

# 2019 Student Handbook



Albury Wodonga Community College



## WELCOME

Thank you for choosing the Albury Wodonga Community College to achieve your training goals, we look forward to working with you. We aim to provide a happy, safe and friendly atmosphere in which to learn.

Albury Wodonga Community College Limited is committed to providing high quality standards of vocational education and training.

At the Albury Wodonga Community College Limited, we will ensure that we market and promote our courses with integrity and accuracy, we will act honestly, ethically and in responsibly to meet your training objectives.

Our Community College has a 40+ year reputation of strong educational delivery and our training and assessment processes are frequently and positively externally audited, giving you strong assurance that we offer and deliver reputable qualifications to your benefit in your employment and educational pursuits.

### This Handbook

It is important to keep this handbook nearby during your training, as it will provide additional guidance as you progress through your course. In this handbook, you will find information about the Albury Wodonga Community College Limited's Policies and Procedures, together with forms and documents that you may need to refer to and/or complete. If you require any support with understanding these Policies and Procedures, do not hesitate to ask your Trainer/Assessor for assistance, as they can explain the process further.

If you have any suggestions on how we can improve our Policies and Procedures, complete an 'Opportunity for Improvement' form and submit to your Coordinator.

We sincerely hope your time at the Albury Wodonga Community College Limited is a memorable and productive learning experience.

Yours sincerely

**RODNEY WANGMAN**

Chief Executive Officer/Principal and Company Secretary

AWCC is a registered **Learn Local** organisation and a Foundation Skills Approved Provider

AWCC is fortunate to be an approved RTO with access to State and Commonwealth training funding in order to ensure that Eligible Individuals obtain the required skills to make them job-ready and/or to assist them to undertake further education and/or promote/enable participation in training for disadvantaged learners.

AWCC does **NOT** provide or offer any form of **Incentives**. Incentives means any anything, including:

- a) financial incentives; and/or
- b) non-financial incentives, including in the form of goods, services or rewards.

AWCC does provide in some Foundation Level accredited courses, access to AWCC owned computer tablets which are labelled as property of the AWCC and must be returned at either course completion or if a student withdraws. Tablets **not returned** by the student will be the subject of **police action**.

AWCC does not broker, subcontract, outsource or use Third Parties any of our training delivery or assessment services.



Albury Wodonga Community College has a 'No Smoking' Policy; no-one is permitted to smoke on any of the AWCC premises including ACHE, AWARE, CEyC or Indie School.

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**STATES:** At present, AWCC has venues in Victoria and New South Wales, therefore where applicable, legislation and other information is provided for both States.

**NOTE:** The current Standards for Registered Training Organisations (RTO's) 2015, refers to students as learners, as does the Australian College of Higher Education Programs (i.e. 2C4S, Lifework's, Let's Go learners, etc.), therefore throughout this document, the term 'learners' and 'students' is interchangeable.

## CODE OF CONDUCT

The Chief Executive Officer (CEO) and Senior Management will ensure that the operations, staff and students of AWCC comply with the VET Quality Framework and other requirements such as funding contracts, which include the following:

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements 2011](#) (which, as of 2015, are part of the Standards)
- [Financial Viability Risk Assessment Requirements 2011](#)
- [Data Provision Requirements 2012](#)
- [Skills First \(Victoria\)](#)
- [NSW Smart and Skilled](#)
- [ACE CSO \(NSW\)](#)
- [Child Safe Standards \(for Victorian VET Providers\)](#)

This applies to all of its operations within the National VET Regulator Registered Training Organisation's scope of registration, as listed on the National Register. For more information visit [www.training.gov.au](http://www.training.gov.au)

Policies and procedures are in place for ensuring compliance with the VET Quality Framework, which are distributed to staff and students as part of their orientation/induction process. These policies and procedures include how AWCC will comply with the following:

- Eight Standards of the Registered Training Organisations (RTOs) 2015 - including the following sections:
  - Provide quality training and assessment across all of its operations (SRTO 1)
  - Adhere to the principles of access and equity and to maximise outcomes for its clients (SRTO 5)
  - Be responsive to the needs of clients, staff and stakeholders, and the environment in which AWCC will operate (SRTO 5)
  - Have adequate governance arrangements in place to ensure compliance with the VET Quality Framework (SRTO7)
  - Cooperate with the National VET Regulator to ensure compliance (SRTO 8)
  - Comply with all the relevant legislation for the training industry as well as industries to which AWCC delivers training (SRTO 8)
  - Have adequate insurance in place (SRTO 7)
  - Have adequate financial management in place (SRTO 7)
  - Issue certificates and recognise qualifications and statements of attainment from other registered training organisations (SRTO 3)
  - Ensure the accuracy and integrity of all marketing (SRTO 4)
  - Transition from superseded Training Packages and expired VET Accredited Courses, to ensure currency of training and assessment (SRTO 1)
- Australian Qualifications Framework:
  - Adhere to the requirements of the AQF Qualifications Issuance Policy and the AQF Qualifications Pathways Policy (SRTO 3)
- Fit and Proper Person Requirements:
  - All senior management, or persons who would have a significant impact on AWCC, are required to complete and submit a Fit and Proper Person Form to the National VET Regulator (SRTO 7)
- Financial Viability:
  - Comply with the submission of a Financial Viability Assessment to the National VET Regulator (SRTO 7)
  - Comply with Australian Taxation Office requirements by preparing and submitting Australian Company Tax Returns (SRTO 7)
- Data Provision Requirements:
  - Collect and store student and training records within an AVETMISS compliant Student Management System (DPR4)
  - Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
  - Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
  - Submit annual reports to the National VET Regulator on data collected (DPR 7).

## 1 CONTINUOUS IMPROVEMENT STRATEGY

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our students and staff. This involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of AWCC. Relevant information is collected through actively engaging with students, before, during and after training and assessment. The student is an important part of this strategy by providing feedback through:

- Discussions for 'Opportunities for Improvement' with the Trainer/Assessor and the Coordinator
- Completion of the course feedback questionnaires (Stages 1, 2 & 3) and the AQTF Learner Questionnaire (end of course)
- The Complaints and Appeals process [Appendix A].

## 2 STUDENT RIGHTS AND RESPONSIBILITIES

All students are provided with information relating to the course structure, training and assessment plans, (including the assessment tasks) and other related evidence required to demonstrate how the student is assessed, in relation to the AQF qualification.

### 2.1 Student Rights

All AWCC students, in line with current legislation, have the right to:

- Privacy
- Confidentiality
- Safe and Healthy Learning Environment
- Access and Equity
- Respect
- Equal Opportunity
- Work and Learn in a Non-Discriminatory and Non-Bullying Environment.

As per the AWCC Fee Protection Policy, if AWCC closes or ceases to be able to deliver training it will:

- Issue a Statement of Attainment for any completed Units of Competency
- Endeavour to place the student into an alternative course and provide credit transfer of Units of Competency, if applicable
- Provide the student with information regarding other RTOs that have the qualification on their Scope.

*Note: AWCC does not use Brokers, Third Parties or Subcontractors to deliver or assess qualifications on our Scope of Registration.*

### 2.2 Student Responsibilities

AWCC students have the following responsibilities:

- Become familiar with AWCC policies and procedures included in the AWCC Student Handbook and comply with any student requirements contained therein, including relevant legislated requirements.
- Follow all reasonable instructions provided by AWCC staff.
- Conduct themselves in a courteous, polite and ethical manner, which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination, anti-bullying and Occupational Health and Safety Acts, in the learning and working environment. Under no circumstance will the college tolerate any form of abuse towards either staff or students. Should such abuse occur disciplinary action will be taken (including withdrawal from any enrolment).
- Sign an agreement stating that "I have read, understood and agree with the Training Plan (TP) requirements, the conditions and obligations that are outlined within this document".
- **Within the first four weeks of course the commencement**, provide a current 'Working with Children Check' and a 'National Police Check' (if applicable) to the Coordinators.
- Undertake their studies to the best of their abilities.
- Meet submission deadlines for assessments.
- Submit work without plagiarising, colluding with others or cheating.
- Consult with the Trainer/Assessor and/or Coordinator in a timely manner if problems/issues arise.
- Accept responsibility for their own learning.

