Proposed learning strategies and resources that are appropriate for you.
- Names of trainer(s)/assessor(s) responsible for the training and/or assessment of each unit of competency

You will be provided with a training plan within 12 weeks of commencement for full qualification (a reasonable time for part qualifications) and be given the opportunity to provide inputs into developing your training plan. The training plan must be signed by you and a copy of the signed training plan will be retained by the college.

USI

Your USI (unique student identifier) is your individual education number for life. It also creates an online record of your Australian training achievements.

You will need to apply for USI if you are undertaking a nationally recognised training. For more information on USI including how to apply, please use this link <https://www.usi.gov.au/students>

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. Prior to enrolment, you will be assessed by appropriately qualified staff to determine whether you are capable of achieving the stated course competencies. All entry requirements must be met prior to being offered a place in the course.

The literacy and numeracy test may be conducted to assess if you meet LLN requirements for the proposed enrolling courses and if any support needs are required.

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

The college has a refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the college and the students. We guarantee to safeguard the fees of domestic 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 or be refunded of any unused tuition fees.

Please note that the college will not accept any prepaid fee in excess of \$1,500 at any point – either before, during or after enrolment. The prepaid fees cover all fees including enrolment, tuition, materials and any other fees that are mandatory part of the course (e.g. reassessment fee).

If the total course fee is in excess of \$1,500, the fees will be distributed over the duration of the course, ensuring the allowable payment threshold (not more than \$1,500) is adhered to.

Complaints and Appeals

The college provides you with a published mechanism for dealing with any complaints and appeals. Such matters are resolved fairly, efficiently and timely.

In the first instance, complaints and appeals should be lodged to the college directly. However, if you are not satisfied with the outcome, you can request for an independent third party to resolve the matter.

Name	Contact Number	Website	Jurisdiction
National Training Complaints Hotline	13 3873	https://www.dese.gov.au/national-training-complaints-hotline	National

Smart and Skilled <i>(only for NSW funded learners)</i>	1300 772 104	https://education.nsw.gov.au/skills-nsw/contact-us	NSW
--	--------------	---	-----

For more information, refer to our Complaints and Appeals Policy and Procedure, which is available on our website.

Guarantee of Service

The college pledges to honour all guarantees outlined to students. We reserve the right to modify any timetables, course schedules, and refund policy to reflect changing circumstances.

Third Parties

United Colleges of Australia does not engage any third parties for the recruitment, the delivery of training and assessment and support services for its domestic students.

STUDENT POLICIES AND PROCEDURES

Training Outcome Focus

The college'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. The college is committed to the success of students and maintains an environment conducive to learning and assessment. We have the capacity to deliver the nominated courses, 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.

A range of academic and non-academic support are provided to you to support you (if required) to progress through the course. Our support services include LLN support, one on one support, catch-up classes, IT support etc. Please refer to Student Support Policy and Procedure for more information.

Use of Personal Information/Giving Information to Relevant Bodies

Information that students provide, the college may be made available to Commonwealth or State agencies.

Change of Address

If there is a change to your residential address, please notify us within 7 days so we can update your information in our system.

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 compassionate and/or compelling reason for the change. Change of enrolment may occur if the trainer and you 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, you are required to fill a Deferral/Suspension/Cancellation Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved on the basis of compassionate and compelling circumstances. Professional judgment will also be used to assess each case on its individual merits.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious incident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- Where the college is unable to offer a pre-requisite unit, or you have failed a pre-requisite unit and therefore faces a shortage of relevant units for which you are eligible to enrol.

If you are a Smart and Skilled student and wish to defer your course, every effort will be made by the college to assist you to continue your training where possible. Under Smart and Skilled requirements, you are not allowed to defer your course more than 12 months from the receipt of notice date. You will be required to commence your course within 12 months of enrolment, otherwise you will be reported as discontinued. If you wish to recommence, you will be treated as a new student and notification of enrolment will be carried out.

Suspension/Cancellation of Enrolment

If you are currently studying and wish to suspend/cancel your studies, you are also required to fill a Deferral/Suspension/Cancellation Request Form for Suspension/Cancellation of Studies and explain the reason for your request in writing. Your request will be approved on the basis of compassionate and compelling circumstances.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious incident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- Where the college is unable to offer a pre-requisite unit, or you have failed a pre-requisite unit and therefore faces a shortage of relevant units for which you are eligible to enrol.

If you are a Smart and Skilled student and wish to cancel your course, you will need to submit the completed Deferral/Suspension/Cancellation form and send it via email. If the reason relates to the performance of the college, please notify us immediately. We will endeavour to address such concerns as soon as possible.

Refund Policy

The following table outlines the refund circumstances and arrangements.

