



**Guyra Adult Learning Association Inc**

trading as

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# **Information Handbook for Vocational Education and Training Students**

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## **1. Welcome**

Welcome to the New England Community College Inc. (NECC), thank you for choosing to enrol with the college. We sincerely hope you gain the full expectation and benefits from this qualification.

The NECC's coordinators are available to answer any additional questions about your chosen qualification that you need clarified.

The NECC staff can also assist you to develop skills and knowledge that will promote and assist you to meet your training goals.

Should you have any feedback for us this can be provided through, the NECC Program Coordinators, Course Trainers, and our feedback forms?

## **2. Introduction**

New England Community College Inc started out as Guyra Adult Learning Association Inc which was formed in 1981 after a public meeting in Guyra. People recognised that Adult and Community Education could fill an educational void in rural communities for adults. Since 1996 the college has grown with branches/outpost in Armidale, Walcha and Glen Innes.

New England Community College operates as a non-profit, community based educational organisation. It provides equitable access to a diverse range of high quality, professionally presented vocational, literacy and lifelong learning opportunities that reflect the changing needs and interests of the New England and other communities.

### **2.1 Mission**

Our mission is to provide learning and social opportunities for student, including those from disadvantaged groups, to enable them to contribute and actively participate in society. Our aim is to conduct educational programs and provide other learning activities to meet the educational needs and interests for adults in our community

### **2.3 Vision**

Our vision is to be the college of choice that provides quality adult education programs that are:

- Flexible and meets client's needs
- Enjoyment of the learning experience
- Promote lifelong learning
- Assist with vocational opportunities

### **3. Enrolment Process**

To enrol in a Vocational Education Training (VET) course you are required to:

- Complete a NECC enrolment form and pay course fees to the college coordinator
- Be 14 years and 9 months old at time of enrolment
- You must adhere to NECC code of practice and student's rights and responsibilities codes

#### **3.1 Proof of Identity:**

Some courses offered require 100 points of identification to be produced at the time of enrolment.

Proof of identity can include the following:

- Birth Certificate - 70 points
- Drivers Licence – 40 points
- Medicare Card – 25 points
- Passport - 70 points
- Current account that gives name, address, of the student -25 points (1 only) less than 6 months old.
- Centrelink card – 40 points
- Bank Statement - 25 points

#### **3.2 Unique Student Identifier:**

All students undertaking nationally recognised training are required to have a USI. The NECC cannot issue a qualification or Statement of Attainment for training completed without a USI number.

Students can obtain their USI by visiting [www.usi.gov.au](http://www.usi.gov.au). Staffs at NECC are available to assist students with this process if required.

#### **3.3 Change of Personal Details**

Please ensure that you notify administration of any changes in you details e.g address, telephone number etc. Failure to provide such information may result in certificates being sent to an incorrect address.

### **4. Code of Practice**

New England Community College Inc believes that education is the foundation of an informed, cohesive and progressive community.

Our community comprises people from all backgrounds and circumstances sharing access to education training to assist them to participate fully and successfully in our community.

All people should have the greatest possible opportunity to make use of and participate in relevant activities and programs offered by our organisation.

The staff, members of the board and tutors are to observe the highest ethical and professional standards at all times and be fair and ethical in all their dealings on the organisation's behalf. They should refrain from any conduct which may damage the organisation or its reputation and seek to advance its interests within the community.

Their conduct should be always in accordance with our Code of Practice, Code of Conduct, Policies and Policy Guidelines and with all legislative, regulatory, industrial award and funding requirements relating to the areas and activities for which they are responsible.

## **5. The NSW Charter for Equity in Education and Training principles which are;**

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner's control and influence.
2. In the allocation of public resources, priority is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequities.
3. All young people are entitled, as a minimum, to be able to complete their school education to year 12 or a vocational education equivalent.
4. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
5. A demonstrated commitment to these equity principles and practices is a core responsibility for all those working in education and training.
6. The recognition of AQF qualifications and Statements of Attainment issued by other RTOs.

Student enrolment conditions will be clearly stated in the course program and where there are pre-requisites for enrolment, then that will be stated in the course details or brochure.