- Undertake all study in the manner and formats required and in the specified course timeframes.
- Meet the required dress standard of smart casual (further details will be provided at the course orientation).
- Be aware of and promote safety for themselves and others.
- Be responsible for the security of their own possessions.
- Observe all non-smoking regulations.
- Support equal opportunity.
- Promote an effective learning environment, through good personal behaviour.
- Be punctual for classes, work placement and appointments.
- Notify their Trainer/Assessor or Coordinator if they are unable to attend classes or appointments.
- Utilise the Complaints and Appeals process when issues arise. Refer to the Complaints & Appeals process within this document and the related form [Appendix A] at the back of this document.

### 2.3 Student Misconduct

Students who engage in any of the following conduct may be subject to cautions/disciplinary action and/or risk having their enrolment terminated:

- Assault, attempt to assault, intentionally intimidate, bully, threaten, act inappropriately or discriminate against another person.
- Cheating, plagiarism or acting dishonestly with regard to assessment tasks.
- Wilfully damaging AWCC property (ie buildings, furniture, and equipment).
- Attending AWCC whilst under the influence of alcohol or affected by drugs. Possess, use or traffic a drug of addition or dependence.
- Carrying or using a weapon, such as a firearm, knife or syringe.
- Failing to comply with health and safety requirements.
- Breaching AWCC Social Media Policy.
- Repeated absence from, late attendance to, or early departure from training sessions.
- Repeated late submission or non-submission of assessments.
- Using of profanities.

You may appeal any decision using our Complaints and Appeals Process as described in this Handbook.

### 2.4 Students and Social Media

Students who make any comment or post any material of the following nature via social media may be subject to cautions/disciplinary action and/or risk having their enrolment terminated:

- Comments or posts which may be seen to be detrimental to the professional reputation of AWCC and/or AWCC staff.
- Comments or posts which may be seen to be bullying, harassing, coercive, aggressive, abusive, offensive, defamatory, obscene, intimidating or threatening towards AWCC staff or students.

You may appeal any decision using our Complaints and Appeals Process as described in this Handbook.

## 3 TRAINER/ASSESSOR'S RESPONSIBILITIES

The Trainer/Assessor will:

- Ensure a safe and supportive learning environment.
- Provide each student with an Assessment with instructions, for each assessment task at the commencement of each unit of competency.
- Provide clear instructions of expectations of the student during their training.
- Explain the assessment requirements in detail.
- Explain the group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research, reports, simulation, practical tasks, observation, workplace experience and assessments that are applicable.
- Meet the standards required by the governing bodies to deliver training and assess students.

## 4 ENROLMENT AND SELECTION OF STUDENTS

- Courses are open to all people 15 years and over, subject to individual course and regulatory requirements. For students under 18 years of age parental/guardian permission is required
- Students are responsible for notifying AWCC if they have a recognised medical condition or disability or require assistance in attending, or if requiring additional support in a class
- Fees must be paid in full in accordance with the Statement of Fees. The Schedule of Fees, detailing all course fees may be viewed on the AWCC website: [www.awcc.edu.au](http://www.awcc.edu.au).
- Payment plans are strictly by negotiation on an individual basis with the Manager.
- It is the student's responsibility to note the date, time and location of the course, as detailed in the Training Plan.
- Courses with low enrolments may be cancelled. Every effort will be made to contact students, therefore contact details must be correct at all times.
- If the student is unable to complete the course due to changed personal circumstances, AWCC will make every effort to ensure they are placed into an alternative course.
- Students can only join a course typically within the first 7 days of its commencement date. Enrolling beyond this time frame requires the approval of the Coordinator and/or National Manager. Full course fees are still payable for late enrolments.
- AWCC reserves the right to decline admission to a course, terminate a student's enrolment in a course or change a course date or Trainer/Assessor at any time without notice. Every effort will be made to notify students involved of these changes.
- Students participating in courses involving physical activity, field trips, practical demonstrations etc, do so at their own risk. AWCC students are covered by public liability insurance whilst working within the classroom and in the workplace setting, as agreed on the student Work Placement Agreement.

## 5 ENROLMENT AGREEMENT FORM & ELIGIBILITY DECLARATION FORM

All students are required to complete an Enrolment Agreement Form and an Eligibility Declaration Form prior to course commencement to ascertain contact details, course of interest, emergency contact details, whether there is any recognition of current competency or recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The AWCC Enrolment Officer is responsible for ensuring each student has completed an Enrolment Agreement Form and an Eligibility Declaration Form (if applicable) prior to course commencement. Each student will be taken through a full enrolment process with the Enrolment Officer. The forms are to be signed by the student stating that they agree with AWCC's policies and procedures and AWCC's Terms and Conditions of Enrolment agreement. A copy of this agreement is located at the back of this handbook.

## 6 UNIQUE STUDENT IDENTIFIER (USI)

It is a mandatory requirement that all students provide their USI at the time of enrolment, unless evidence of an exception is provided (as per the Student Identifiers Act 2014). If the student has not obtained a USI, AWCC's Enrolment Agreement Form has provision for the student, parent or guardian to authorise AWCC to create a USI on the student's behalf. The USI is created and verified via the Student Management System at the time of entering the student details.

The student's USI will remain in the Student Management System for referencing against any further training with AWCC.

All records of qualifications and Statements of Attainment are retained in an accessible format in the Student Management System for a period of thirty (30) years. All certifications attained since the introduction of the USI are recorded and available from the USI Registry. For further information visit [www.usi.gov.au](http://www.usi.gov.au)

## 7 STUDENT ORIENTATION

Student Orientation is conducted at the beginning of each course and is compulsory for all students. Orientation covers important information and includes a presentation on the following information:

- Training and Assessment arrangements, including Recognition of Prior Learning (RPL) & Credit Transfer (CT)
- Course requirements and assessments including work placement (if relevant)
- Student Rights & Responsibilities
- Student Support Services
- Complaints and Appeals Procedures and Legislative and Occupational licensing requirements
-



## 8 TRAINING, DELIVERY AND ASSESSMENT REQUIREMENTS

### 8.1 Assessment

There are various types of assessments (including Language, Literacy and Numeracy) that occur at different stages throughout each course.

An initial assessment is completed to identify the competencies and language, literacy and numeracy skills the student may already have. This occurs during the student pre-training review.

Progressive assessments occur throughout the course to provide evidence relating to the student's progress and to identify any outstanding elements that need improvement to achieve a satisfactory result.

Assessments are conducted by a variety of assessment methods. This means that the student will be required to produce evidence and/or demonstrate mandatory skills and apply related knowledge associated with that unit of competency. While demonstration of skills and abilities can be seen; underpinning knowledge such as problem solving, working in teams and understanding rationales, etc, can only be assessed through indirect and supplementary assessment.

The level of the student performance is assessed against National Standards. This means that the evidence the student provides and the competencies the student demonstrates, must meet the required standard of performance.

Assessment can be made up of any or all of the following:

- Written assessment tasks.
- Individual and group assessments.
- Class activities, discussions and participation.
- Projects / presentations.
- Case studies.
- Written and oral questions.
- Oral presentations.
- Role play.
- Simulation.
- Practical tasks.
- Portfolios.
- Third party reports.
- Work placement observations, demonstrating the linking of theory to practice.

### 8.2 Assessment Process

During assessment the Trainer/Assessor reviews the student's evidence and/or observes the demonstration of the student's skills and abilities. The Trainer/Assessor records the student's evidence of knowledge and skills and/or demonstrations as:

'S' – Satisfactory or 'NYS' - Not Yet Satisfactory. Competencies are not 'scaled' or 'marked'.

At the completion of all assessment tasks and demonstration of skills and knowledge for each unit of competency (including workplace assessments), the student is deemed either Competent (C) or Not Yet Competent (NYC). If the student's evidence fails to demonstrate competency for any unit, including work placement appropriate to the qualification, the Coordinator, in collaboration with the student, may design a flexible training plan/pathway.

The assessment process is as follows:

- Abide by the requirements of the Training Plan.
- Complete all the requirements of the Training Plan.
- Follow all instructions on the Assessment Cover Sheet that relate to the assessment task.
- Read through the document and follow all instructions relating to submission of completed work.
- Address all the assessment criteria.

### 8.3 Rules of Assessment Submission

- It is mandatory that all assessments are submitted with an Assessment Cover Sheet, bearing your name, email address, date of submission, unit number and unit description. Failure to provide this information will prevent the assessment being used as evidence towards competency.
- The Assessment Cover Sheet provides a mechanism for the student to indicate that the work submitted is their own and that they have retained a copy.

- Assessments are to be submitted by 12 midnight on the due date.
- Requests for extensions must be made by email to the Course Coordinator no later than 48 hours prior to the due date. An extension of assessment submission date is only granted under specific conditions, as previously outlined.
- All assessments are to be submitted electronically (via email) to the Trainer/Assessor and copied to the Coordinator. Paper-based work is only to be submitted by prior agreement with the Coordinator.
- It is preferred that assessments be typed in size 12 Calibri font. Use the APA 6th edition referencing style (part of the Word program under the heading References).
- Ensure that correct spelling and grammar is used. ie Spellcheck your document prior to submission.
- You must save a copy of your assessment task for your own reference.

#### 8.4 Late Submission of Assessment

- In the event of an urgent extenuating circumstance, such as sudden illness of student or dependant; or serious injury/death of an immediate family member, a medical certificate or other form of substantiation is required. If such an event prevents the submission of the assessment by the due date, the student must contact the Coordinator via email or telephone as soon as possible, to request an extension to the submission date.
- Late submission of assessments for any other reason can only be granted by the Co-ordinator and this will be decided on an individual basis
- Assessments not submitted by 12 midnight on the due date will result in an automatic forfeiture of the first resubmission opportunity.
- Assessments not submitted within 24 hours of the due date will result in an automatic forfeiture of the second resubmission opportunity.
- Assessments not submitted within 48 hours of the due date (including resubmission due dates) may result in a failure of that unit of competency.

#### 8.5 Marking and Resubmission of Assessments

- Trainer/Assessors will endeavour to mark and return assessments as follows:
  - Certificate I to Certificate IV - within one week of due date
  - Diploma - within two weeks of due date
- Should your assessment be deemed 'Not Yet Satisfactory' (NYS), the reason for resubmission and a new due date will be provided on the Assessment Cover Sheet.
- When resubmitting an assessment, changes/additions made to the original document must be inserted in an alternate (legible) colour to enable easy identification of the new content for marking.
- A maximum of two resubmissions per assessment is permitted.
- Written feedback will be provided on each assessment submission and the final outcome will be indicated on the Assessment Cover Sheet as 'Satisfactory' or 'Not Satisfactory'.

#### 8.6 Plagiarism, Collusion and Cheating

Vocational Education and Training allows for limited use of published text content, but a student should acknowledge their sources of information, using the APA 6th Edition referencing style (part of the word program under the heading References). An example of correct APA referencing is as follows:

Walker, L. (2014). *The Early Childhood Educator for Diploma*. McGraw-Hill Education (Australia). Pty Ltd. North Ryde.

Plagiarism occurs when a student claims ownership for written words/data, ideas or inventions which are not their own. This is a serious offence which may result in a penalty such as a student's assessment being declared 'Not Competent/Not Satisfactory' or their withdrawal from a course.

Example:

- Submitting assessments substantially similar to, or copied from another student.
- Submitting assessments that use the exact words of another, without using quotation marks or citing the original source.
- Presenting any work of another individual or group, as their own work.

Cheating means seeking to obtain an unfair advantage in an examination or in other written assessments or practical work required to be submitted or completed by a student for assessment.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. A Trainer/Assessor who has reasonable grounds to believe that cheating has occurred will mark the assessment as requiring resubmission and report the matter to the relevant Coordinator.

The Coordinator must advise the student concerned (in writing) of the reasons for the decision. The student will then be advised that they may appeal this decision (in writing) to the AWCC Coordinator within ten working days. A sample of the Complaints and Appeals Form is located in the back of this handbook.

Upon receipt of a written student appeal, the Coordinator will assign an independent AWCC Trainer/Assessor to consider the appeal. The independent AWCC Trainer/Assessor will provide written advice regarding the outcome of the appeal to the student, the original AWCC Trainer/Assessor and the Coordinator.

If a student is found copying the work of others in practical assessments this will also be considered as cheating. At the time of such an incident, the Trainer/Assessor will advise the student of their misconduct and that the assessment will need to be resubmitted. A report of the incident will be provided to the Coordinator.

The Coordinator will acknowledge the incident reported in writing to the student concerned and advise the student they may appeal this decision in writing, to the relevant Coordinator within ten working days.

## 8.7 Assessment Including RPL

AWCC acknowledges the national assessment principles issued under the regulatory governing bodies and is committed to the rules of validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students. AWCC aims to provide students with an assessment system that is as fair and equitable as possible.

Assessments are competency-based and are designed to determine whether the student can demonstrate the targeted competencies.

Students who are unable to demonstrate competency at any given time, or who have successfully appealed assessment results, may be reassessed at an agreed later date. Reassessment may attract an additional fee and this will be considered on an individual basis.

Assessments are set to meet all the assessment criteria of the training package or accredited course on which the program is based (including work placement). Assessment may be undertaken in the learning environment or in the relevant workplace. If conducted in the workplace, suitable workplace assessors and assessment procedures will be used. All assessment materials must be appropriate to the student's needs and program delivery methods.

## 8.8 What if a student successfully demonstrates competency in some units and not others?

- Should a student fail to meet the agreed requirements of their Training Plan, they may, through negotiation and in collaboration with their Coordinator, develop an alternative Training Plan to assist them in their learning outcomes.
- Should a student fail to meet the agreed requirements of their modified Training Plan; not attend at least 80% of a unit's classes and/or fail to comply with and fulfil work placement requirements and any other agreements between the Trainer/Assessor and/or the Coordinator, the student will be withdrawn from the course. In accordance with the terms and conditions of enrolment, all outstanding fees are payable.
- If a student can only demonstrate competencies in some and not all units of competency (UOC), a certificate for the qualification cannot be issued. However, they will receive a Statement of Attainment for all completed units. The awarding of this Statement of Attainment is also impacted by the rules around work placement requirements. The Statement of Attainment will identify the national identification number, qualification name and units of competency achieved.
- If a student elects to continue and complete the full qualification or any outstanding units the Coordinator will work with them on an alternative training pathway and develop an individualised plan for completing their course of study.

## 9 RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the units of competency.

To prepare for Recognition of prior learning, the student should indicate their decision to apply for recognition at the Pre-Training Review, or as soon as possible thereafter.

RPL should be discussed and negotiated directly with the student's Coordinator **prior** to the commencement of the course. The Coordinator will assist the student to determine if they would be eligible for any RPL.

## 10 CREDIT TRANSFER

Nationally recognised units of competency and Statements of Attainment issued by other Registered Training Organisations (RTOs) are recognised by AWCC. This enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer the student must complete the following steps:

- Initially speak with the Coordinator
- Provide *original* documents to verify competency of the units to the Coordinator who will take a copy, and verify that they have sighted the original documents
- The Coordinator will confirm whether the student is eligible for Credit Transfer. If the student is eligible, the result of 'CT' will be applied to the unit, within the student management system.

## 11 ACCESS AND EQUITY

All training and assessment materials, either purchased or developed by AWCC, meet the needs of a diverse range of students. The students include:

- Existing industry or enterprise employees.
- School leavers and/or new entrants to the workplace.
- Individuals learning new skills and knowledge.
- Individuals changing careers.
- Unemployed people.
- Students who are living with a disability.
- Students who are members of groups, such as Aboriginal and Torres Strait Islanders.
- Recent migrants/new Australians.
- Individuals or groups needing to meet licensing or other regulatory requirements.

Training and assessment materials should:

- Use plain English.
- Avoid using words that could invoke stereotypes, are culturally inappropriate or create other learning barriers.
- Provide advice on reasonable adjustments.
- Include culturally specific competencies where required, to achieve a workplace outcome.
- Ensure range statements are sufficiently flexible to consider differing work environments and individual needs.
- Include non-discriminatory wording and requirements in evidence guides.

## 12 LANGUAGE, LITERACY AND NUMERACY (LLN)

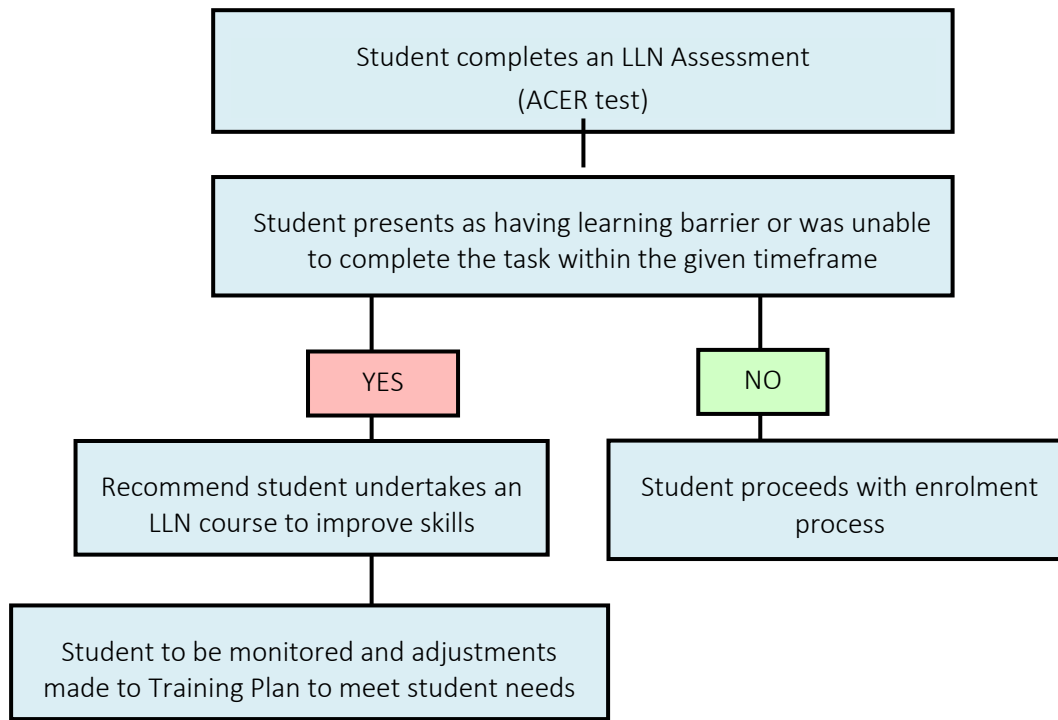
All students undertaking VET accredited training are required to undertake a Language, Literacy and Numeracy assessment at their Pre-Training Review. This assessment will identify, prior to enrolment, students requiring advice and support throughout the learning process. The Coordinator and Trainer/Assessor will provide students with support throughout the learning process.

Language, literacy and numeracy skills are identified in training packages for accredited programs.

In classifying learning needs, students are required to have basic skills in:

- Counting, checking and recording accurately.
- Reading and interpreting various types of written information.
- Using correct grammar and language.
- Estimating, calculating and measuring.

## 12.1 The LLN Assessment Process



## 13 COURSE FEES, PAYMENTS AND REFUNDS

Please refer to the Schedule of Fees and Terms and Conditions of Enrolment for further details about course fees, payments and refunds. To secure a place in a course a deposit, which includes a non-refundable administration fee (as outlined in the terms and conditions), is payable prior to course commencement. No refunds will be issued once the course has commenced or after the ten day 'cooling-off' period has elapsed.

### 13.1 Fees Paid in Advance

In line with AWCC's Fee Protection Policy, AWCC will not collect more than \$1,500 prior to course commencement. AWCC may require full payment of a course up to the value of \$1500 per individual student, prior to course commencement. If the remaining amount payable for the courses is less than \$1500, the full amount is payable on course commencement. If course fees are greater than \$1500, progress payments will not exceed \$1500 and a payment plan may be developed. Payment plans for amounts less than \$1500 may be developed if a student is able to provide evidence of financial hardship. Any individualised payment plans must be authorised by the Corporate Services Manager.

### 13.2 Government Funding

#### Skills First (Victoria)

To be eligible for government subsidised training in Victoria, students must hold one of the following current proof of citizenship/residence documents:

Australian Birth Certificate (not Birth Extract), Australian Passport, New Zealand Passport, Naturalisation certificate, green Medicare Card, Australian citizenship by descent extract, a proxy declaration for individuals in exceptional circumstances, Australian Department of Immigration and Border Protection documentation confirming permanent residence;

Or if undertaking training under the Asylum Seeker VET Program

Referral Letter from the Asylum Seeker Resource Centre or the Australian Red Cross; or a current valid Bridging Visa Class E (BVE), Safe Haven Enterprise Visa (SHEV) or Temporary Protection Visa (TPV).

In addition, the student must be one of the following:

- Under 20 on 1st January in the year of enrolment.
- Over 20 on 1st January and enrolling into an approved Foundation Skills List course.
- Over 20 and enrolling into a qualification at a higher level than previously completed.

If the student meets the eligibility criteria to access government subsidised funding they will be eligible to undertake:

- A maximum of two government subsidised courses in the same calendar year; and
- Undertake a maximum of two government subsidised courses at one time; and
- Commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

Accepting this funding will affect any future training options and eligibility for further government subsidised training under the Skills First Program.

## 2018-2019 Standard VET Funding Contract – Skills First Program

Clause 5.3 Where training and/or assessment is provided to an Eligible Individual under this VET Funding Contract, the Eligible Individual must be physically present in the State of Victoria at all times at which they are undertaking the training and/or assessment.

Clause 5.4 Notwithstanding the requirement in Clause 5.3 for an Eligible Individual to be physically present in the State of Victoria at all times at which they are undertaking the training and/or assessment, where an Eligible Individual is temporarily located interstate or overseas for a defined period as part of an industry or practical placement associated with their training, up to 50% of the total scheduled hours applying to the training and/or assessment in which the Eligible Individual is enrolled may be delivered online during the period the Eligible Individual is interstate or overseas.

## Smart and Skilled (NSW)

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system.

To be eligible a student must:

- Be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen
- Aged 15+
- Live or work in NSW
- No longer be at school
- Not hold certificate IV or above
- Aboriginal and Torres Strait Islander students who do not live or work in New South Wales can live in defined interstate areas and still be eligible for government subsidised training under Smart and Skilled programs.

## NSW ACE Community Service Obligation Funding – Disadvantaged Learners

There are limited places available in the Foundation courses through the 2cool4school program that may also be funded by the NSW Government ACE CSO Funding. To be eligible for this funding, the student must meet the eligibility criteria as outlined above. In addition, disadvantaged learners will be further assessed to confirm any barriers that may exist to accessing an entitlement. Eligibility for government funding will be assessed at the pre-training review and confirmed by the Enrolment Officer prior to enrolment.

## 14 TRAINING GUARANTEE

AWCC will guarantee to complete all training and assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal Letter of Withdrawal, notifying AWCC that they wish to withdraw. If a student voluntarily withdraws, this guarantee is valid for a maximum of six months from the initial course commencement date.

AWCC reserves the right to decline admission to a course, terminate a student's enrolment (withdrawal) from a course where the student has failed to meet their obligations or where the student places others in harm (as detailed in this handbook). Any withdrawal will be evidenced for such actions, as required. AWCC may change a course or Trainer/Assessor at any time without notice. However, as a courtesy AWCC will notify students of any changes relating to their course as soon as practicable. If AWCC is unable to complete a course in full, it will:

- Issue a Statement of Attainment to students for any completed units of competency
- Endeavour to place students into an alternative course and provide credit transfer of units of competency, if applicable
- Provide students with information regarding other RTOs, which have the qualification on their Scope.

## 15 WORK PLACEMENT

### 15.1 Student Responsibilities

Where relevant work placement tasks and skills assessments are clearly defined in the student work placement record books. The student must read and follow directions within the workbooks and complete all parts of the document. Failure to do so will result in the student not achieving all competencies required for the qualification.

All students should refer to the Coordinator if they have any questions or require any assistance with regards to work placement requirements.

Prior to work placement commencement, each student must sign a 'Practical Placement Code of Conduct Agreement'. There may be a requirement that the student undertakes work placement as a key component of their training, to assist them to provide an actual and/or simulated workplace environment in which skills can be assessed. Students may be required to complete a set number of hours, in order to meet the minimum requirements of a qualification, according to the Training Package requirements.

AWCC has a responsibility to protect members of the public, facility staff and other students from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that the student's skills or behaviour could present a risk to others in the workplace, they may not be permitted to attend work placement (this is at the discretion of the Coordinator). The Coordinator will discuss with the student, whether this may prevent completion of the course.

To assist students to understand their responsibilities in the workplace, they will be given information during orientation and throughout the course, which indicates the expected standards of behaviour. The Workplace Assessor will explain to the student the range of duties for which they must have the skills and knowledge. The student must only work within their Scope of Practice and not carry out duties other than those indicated by the Assessor and/or Coordinator. Details are outlined in the student work placement record book. Students are to abide by the code of conduct of AWCC and the Host Service at all times.

NOTE: A current 'National Police Check' (if applicable) and 'Working with Children Check' (if applicable), must be provided by the student to the Coordinator within the first four weeks of the course. Failure to do so may delay commencement of work placement.

### 15.2 Supervision Arrangements for Work Placement

**Students are not to organise their own work placement** unless *agreed upon* by the Manager for this to be undertaken in the student's own place of work.

Students must understand their roles and responsibilities relating to work placement.

AWCC has Memorandums of Understanding (MOU) in place with all Host Services involved with students attending for workplace experience.

### 15.3 Workplace Supervisor Responsibilities

The Workplace Supervisor will provide opportunities for the student to develop skills and knowledge and may be involved in coaching or mentoring the student. The Workplace Supervisor does not assess the student as competent. This is the Trainer/Assessor's responsibility.

The Workplace Supervisor will be required to complete a Host Service Report in consultation with the AWCC Trainer/Assessor. The Host Service Report provides information on tasks undertaken by the student to demonstrate the required skills and knowledge for the qualification the student is undertaking, as well as following up and providing feedback relevant to the student's knowledge of policies and procedures in the workplace.

Depending on the qualification being undertaken policies and/or procedures may include:

- WHS/OHS (Victoria) & WHS (NSW) Policies and Procedures. Due to the geographical nature of AWCC being on the border of NSW and Victoria, student need to be aware of both sets of regulations.
- Operation of relevant equipment used in the workplace.
- Participation in workplace meetings.
- Complaints.
- Confidentiality and privacy.
- Legal and ethical practices.
- Respect for others.
- Property and resources.
- Reporting (mandatory & other).

## 16 STUDENT SUPPORT

AWCC caters for students with diverse learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their viewpoints about their learning needs at all stages of their learning experience.

AWCC is committed to providing students requiring additional support with assistance whilst training. To achieve this and to ensure the quality delivery of training and education, students are encouraged to make an appointment with their Coordinator if they believe they require further or additional support for their studies.

AWCC abides by the legislative requirements of 'Duty of Care' principles which includes the safety and wellbeing of all students, staff and visitors.

### 16.1 Support Services List

The support services list is provided at the back of this handbook and includes website addresses and phone numbers to access available services. If a student is unsure of the service they require, they should contact the Coordinator for assistance.

Note: AWCC supports students who require assistance with language, literacy and numeracy. AWCC does *not provide a counselling service*.

## 17 TRAINING EVALUATION FORM

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment; training facilities; Trainer/Assessor skills, knowledge and training ability; as well as feedback on the resources utilised for delivery of training and overall satisfaction ranking with the course.

AWCC will gather feedback/information pertaining to the course, as follows:

- Post-Enrolment Feedback: In the first two weeks of the student course commencement. This will gather information about the pre-enrolment and enrolment process
- Interim Feedback: At the midway point through the course
- Post-Course Feedback: At the end of the course
- AQTF Learner Engagement Feedback Form: At the end of the course

This information is used for continuous improvement strategies to better the course, the processes and generally highlight any issues that AWCC may not be aware of prior to feedback being gained. This important three step process is a valuable tool to ensure that through continuous improvement, AWCC can offer the best services to its students.

## 18 ACCESS TO RECORDS

All student records, including personal details (collected on the Enrolment Agreement) and records of participation, progress and assessment results, are kept within a secure area (both electronic and hard files). An electronic record of each student's enrolment and participation is kept on the student management system for a period of 30 years, this record is password protected and is only accessible by specified employees of AWCC.

All students have the right to access their record of participation and progress. In order for a student to access their records, they are required to forward a request in writing to AWCC management. If a student wishes to provide a third party with access to their records, they should state this in a formal, written request.

This request will be processed by AWCC as soon as possible.

## 19 COMPLAINTS AND APPEALS

AWCC will ensure that all complaints are dealt with in a timely and fair manner by utilising a mechanism to allow students and staff to submit a complaint through the Complaints and Appeals process outlined below.

### 19.1 Complaints

Definition: 'An expression of discontent, regret, pain, censure, resentment or grief against another person or against the systems set by AWCC'. There is no cost involved with lodging a complaint. This policy and procedure is relevant to all complaints/issues arising in the following areas:

- Student wishes to raise a complaint against another student.
- Student wishes to raise a complaint against AWCC.



- Student wishes to raise a complaint about a Third Party.
  - AWCC staff wishes to raise complaint about a Third Party.
  - Staff wishes to raise a complaint about another staff member or a student.
  - Member of the public wishes to make a complaint against AWCC.
  - Family member/Guardian wishes to make a complaint against AWCC.
- An agency public wishes to make a complaint against AWCC.

Should the internal process be unsatisfactory, anyone can lodge a complaint to:

- National Training Complaints Hotline [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au) or phone: 13 38 73 Monday – Friday, 8am to 6pm nationally.
- Office of Fair Trading [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au)
- Other relevant regulatory body – ie NESAs, Department of Education and Training Victoria.