Refund Circumstances	Refund Amount
The course is cancelled by the college prior to course commencement	Refund equal to 100% of all fees
The course is cancelled by the college after course commencement	Refund equal to 100% of unused tuition fees.
If applicable, course cancellation with the cooling off period	Refund equal to 100% of unused tuition fees.
Course cancellation due to misleading information provided by the student before and/or after course commencement	No refund

If a written notice of cancellation of enrolment is received by the college at least 28 days prior to course commencement date.	70% refund of all fees
If a written notice of cancellation of enrolment is received by the college less than 28 days prior to course commencement date	30% refund of all fees.
The student withdraws after the course commencement	Refund equal to 100% of unused tuition fees.
Course cancellation due to misconduct, disciplinary action and/or failure to comply with the college's policies and procedures.	No refund

In the unlikely event when UCA college or its third party (if applicable) closes or ceases to deliver any part of the training product that you are enrolled in, you will be either be placed into an alternative course without any additional costs or be refunded for unspent/unused tuition fees.

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

Student Transfer

If you are smart and skilled student and wish to transfer out to another RTO, this will be completed within 30 days after the date of commencement of the transfer out process. If the reason for transferring out is due to the suspension or termination of Smart and Skilled Contract, the following procedures will be followed:

- You will be advised in writing the date of forthcoming termination of the Contract or ending deliver of subsidised training
- You will be provided with the options to continue your training, which may include:
 - Referring you to Smart and Skilled website to identify an alternative RTO
 - Referring you to local Training Services NSW Regional Office for assistance
 - Allowing you to continue with UCA on a fee for service basis
 - Suggesting an alternative RTO
- You may be provided with a refund in line with our refund arrangements and Smart and Skilled Fee Administration Policy.
- You will be issued with a Statement of Attainment or Full Qualification for units of competency completed successfully
- You will be issued with a current statement of fees and receipts of payments
- You will be issued with an updated Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced.
- You will be given results of any outstanding completed training activities and/or assessment
- Your final data will be submitted to Smart and Skilled to ensure that they have your updated results.

In case if you are currently studying with another RTO contracted by Smart and Skilled and wish to transfer to UCA, please contact us immediately. A notification of enrolment will be completed upon enrolment.

Delivery Focus

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. 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 the college 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 the college
- No chewing gum or smoking is permitted within the premise.
- 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 are to hold every other staff member and fellow student responsible for living up to these principles at all times.

Resources to students

All assessment and learning resources for each unit of competencies will be provided by the college. Other supplementary textbooks will be available and disseminated to students where necessary.

All students are recommended to bring their own stationery, notebooks, and laptops (highly recommended) to class to facilitate their studies. However, the college also has computer labs and free Wi-Fi which are accessible to you during your studies.

Other facilities and equipment that you can access include library, computer lab with the latest software, student area, kitchen with microwave, photocopying and printing facilities, toilets, and student notice board.

Privacy Access to student Training Records

The college recognises a student's right to privacy. Our Privacy Policy identifies how we handle information relating to our students. 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. 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 in line with Privacy Act 1988.

If your course is funded by Smart and Skilled, you will be required to sign or electronically accept a consent form to provide your personal information to NSW Government and other government agencies including those in other states and territories in Australia.

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 of.

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 the college's RPL Policy and Procedure.
- Cost Effectiveness - Assessment conducted by or on behalf of us will be completed in a cost-effective manner.
- 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.

The college utilises a range of assessment methods these include but are not limited to:

- Oral/written questions
- Case study
- Research
- Report
- Observation/Practical Skills
- Third Party Reports
- Workplace Journal
- Portfolio of Evidence

Depending on the requirements of each unit of competency, a range of assessment methods will be used to ensure the collection of sufficient and valid evidence.

Assessment Policy and Procedure

The college conducts an effective assessment in according to the Standards for RTOs 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.

Assessment Appeals

An appeals and reassessment process are 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. Grounds for appeal may include but not limited to the following:

- Administrative inadequacies e.g. inaccuracy in recording progress
- Inadequate resources e.g. physical resources or inexperienced/unqualified staff members
- Shortcomings in the conduct of assessment e.g. alternative assessment methods were not available
- Assessment requirements specified by the assessor were unreasonably or prejudicially conducted
- Barriers to access e.g. unreasonable requirements as pre-condition to assessment
- Equal opportunity discrimination e.g. against age, gender, race, disability.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing. If the appeal for re-assessment is proven, the college 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 fairly, professionally and transparently. Please refer to our Complaints and Appeals Policy and Procedure.

Recognition of Prior Learning (RPL) & Credit Transfer

All Students, potential or actual, of the college's training programs are provided with full recognition of their current skills and knowledge. The college 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 is conducted in a rigorous manner, ensuring the training package requirements, principles of assessment and rules of evidence are met.

We also provide credit transfer to students if you have completed any units of competency from a Registered Training Organisation (RTO). Credit transfer allows us to recognise your previously completed unit/s of competency based on the identified equivalence in content and learning outcomes between matched units, therefore you will not be required to complete it again. As part of the application, you will be required to provide AQF certification documentation issued by another RTO or AQF authorised issuing organisation as evidence. Alternatively, you can also provide authenticated VET transcripts issued by the Registrar. Please note that only VET qualifications completed after January 2015 will be captured in USI Transcript.