Courses will be delivered primarily in a teacher directed classroom style however flexible delivery methods, including workplace experience and assessment, recognition of prior learning and distance education may also be used if appropriate and within the organisation's resources.

Assessments will be carried out in accordance with the National Principles against the stated learning outcomes or competencies in the accredited curriculum.

New England Community College Inc has a student appeals procedure. This is fully documented in the Student Handbook.

Course fees will be clearly stated in the course program and an estimate of any additional costs will be advised prior to enrolment.

Students will be given every opportunity to achieve a satisfactory learning outcome including the development of educational pathways. Where we cannot assist, referral to other agencies will be made.

New England Community College will comply with the requirements of ASQA, the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2015, Australian Qualifications Framework (AQF) the AQTF, and use them as a guide for our policies and procedures, the consistent delivery of our courses and support services, and ongoing improvement in all areas of operation.

As a member of Community Colleges Australia, New England Community College agrees to abide by the code of ethics of Community Colleges Australia.

## **6. Policies and Procedures**

For further information on the following Policies and Procedures, please contact the college.

- Access and Equality Policy
- Code of Conduct Policy
- Work Health and Safety Policy
- Assessment Policy and Appeals Procedure
- Code of Practice Policy
- Grievance Policy and Procedure.

## 7. Legal and other Requirements

New England Community College's operations are affected by a range of legal and other requirements including Commonwealth and State/Territory legislation. These include, but are not limited to the following:

- National VET Regulator ACT 2012 and the National Standards for NVR Registered Training Organisations 2011 – legislation to cover the vocational education and training system nationally
- Work Health and Safety Act 2011 – provides for duties and obligations related to workplace health and safety.
- NSW Anti-Discrimination Act – provide for prohibition of discrimination and other specified conduct and provides for investigation of complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation.  
All of the above are available via [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)
- Disability Discrimination Act 2005 Education Standards –ensure equal access to training for students with a disability. See [www.hreoc.gov.au](http://www.hreoc.gov.au)
- Federal Privacy Act- relating to the collection, use and storage of personal data. See [www.hreoc.gov.au](http://www.hreoc.gov.au)
- Employment
- Taxation
- Workplace conditions
- Associations and Incorporations.

Legislation specific to individual training packages and qualifications may apply and will be addressed during the relevant training.

Relevant requirements are built into the content of the Student Information Handbook, including the Student Code of Conduct.

## **8. Fee Payment and Refunds**

Details of our course fees can be obtained from the college or from our website [www.gala.org.au](http://www.gala.org.au). All students will be asked to fill out an Enrolment Form each time they commence a course. If a course is already full your enrolment will be returned/re-credited immediately, unless you redirect it to another course. If **WE** cancel a course we will refund by cheque or re-credit your credit card.

Where extreme circumstances prevent attendance, a session/lesson transfer may be arranged, at the discretion of the Manager.

Once you send payment, you are enrolled unless we tell you otherwise. We do not confirm enrolments. Please note the date, time and location of the course as advertised.

Unless otherwise stated, the course fee will include all learning resources, text books and workbooks. If a student misplaces or damages any resource material which has been supplied, and requires replacement, NECC reserves the right to charge the cost of replacement to the student.

### **8.1 Student Concessions**

Students who receive one or more eligible Commonwealth benefit or allowance at the time of their enrolment may be eligible to pay a concession fee instead of the full course fee.

These benefits include:

- Age Pension
- Austudy (Veterans Children Education Scheme)
- Carer Payment
- Disability Support Pension
- Exceptional Circumstance Relief Payment
- Family Tax Benefit Part A
- Farm Help Income Support
- Mature Age Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans Affairs
- Widow Allowance
- Widow Pension
- Wife Pension
- Youth Allowance.

### **8.2 Cancellation of Courses:**

Minimum class sizes have been determined for each course. If at any time a course has insufficient students enrolled three days prior to commencement date, the course may be cancelled and the student's enrolment will be notified.

### **8.3 Student Refunds and Transfers**

If the NECC cancels a course a full refund of fees paid will be made to each student. If the course was paid for using a gift certificate a credit note will be issued.

An administration fee will apply if:

- A person cancels their enrolment within three days of the course commencement date
- A person transfers within three days of the course commencement date

If a course is full and the NECC does not receive notice of non-attendance at least the day prior to the course commencement date (Friday for a Sunday course), during business hours, the full fee will be non-refundable and there will be no transfers.

## 8.4 Payment of Course Fees

All enrolments are considered tentative until the course fees are paid. Payment of the full fee is required on enrolment or at least one week prior to the course commencement date. If fees are to be invoiced to an employer or agency, a purchase order is required to be submitted to the office upon enrolment. For courses costing more than \$1500, no more than \$1500 from one individual student will be accepted prior to the course commencement date. Upon course commencement, the remaining amount will be invoiced.

The CEO can approve a payment plan for those students that are disadvantaged or discriminated against due to their circumstance.

## 9. Assessment

All assessment activities are fully explained to the student prior to the assessment being undertaken. To be deemed competent against a nationally accredited unit, you must be assessed against all competency elements that comprise that unit. Assessment is carried out by competent assessors based on evidence of competence achieved through observation, testing, interview and/or review of records. New England Community College utilises a range of knowledge and skill-based assessment processes and methodologies to obtain evidence of competence including:

- workshop activities
- case study practicals and role plays
- guided audits led by the assessor acting as mentor to the Student
- written assignments and examinations
- work experience
- work based assessment

The selection of the assessment methods used is dependent upon the learning pathway. Assessment is planned and conducted in a manner that aims to ensure that it is *fair, valid, reliable* and *sufficient*. A student will be assessed as either 'COMPETENT' or 'NOT YET COMPETENT'.

- If 'COMPETENT' : For nationally accredited training you will be issued with either a 'Certificate' for a full qualification or a 'Statement of Attainment' for units of competency within a qualification.
- If 'NOT YET COMPETENT': You will be advised of the areas where competency is yet to be achieved and given further opportunity to achieve competency.

### 9.1 Issue of Qualification

Certificates will be issued by NECC within 21 days after the student has been assessed as competent. Preprints of certificates will be available on request; however a charge of \$20.00 will apply.

### 9.2 Contextualisation

Contextualisation enables units of competency to be adjusted to reflect the context in which they are used. Units and assessments may be adapted to suit organisational needs, delivery methods, learner characteristics, students that may have a disability (refer to the NECC disability action plan) and enterprise requirements.

Contextualisation assessment must not compromise the required outcome of the unit of competence.

### 9.3 Re-Assessment

If you do not successfully demonstrate competency for all required elements either during a training course or via written assignments you will be eligible for re-assessment. The method for re-assessment will be dependant upon the performance criteria and will be discussed with you by your assessor. If you elect to try for re-assessment you may be liable for any associated costs involved.

### 9.4 Attendance and Absenteeism

For all accredited courses it is a requirement that students attend and actively participate in no less than 80% of the scheduled course sessions. If sufficient evidence of competency can be obtained, attendance of less than 80% may be accepted at the discretion of the CEO with the recommendation of the trainer/assessor.

Students are expected to provide notice of absenteeism to the trainer if possible prior to the absence.

## 10. Student Grievances and Dispute Resolution

Should you believe that you have sufficient grounds existing for an appeal of the outcome of an assessment, this should be discussed with your assessor. If you have a complaint it should be brought to the attention of the trainer or assessor immediately for it to be resolved. If there is a disagreement you should make the appeal, or complaint in writing (marked '*confidential*') to:

The CEO  
New England Community College Inc  
P.O. Box 170  
Guyra NSW 2365

A written outcome of all appeals, grievances and complaints will be provided to the student.

## 11. Vocational Education and Training (VET)

Vocational Education and Training (VET) provides skills and knowledge for work. New England Community College offers nationally-recognised qualifications under the Australian Qualifications Framework (AQF). Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. They specify the combination of competency standards required to achieve a particular qualification. Students who complete some, but not all, standards for a qualification are awarded a 'Statement of Attainment'. When a student is assessed as competent in the remaining standards, they attain the full qualification.

**Please Note:** To enable us to issue a Certificate or Statement of Attainment students are required to provide some form of photographic identification (e.g. driver's licence/passport etc.) with their full legal name on it. This is a requirement under the AQF Guidelines. You may also be required to provide additional documentation if the training is supported by public or Government funding.

## 12. Recognition of Qualifications Issued By Other Registered Training Organisations

New England Community College Inc recognises the AQF Qualifications and Statements of Attainment awarded by other Registered Training Organisations (RTO). These must be authenticated by the provision of properly completed assessment records such as a Statement of Attainment.

### 12.1 Recognition of Prior Learning/Current Competency

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) are examples of the different types of evidence that may apply to the course that you are undertaking. These may be in the form of:

- Formal qualifications (Certificate/Statement of Attainment from other RTOs)
- Life Experiences
- Work History

Please speak to your tutor or the staff at New England Community College if feel you may be eligible to gain RPL or RCC, and we will advise you of the process required. This process is also designed to reduce your costs and your time for the course.

More information on RPL is also available by request. Full RPL application documentation procedures are available.

## 13. Records Management and Privacy

Records of student VET training and assessment are held for a minimum of 30 years as either hard copy (securely stored) and /or electronic files which are backed up weekly. All student records are confidential and distribution is limited to:

- The Student;
- Guyra Adult Learning Association Inc as the RTO
- Surveys and educational information required by the Government.

If you wish to access your records you should inform your trainer/assessor who will make arrangements. Information will not be distributed to any other parties without prior written authorisation of the Student. An example of when this may be is if your employer organisation has organised the training and wishes to have a record of your training.

If you choose to change training providers it is your responsibility to transfer records to the new training provider.

## 14. Continuous Improvement

In line with the key concept of continuous improvement, New England Community College carries out an internal review of its training and assessment methods and supporting management systems on a yearly basis to identify any improvements required. In addition, the CEO and Program Coordinator review at the end of each course:

- Assessments and documentation
- Students/client complaints and other feedback
- Student feedback forms
- Issues highlighted in Trainer's feed back forms.

As a result of the above processes, corrective action can be identified and implemented to prevent the recurrence of any problems encountered.

## 15. Student Welfare, Guidance and Support Services

New England Community College primary concern is to enhance lifelong learning for its clients. To this end we provide the following services:

- Assistance with literacy, numeracy and general education skills
- Referral to agencies which offer vocational counselling and advice
- Arrangements for additional tuition and/or advice where possible.

All clients are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

If you require assistance please speak with either your Trainer or Coordinator.

**New England Community College does not offer formal welfare or guidance services** but every effort will be made to assist clients to access appropriate support agencies.

### 15.1 First Aid and Ambulance Cover.

NECC has trained first aid officer. Students are advised to report all injuries to their trainer, or to the admin staff. First aid kits can be found on site.

Any ambulance transport required has a result of any incident on NECC's premises or on property hired by NECC, will be at the injured or ill persons own expense.

## 16. Language, Literacy and Numeracy

New England Community College recognises that all vocational training includes language, literacy and numeracy tasks and all NECC trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice;
- Opportunities for independent practice.

Where some clients require additional practice and training New England Community College arranges appropriate language, literacy and numeracy support.

## 17. Student Code of Conduct

New England Community College requires that all students observe the following principles whilst undertaking training and assessment:

- Respect other students and their trainers
- Follow any reasonable direction from NECC staff
- Behave in a responsible manner by not littering, damaging, stealing, modifying or misusing property
- Not be under the influence of drugs or alcohol, or engage in any behaviour which could offend, embarrass or threaten others
- Observe NECC policies and procedures
- Feel free to contribute but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work should be the original work of the student.

Where the above is not observed the trainer has the right to counsel the student involved by:

- immediate discussion of the problem
- if the problem continues, terminating the student's involvement in the training and assessment process

New England Community College has the right to withhold any applicable certificates wherever a student is requested to cease training or assessment for behavioural reasons. In the event that a student is suspected or found to be copying other people's work for assessment purposes then the trainer has the right to request that the assessment be undertaken again at the student's cost. New England Community College has the right to withhold Certificates and Statements of Attainment where a student is found to be plagiarising assessment material. No refund will be provided in the event that a student is requested to leave the training for the above reasons.

As a client of New England Community College you are entitled to:

- Learn in an environment free of discrimination, harassment, bullying or victimisation
- Pursue your learning goals in a supportive and stimulating environment
- Have direct access or referral to support services as necessary
- Privacy concerning all your personal records and information held by the organisation

By signing the New England Community College Enrolment Form you have agreed to the enrolment and student information.

### 17.1 Students Rights and Responsibilities

The organisation recognises that students have the following rights:

- Expect the organisation to provide courses of high quality that recognise and appreciate their individual needs and learning styles.
- Have access to the organisations courses and services regardless of 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, acquired competencies, and experience appropriately recognised in determining their requirements for accredited courses.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to commencement.
- Appeal to our Committee for a review of the results of a test or assessment.
- Expect to achieve the published learning outcomes from their course, if they, in turn, devote the necessary time and diligence to it.
- Learn from well-qualified, competent and diligent tutors who observe their responsibility to address students' learning needs, assist them to achieve published course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that the organisation will be ethical and open in our dealings, our communications and our advertising.
- Expect that the organisation will observe our duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of their records in accordance with our policies, to the extent permitted by law

### **Students' Responsibilities**

Students are responsible for:

- Understanding and accepting the Enrolment Conditions for the courses they undertake.
- Providing accurate information about themselves at enrolment, and advising the organisation of any changes to their address or phone numbers.
- Paying all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people and do not bring drugs, weapons or alcohol to the classroom
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the Office.
- Respecting the organisation's property and observing Policy Guidelines and instructions for the use of equipment.
- Make sure they are appropriately dress for the course you are undertaking.
- Seeking clarification of students' rights and responsibilities when in doubt.

Note : The organisation retains the right to refuse enrolment as permitted by law and to remove from class students who do not behave in an acceptable and appropriate manner towards staff or students, fail to respect the property of the organisation, the staff or other students, or the premises in which classes are conducted.

### **18. Delivery**

New England Community College Inc ensures that all resources meet the requirements of the relevant endorsed training package(s) and /or accredited course(s), for the delivery, assessment and issuing of qualifications.

NECC affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements;
- Relevant Training Package and /or accredited course documents and support materials, with necessary copyright authorisations;
- Work placement and Training Facilities environments are safe and provide suitable support for all students.

Delivery strategies utilised by NECC are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on- the- job delivery and assessment.

### **19. Disciplinary Procedures**

All NECC clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on-and off- the-job training and assessment.

Any breaches of discipline will result in the client being given a verbal warning.

Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

### **20. Mobile Phone**

Unless for emergency reasons students are requested to turn mobile phones off whilst in the classroom as unnecessary calls become a distraction to learning.

## **21. No Smoking Policy**

New England Community College Inc is a smoke free organisation. Smoking is not permitted in any part of the college buildings or in the designated 'No Smoking' areas outside the building.

## **22. Personal Protective Equipment (PPE) and Clothing**

Students may be required to wear PPE or clothing while undertaking some course.

A student will be unable to commence the practical activity if they fail to provide the required equipment.

## **23. Children on Campus and Minimum Enrolment Age**

NECC acknowledges that occasionally there may be the need to bring children onto the campus. While NECC will try to ensure that no student is unfairly disadvantaged or discriminated against due to their parental responsibilities, reasonable steps will be taken to protect the study environment of other students. Children are only allowed on the premises in temporary circumstances, where parents retain the sole responsibility of their children and the children are not disrupting the learning of others.

## **24. Copyright**

NECC observes the requirements of the licence for copyright documents under the Copyright Act, and the associated guidelines issued by Copyright Agency Ltd. If copy is for educational purposes (including staff and students) and not supplied to anyone for profit a person can make multiple copies of:

- The whole or part of a single article, a number of articles on the same or similar subject from a newspaper or periodical
- 10% of the pages in a published work or a chapter of the work if the work is more than 10 pages.

### **24.1 Plagiarism and Referencing.**

Assignments and other forms of assessment must be your own original work. Copying directly from research sources or another student work is plagiarism. Plagiarised work will not be accepted and will result in disciplinary action. Any material gathered from other sources must be referenced.