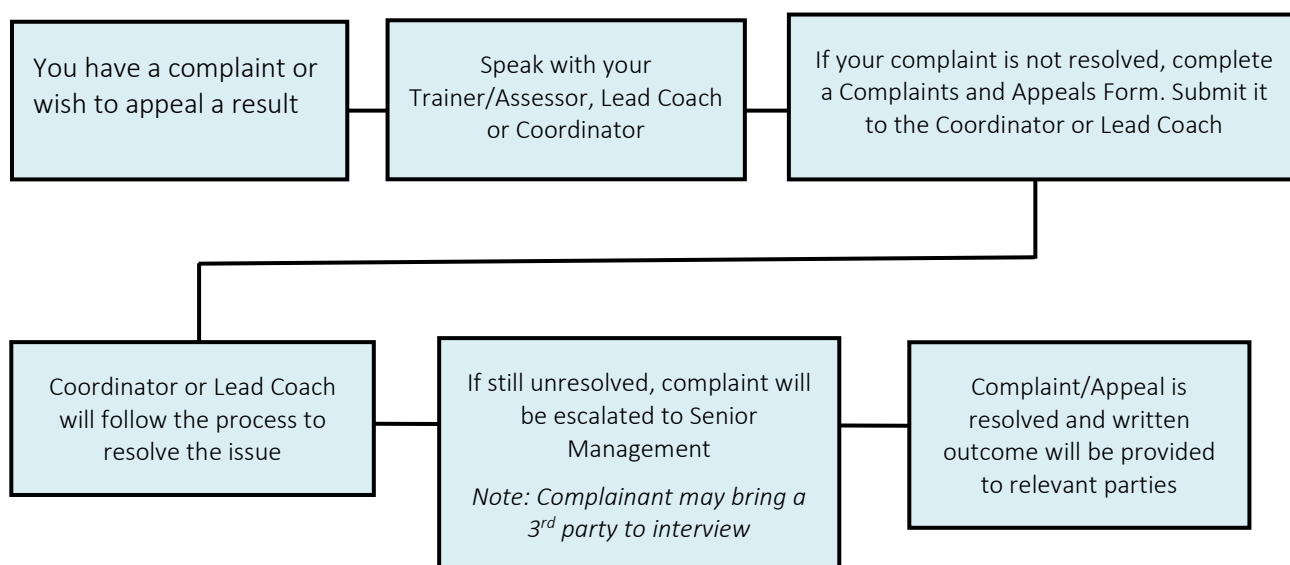
## 19.2 Complaints & Appeals Process

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Coordinator, who will make themselves available at a mutually convenient time.

If a student is not satisfied with an assessment result or action, they may then undertake a complaint or appeal using the following procedure:

- The student may raise the issue in writing by completing the Complaints and Appeals Form. A sample of which is included at the back of this Handbook [Appendix A]. After receiving the complaint in writing, AWCC will arrange a confidential personal interview with the Coordinator or Manager as soon as reasonably practicable, preferably within seven business days.
- This interview will attempt to resolve the complaint either between the parties involved or between the student and AWCC. If the complaint cannot be resolved to the satisfaction of the student, the complaint will be forwarded to the CEO of AWCC for further action.
- If Management are party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred directly to the CEO of AWCC.
- Upon resolution of the grievance, a written statement of the appeals outcome, including reasons for the decision, will be given to both parties. All Complaints and Appeals Forms will be filed in the Complaints and Appeals Register and submitted for review at the monthly Quality and Compliance Meeting. Improvements are to be identified and implemented according to AWCC policies and procedures.

## 19.3 Complaints Process Flow Chart



## 19.4 Appeal of Assessment result

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This policy and procedure is relevant to all appeals arising in the following areas:

- Student disagrees with the result given by their Assessor.
- Student wishes to have their result reviewed by another Assessor.
- Student wishes to be re-assessed for the same unit.
- Student believes that they were discriminated against by the Assessor.

## 19.5 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by AWCC if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, students are asked to discuss the matter with their Department Coordinator or Lead Coach, in an attempt to reach a decision.

If they remain dissatisfied, they are then entitled to lodge a formal appeal by completing a Complaints and Appeals Form within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If they are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

The student has the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an appeal:

- Student receives a result for an assessment task, with which they do not agree.
- Student completes a Complaints and Appeals Form.
- The Complaints and Appeals Form is submitted to the relevant Coordinator or Lead Coach. The National Manager is also notified.
- A written acknowledgement of receipt will be forwarded to the student confirming receipt of the Complaints and Appeals Form.
- The Coordinator or Lead Coach and the National Manager will consult with the Trainer/Assessor and student individually.
- The Coordinator or Lead Coach will follow the process on the Complaints and Appeals Form under 'Recommend Action Required for Improvement'.
- An initial meeting should be held within 10 business days.
- The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
- If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days.
- If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. The decision made by the Review Board will be final.

## 20 SERVICES AGREEMENT

In order to deliver the services contained within the agreements, AWCC has put into place a variety of policies and procedures to effectively manage operations. All staff are required to have a good understanding of the policies and procedures implemented throughout the organisation. By following the policies and procedures they have a responsibility to be involved in the continual development and revision of these policies and procedures, to ensure AWCC maintains a high level of customer satisfaction and meet all regulatory requirements.

This Student Handbook advises the student of the rights and responsibilities of both the student and AWCC and also details the services provided by AWCC. These services are also outlined within the Enrolment Agreement and the student Training Plan.

At student orientation, the Coordinator will explain the student's rights and responsibilities. The Training Plan will be completed and the orientation/induction checklist will be signed off by the student and the Coordinator.

## 20.1 Changes to Agreed Services

Where there are any changes to the agreed services that will affect the student, AWCC will advise the student as soon as practicable. This includes and changes to new or existing new third party arrangements or a change of ownership.

## 21 NO-SMOKING POLICY

Albury Wodonga Community College has a *'No Smoking'* policy where no-one is permitted to smoke on any of the AWCC or Australian College of Higher Education premises, to ensure a smoke free work environment.

This policy also applies to premises where a building is shared with a number of other departments or organisations. Smoking is banned at all times in AWCC vehicles.

Policy objectives are to meet the duty of care responsibilities as a teaching and learning environment and industry by:

- Protecting all students, employees, visitors, contractors and others, from exposure to tobacco smoke.
- Maintaining a totally smoke free working and learning environment.
- Supporting students and employees to improve their health and wellbeing.

## 22 LEGISLATIVE AND REGULATORY REQUIREMENTS

When undertaking work experience, the student acknowledges that they must observe the Industry Occupational Health and Safety – Victoria (WHS/OHS) and Workplace Health & Safety – NSW (WHS) Policies and all workplace practices, as instructed by the industry, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

In consideration of all AWCC staff, visitors and students well-being, it is important that adherence to all legislative acts and regulations are observed whilst undertaking training.

By signing the Enrolment Terms and Conditions Statement, the student acknowledges that they will observe AWCC's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in this Student Handbook.

### 22.2 Privacy and Personal Information Protection Act 1998 No 133

Where State or Commonwealth funding supports training, AWCC is obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

AWCC does not share, rent, or sell personal information provided to them. The confidentiality of the information collected is protected under the Commonwealth, Victorian and New South Wales Privacy Acts (see below). If AWCC is required to disclose information about students to a third party, a written consent from the student must be obtained (ie editorial, photos for advertising purposes, etc).

(Privacy Act 1988; Privacy and Personal Information Protection Act 1998 No 133; Privacy and Data Protection Act 2014).

### 22.3 Requirements when collecting personal information

AWCC takes such steps as are reasonable in the circumstances to ensure that, before any information is collected, or as soon as practicable after collection, the student to whom the information relates to, is made aware of the following:

- The fact that the information is being collected.
- The purposes for which the information is being collected.
- The intended recipients of the information.
- Whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual, if the information (or any part of it) is not provided.
- The existence of any right of access to, and correction of, the information.
- The name and address of the agency that is collecting the information and the agency that is to hold the information.

### 22.4 Occupational Health and Safety Act (2004) [Victoria] & Work Health & Safety Act (2011) [NSW]

AWCC is committed to providing and maintaining a safe and healthy environment for the benefit of all students, employees, visitors, contractors and others. Due to AWCC's geographical location, any required work placement and workplace assessment will take place in either NSW or Victoria. As such, AWCC must abide by each state's regulations and legislative requirements.

AWCC monitors and maintains the appropriate Occupational Health and Safety levels and obligations under the State Rules and Regulations of the Victorian Occupational Health and Safety Act (2004) and the NSW Work Health & Safety Act (2011).

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of AWCC Management - this generally occurs through the Trainer/Assessor and/or Coordinator. Students need to be aware of their responsibilities related to WHS/OHS.

For more information visit: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au) or [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

## 22.5 WHS/OHS Incident Report

The WHS/OHS Incident Report is utilised to record injuries and incidents that occur within AWCC campuses and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

In the event of a student injury, it is the responsibility of the student, with the assistance of the Trainer/Assessor, to complete the form with all relevant details.

All students (and staff) are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on AWCC premises or whilst on work placement. All incidents or injuries involving a student during work placement are to be reported to the student's Workplace Assessor and/or the relevant Coordinator.

*Note: Whilst on work placement the student is covered by the insurance of the Host Service*

## 22.6 Hazard Identification

Students, contractors and employees at AWCC are responsible for identifying and reporting hazards. If a student identifies a hazard it is to be reported to either the Trainer/Assessor, Coach, Coordinator or Lead Coach. The student will be required to complete a WHS/OHS Incident Form.

## 22.7 Accidents (Reporting)

- A First Aid Kit is located in the reception office at AWCC premises.
- In the event of an accident, or illness, do not leave the affected person unattended.
- Any accidents during class must be reported to the Trainer/Assessor and/or Coordinator as soon as possible and an incident report form completed.
- In the event of an emergency situation outside office hours, the Corporate Services Manager may be contacted by phone on: 02 6043 8200.

## 22.8 Emergencies

Students should familiarise themselves with AWCC's emergency procedures outlined during orientation, such as the location of fire extinguishers, hose reels and the evacuation meeting points.

AWCC venues have the following information and diagrams strategically placed on walls, doors and noticeboards and students, staff and others, are expected to follow these, when applicable:

- Emergency Evacuation Procedure
- Emergency Location Map

## 22.9 Evacuation Procedure

In the event of an emergency situation which requires evacuation, for example, a fire, bomb threat or gas leak, everyone is required to adhere to the *Emergency Evacuation Procedures*, as follows:

Once an alarm is sounded, if a Fire Warden is available, listen to and follow their instructions to evacuate, or if no Fire Warden:

- Follow the instructions given, or calmly evacuate the room, following the evacuation procedure, leaving the building in an orderly manner.
- Meet at the Evacuation Meeting Point, as indicated on the signs located around the building.
- Await further instructions from the Fire Warden or Emergency Services.
- Do not leave the Evacuation Meeting Point until instructed to do so, as a roll call will be initiated to ensure that there are no students, employees or others still in the premises.

## 22.10 Anti-Discrimination, Equal Opportunity, Bullying and Harassment

AWCC abides by the [Equal Opportunity Act 2010](#) (VIC) and the [Anti-Discrimination Act 1977](#) 1977 (NSW).

AWCC supports an environment of equal opportunity, free of harassment, bullying and unlawful discrimination. We aim to ensure equitable access to benefit training and assessment, irrespective of gender, age, race, religion, culture, linguistic background, marital status, socioeconomic background, disability, sexual preference or political conviction.

We are committed to:

- Equal opportunity, fair treatment, access and equity for all employees and students.
- Creating a work and learning environment which is free from harassment and discrimination, where all people, regardless of position or status, are treated with dignity, courtesy and respect.
- Implementing training and awareness-raising strategies to ensure that all employees and students are aware of their rights and responsibilities.
- Encouraging the reporting of behaviour which breaches equal opportunity and, where such behaviour occurs, providing a fair, effective and timely resolution process based on the principles of confidentiality and natural justice.
- Promoting and modelling appropriate standards of conduct at all times.
- Encouraging Aboriginal and Torres Strait Islander students, people from culturally and linguistically diverse backgrounds and people with diverse academic, work and life experiences to apply.

Anyone found to be in violation of AWCC's policies regarding Anti-Discrimination, Equality, Bullying and Harassment will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract or course enrolment.

The following laws operate at a federal level and the Australian Human Rights Commission has statutory responsibilities under them:

- [Age Discrimination Act 2004](#)
- [Australian Human Rights Commission Act 1986](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)

## 22.11 Cultural Awareness

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to the Trainer/Assessor, Coordinator or Chief Executive Officer. All complaints will be promptly investigated. For more information visit: [www.humanrights.gov.au](http://www.humanrights.gov.au)

## 22.12 Copyright Act 1968

The Copyright Act 1968 is an act relating to copyright and the protection of certain performances, and for other purposes. All students should be aware of the restrictions of copyright regarding the use of printed or electronic work. Your Trainer/Assessor can provide clarification or refer to 'Plagiarism & Cheating' in this booklet.

For more information visit: [Copyright Act 1968](#)

## 22.16 Industrial Relations Act 1996

AWCC abides by the required [Victorian Industrial Relations Acts](#) and [NSW Industrial Acts](#) legislation, including [Industrial Relations Act 1996 \(NSW\)](#). Please refer to the [Victorian Economic Development, Jobs, Transport and Resources](#) website and the [NSW Industrial Relations](#) website for information and support, including links to legislation.

## 22.17 Australian Consumer Law (ACL) 2011

The [Australian Consumer Law \(ACL\)](#) is the national consumer protection and fair trading law and sets out the rights and responsibilities of consumers and businesses, including AWCC as a training provider. AWCC abides by the [Australian Consumer Law and Fair Trading Act 2012](#).

AWCC also receives Smart and Skilled and ACE CSO Funding and meets the 'Rights and Obligations' outlined in the [Smart and Skilled: Consumer Protection Strategy](#) from the NSW Government Department of Industry.

## 22.18 Commission for Children and the Young People and Child Guardian Act (1998)

The object of the Commission for Children and The Young People and Child Guardian Act (1998) is to establish, promote and protect the rights, interests and well-being of children in NSW. For more information visit: [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au).

## 23 INSURANCE

AWCC maintains public liability insurance with adequate cover suitable for AWCC's size and scope of registration, which is set as \$20 million.

The CEO is responsible for ensuring that sufficient insurance cover is in place to cover the usual risks associated with the operations of AWCC. Other insurances relevant to AWCC's operations may include:

- Professional indemnity and workers compensation (as required).
- Building and contents (where appropriate).

## 24 CERTIFICATION DOCUMENTATION

Only students who have been assessed as meeting all the requirements of the training package are issued with AQF certification documentation. In determining whether a student is Competent or Not Yet Competent, they are assessed against the requirements of the training package or accredited course.

A testamur (certificate or graduation statement) is issued to a student who has met the full requirements of a VET qualification. A record of results will accompany the testamur.

A Statement of Attainment will be issued to certify successful completion of one of more units of competency from a VET qualification or an accredited short course.

The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework" or contain the AQF logo.

The testamur will contain sufficient information to identify correctly the:

- Issuing organisation.
- Graduate who is entitled to receive the AQF qualification.
- Awarded AQF qualification, with its full title and code.
- Date of issue and certificate number.
- Person(s) in the organisation authorised to issue the documentation.
- Authenticity of the document (by use of watermark of logo, unique stamp or seal).

All testamurs and Statements of Attainment identify AWCC by its National Provider number (#3732) from the National Register and includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use, as set by the Australian Quality Framework requirements (Policy 2.1, AQF Qualifications Issuance Policy).

Certificates are issued within 30 days of completion of the course. Classes may conduct graduation ceremonies for the presentation of certificates. If a student is unable to attend, certificates will be issued by mail to the address recorded in AWCC's student management system.

## 25 APPENDICES

Documents shown on the following pages:

Appendix A      Complaints and Appeals Form

Appendix B      Student Support Services List

## Appendix A - Complaints and Appeals Form

Complainant Name		<b>TYPE OF COMPLAINT</b> <input type="checkbox"/> Student to student <input type="checkbox"/> Student to AWCC <input type="checkbox"/> Staff to student <input type="checkbox"/> Student to workplace Supervisor <input type="checkbox"/> Staff to workplace Supervisor <input type="checkbox"/> Staff to staff <input type="checkbox"/> Agency <input type="checkbox"/> Public to AWCC
Date Submitted		
Type of Complainant (Please tick)	<input type="checkbox"/> Student <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Agency <input type="checkbox"/> Employee <input type="checkbox"/> Workplace Supervisor <input type="checkbox"/> Member of Public	
Form submitted to		
Other party/s involved		
C & A Register No		

Appeals must be lodged within seven days of initial result being determined.

Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

APPEALS: Have you discussed this matter with your Trainer/Assessor? **Yes / No**

Details of Complaint/Grievance/Appeal

(If you require more space to outline your complaint please attach a separate page to this document)

SAMPLE ONLY

Signed By:

Date:

### Recommended Action Required For Improvement:

Initial Meeting: (within 7 calendar days)

- Complaint raised
- Initial meeting held to discuss complaint with all parties involved, in order to find a solution agreeable to all parties
  - a) Solution found and remedied (Please continue to Appeal Outcomes section)
  - b) Attempted but not successful:
    - Further investigation required: (60 calendar days)
    - Referral to AWCC Manager or nominated person.
    - Referred to a third party/panel
    - Referral to other services (ie counselling services or LLN)
    - Referred to ASQA Complaints [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)
    - Referral to government body (ie police, hospital)
    - Referral to funding body (ie DEC, DIISRTE)

AWCC is responsible for acting upon the subject of any complaint/appeal found to be substantiated

## **Enrolment & Selection (SRTO 5.3)**

The enrolment form and or applicant details form will also provide further information regarding the following:

Victorian Government VET Student Enrolment Privacy Statement

NSW Consent to use and disclosure of personal information to the Department of Industry, Skills and Regional Development and other Government Agencies

Terms & Conditions of Enrolment

Consents

USI

Eligibility/Concession check

Learner eligibility and declaration

Transition from School

Course Fees, Payments and Refunds (SRTO 5.3)

Provide Secure Certification (SRTO3.1-3.3)

Fee Protection (SRTO 7.3)

Changes to Agreed Services (SRTO5.4)

Consumer Guarantee (SRTO 5.3)

Cooling Off Period (SRTO 5.3)

Complaints and Appeals (SRTO 6.1)

Credit Transfer (SRTO 3.5)

Language, Literacy and Numeracy (LLN) (SRTO 1.7)

Support Services (SRTO 1.7)

Legislative and Regulatory Requirements (SRTO 8.5)



## Appendix B – Student Support Services List

Organisation	Website	Phone No	Email	Facilities Provided
Just Ask Us! (Post-Traumatic Stress Disorder)	<a href="http://www.justaskus.org.au">www.justaskus.org.au</a>	1800 422 899	Available on website	Post-traumatic stress counselling
Precision Consultancy	<a href="http://www.precisionconsultancy.com.au">www.precisionconsultancy.com.au</a>			Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	Available on website	Assistance with hardship or personal issues
The Reading Writing Hotline	<a href="http://www.literacyline.edu.au">www.literacyline.edu.au</a>	1300 655 506	<a href="mailto:info@literacyline.edu.au">info@literacyline.edu.au</a>	Assistance with reading, writing and numeracy.
Na- Narcotics Anonymous	<a href="http://www.naoz.org.au">www.naoz.org.au</a>	0466 663 979	<a href="mailto:Info@na.org.au">Info@na.org.au</a>	Assistance for people who are/or have been affected by drugs
NSW Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	(02) 4924 6333	Available on website	Assistance and counselling regarding sexual assault
Workplace Bullying Helpline	<a href="http://www.workershealth.com.au">www.workershealth.com.au</a>	(02) 9749 7666	<a href="mailto:crew@reachout.com.au">crew@reachout.com.au</a>	Advice and assistance for those experiencing workplace bullying
Suicide Helpline	<a href="http://www.suicideline.org.au">www.suicideline.org.au</a>	1300 651 251	Available on website	Assistance and counselling regarding suicidal tendencies and for family/friends affected by suicide.
Men's Helpline Australia	<a href="http://www.menslineaus.org.au">www.menslineaus.org.au</a>	1300 787 879	<a href="mailto:talkitover@menslineaus.org.au">talkitover@menslineaus.org.au</a>	For male related health issues
Wesley Mission Aust. (Poverty Helpline)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	(02) 9263 5555	Available on website	Advice and assistance regarding financial issues

Organisation	Website	Phone No	Email	Facilities Provided
National Council For Single Mothers and Their Children	<a href="http://www.ncsmc.org.au">www.ncsmc.org.au</a>	(08) 83543856	<a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>	Assistance for single mothers
Physical Disability Australia	<a href="http://www.pda.org.au">www.pda.org.au</a>	(02) 6567 1500	Available on website	Assistance to those with a physical disability
Deaf Australia Translating and Interpreting Service	<a href="http://www.deafau.org.au">www.deafau.org.au</a>	(07) 3357 8266	Available on website	Access to interpreters for deaf or hearing-impaired students
Salvo Care Line	<a href="http://www.salvos.org.au/salvocareline">www.salvos.org.au/salvocareline</a>	1300 362236	Available on website	Provide financial assistance or emergency care
Disability Advocacy Network Aust.	<a href="http://www.dana.org.au">www.dana.org.au</a>	(02) 6175 1300	Available on website	Assistance to those with a disability
National Disability Service	<a href="http://www.nds.org.au">www.nds.org.au</a>	(02) 6283 3200	<a href="mailto:nds@nds.org.au">nds@nds.org.au</a>	Assistance to those with a physical disability
Vision Australia	<a href="http://www.visionaustralia.org">www.visionaustralia.org</a>	1300 846 674	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	Assistance to those with vision impairment
Community Migrant Resource Centre	<a href="http://www.cmrc.com.au">www.cmrc.com.au</a>	(02) 9687 9907	Available on website	Assistance with Migration support services
Family and Community Services Ageing, Disability and Home Care	<a href="http://www.adhc.nsw.gov.au">www.adhc.nsw.gov.au</a>	(02) 9377 6000	<a href="mailto:servicembx@facns.nsw.gov.au">servicembx@facns.nsw.gov.au</a>	Support for family, ageing, disability or home care
National Disability Abuse and Neglect Hotline	<a href="http://www.disabilityhotline.net.au">www.disabilityhotline.net.au</a>	1800 880 052	<a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a>	Assistance to those with a disability who may have suffered abuse or neglect
Department of Health/ Mental Health	<a href="http://www.health.gov.au">www.health.gov.au</a>	(02) 6289 1555	Available on website	Support for who are affected by health or mental health issues