All Students are offered RPL & Credit Transfer opportunity prior to enrolment and can elect to be considered for RPL and/or Credit Transfer. 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.

Please refer to our Recognition of Prior Learning (RPL) and Credit Transfer Policy and Procedure for more detailed information.

Issuing of Qualifications

We will issue all AQF qualifications and statements of attainment within 30 days of you being assessed as meeting the requirements of training package. All qualifications and statements of attainment issued comply with the standards outlined within the Australian Qualifications Framework (AQF) Qualification Issuance Policy and RTO Standards 2015 Schedule 5.

Our college 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 units of competency/modules undertaken and stating whether competency has been achieved.

Students' Rights and Responsibilities

Students' Rights

The college recognises that students have the right to:

- Expect that the college will provide training of a high quality with the National VET Regulator's requirements (ASQA) and requirements from Smart and Skilled.
- Be informed about your personal information collected from you and your right to review and correct that information.
- Have access to all of the services offered by the college 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/assessors 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 the college will be ethical and open in its dealings, its communications and advertising.
- Expect that the college 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.
- Access to Complaints and Appeals procedures.
- Access to refund as per the college's Refund Policy particularly if the college or its third party closes or ceases to deliver any part of the qualification that you are enrolled in.

Students' Responsibilities

Students are responsible for:

- The understanding and accepting of the enrolment conditions for the training programs they undertake.
- Providing the college 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 staff members of the college 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 the college's administration office.
- Respecting property of the college 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/assessor 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.

Academic Misconduct

We take a serious view of plagiarism, collusion 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.

Collusion occurs where two or more students incite, facilitate and conceal involvement in cheating and/or plagiarism. Cheating, on the other hand, includes Includes, but is not limited to, copying the work of another under any assessment condition without the other person's knowledge; copying the work of another under any assessment condition with the other person's knowledge; unauthorised collaboration of assessment tasks; speaking under test conditions; leaving test papers exposed under test conditions that enables others to view the contents.

Penalties for plagiarism, collusion and cheating may 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.

WELFARE & GUIDANCE

Workplace Health and Safety Policy

The WHS 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 workplace. Our college is committed to providing a safe and healthy environment for the benefit of all students, staff, and visitors. This will be achieved by:

- Regular maintenance and upkeep of all buildings, facilities and equipment
- Robust security measures in place on campus such as having CCTV cameras
- Establishing a Work and Health Safety Committee to monitor and ensure safe practices
- Attending an annual training related to work health and safety such as fire safety and emergency training, First Aid training.
- Requiring staff members, students, and visitors to report any possible safety issues immediately
- Providing WHS Induction to all new staff members
- Providing you as our students, information relating to personal safety and emergency contacts

All students and visitors are required to:

- Take reasonable steps to ensure their own health and safety, and that of others who may be impacted by their actions or omissions.
- Take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons
- Comply with any instructions and policy and procedures of the college
- Report any hazards, incidents, conditions or practices that could harm themselves and/or other people.

Language, Literacy and Numeracy Assistance

The college 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. Our 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 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

Students may be referred to an external agency if required such as Reading Writing Hotline.

Legislation

The college is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations. The related legislation and regulation are continually being updated to the students. Current legislation and regulations that are relevant to the college may include but is not limited to:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011 (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)

For further information in relation to legislation and regulations please contact our 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

The college is committed to the implementation of Equal Employment and Education Opportunity principles and practices. This commitment will ensure that our environment is free from any form of discrimination in the workplace and in the classroom situation, and that our practices are based on merit and equality of access.

It is against the Australian laws 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)

Drug and alcohol

We are committed to creating a drug and alcohol-free environment. To ensure the integrity of the college, 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 the college's policies and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Access and Equity

The college 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

The college 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 the college's scope of registration.

- We endorse 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 the college by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within the college, as well as our operations and cultures.
 - 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 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 student's 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 the college 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

Our college 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 if they wish to ask about any vocational education and training or personal counselling services available at the college.

We provide 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, the college will do its best to ensure they are relevant to industry needs.

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

A referral to an external agency will also be made if required.

Student Travel Concession Forms

Travel Concession forms are only available for **permanent resident** students. 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 an Identification Card, containing their photograph, name, Student ID number etc. Students are required to have their Identification card with them at all times whilst on the college'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 our college team without delay. An incident report will be completed, and the incident will be investigated.

Conditions of Fee Payments

During any period in which a student is absent from the 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

Fee paid in advance to the college would be retained in the primary bank account but shown in the account's 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 provide confirmation of the advance fees paid.

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.

Student Acknowledgement

I acknowledge that I have read and fully understood the contents of this student Handbook and the college's Code of Practice, which outlines the conditions and my rights and responsibilities as a student of a training program. I have also received orientation into my training program at the college as outlined in this handbook.

Name:

Date:

Signature: