



BYRON REGION COMMUNITY COLLEGE

VOCATIONAL EDUCATION and TRAINING STUDENT HANDBOOK

Thank you for enrolling as a student in our accredited Vocational Education and Training program. This Handbook provides information about BRCC and includes a number of policies and procedures that relate to you as a student. They are in place to ensure you achieve your desired outcomes and gain the maximum benefit from your course.

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Vision Statement

To involve and engage our community through inspiring learning experiences.

Guiding Principles

1. Operate an effective, accountable and flexible community owned organization.
2. Create quality educational experiences that are responsive and relevant to community aspirations, interests and needs.
3. Ensure accessibility to learning for all people by offering diverse and affordable programs.
4. Research, develop and implement projects that are innovative and stimulating.
5. Maintain a high level of open and effective communication both internal and external.
6. Encourage participation, co-operation and community support in all College activities.
7. Support and nurture active networks with other bodies who have mutual or complementing interests.

Statement of Values

Equity

BRCC will ensure that all persons have access to our education programs regardless of age, gender, sexuality, race, ethnic origin, political belief, religious belief, disability or disadvantage.

Empowerment

BRCC will work to ensure the education programs and the learning environment assist participants in their efforts towards self determination, self responsibility and to improve their ability to make informed choices.

Independence

BRCC is an independent, autonomous, not for profit community based organisation working for the local community.

Consultation

BRCC will consult fully with all its stakeholders in its planning, directions and service provision.

Co-operation

BRCC will work closely and co-operatively with existing and future agencies within our community.

Flexibility

BRCC will maintain flexibility in our operations and functions ensuring appropriate responses to the changing education needs of the community.

Excellence

BRCC strives for excellence in all areas of education service specifically in meeting all the AQTF 2007 Standards.

Student Rights

Byron Region Community College (BRCC) recognises that:

1. All students have a right to learn in an appropriate environment and that all people using the service have a right to be free from any form of harassment and/or discrimination.
2. Students have a right to have their learning needs addressed by the teacher.
3. Students have the right to expect a competent tutor and achieve the expected course outcomes.
4. Students have the right to be re-assessed if the competency is not achieved first time.
5. Students have the rights to normal privacy afforded all citizens in personal matters.
6. Students have a right to a prompt refund of course fees in accordance with the refund policy.
7. Students have the right to access their records held by Byron Region Community College.

Student Responsibilities

1. Students are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other clients.
2. Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow OH&S procedures, non compliance with the *Code of student responsibilities*) may be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not adopted, the student may be dismissed from the course.
3. Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
4. Students should come to class sober and drug free and smoke only in open areas away from other people.
5. Students are responsible for personal possessions while attending the course. Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying.
6. Students must pay all fees and charges associated with the course. At the discretion of the Operations Manager course fees may be able to paid by installment.
7. Students must recognise other peoples' human worth and dignity and adhere to legal requirements regarding workplace harassment.
8. Students must report all injuries or incidents of harassment by other students or trainers/assessors promptly to the Operations Manager or Director.

Student Welfare and Guidance Services

Byron Region Community College's primary concern is the achievement the vocational training goals of its students and to enhance lifelong learning for its clients. To this end we provide the following services:

- Assistance with literacy and numeracy.
- Referral to agencies which offer vocational counselling and advice
- Advice on possible Government support services.
- Arrangement for additional one-to-one tuition.

Student Access to personal records

Students have the right to access the records held by BRCC (Byron Region Community College) that relate to them. If you wish to access your records you must apply in writing to the Operations Manager or Director. Your request will be responded to within 7 working days.

Please contact the Operations Manager or Equity Officer if you would like more information about any of these services.

CODE OF PRACTICE

Byron Region Community College acts in accordance with the Australian Quality Training Framework Standards for registered training organisations (2007).

Continuous Improvement

Byron Region Community College (BRCC) is committed to continuous improvement of its systems through identifying and acting on opportunities for improvement.

Access and Equity policy

Byron Region Community College ensures persons seeking enrolment in our programs are treated equitably. We select people based on their skills, aptitude, relevant and required qualifications including life experience and the potential to benefit from our programs. This may include assessment and support for identifying language, literacy and numeracy difficulties.

BRCC promotes a learning environment that is free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

BRCC is committed to supporting full access to the organisation's range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

Disability Policy

Byron Region Community College (BRCC) is committed to supporting individuals with a disability enjoy full access to employment opportunities and training programs offered by the organisation and encourages them to participate as fully and independently as possible.

BRCC makes reasonable adjustment in its venue, service delivery, operations and resources in order to cater for people with a disability.

Harassment

Byron Region Community College believes that all staff, students and students are entitled to enjoy a work and learning environment free of workplace harassment. Workplace harassment includes:

- unsolicited approaches, comments or physical contact of a sexual nature
- victimisation
- bullying
- racial vilification

Privacy

Byron Region Community College collects certain personal information from staff and students to facilitate effective and efficient service provision. BRCC ensures the privacy of individuals in the following ways:

- only collects information with the knowledge and consent of individuals
- only uses personal information for the purposes for which it was collected
- **does not** re-sell, distribute, or share personal information to a third party without prior consent of the individual
- ensures that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- ensures that demographic and other statistical information is not linked to any personal information that can disclose the identity of an individual.

Occupational health and safety

Byron Region Community College considers the occupational health, safety and welfare of its staff and students to be of the utmost importance. It takes all “reasonably practicable” steps to provide and maintain a safe and healthy workplace and learning environment.

A successful OH & S program is dependent upon all persons on BRCC premises sharing responsibility for insuring a safe and healthy environment.

BRCC does not permit smoking or the consumption of alcohol or other drugs on any of its premises during training.

Student selection, enrolment and orientation

All students are provided with the following information prior to enrolment to enable them to make an informed choice:

- course information including content and vocational outcomes
- course timetable
- fees and charges
- entry requirements
- application form
- Code of Practice

Student enrolment conditions are clearly stated in the course program for each term. Where there are pre-requisites for enrolment, these are stated in the course details. Providing students meet course entry requirements, student selection is on a first come, first served basis.

The first session of the course provides student orientation to some or all of the following:

- introduction to trainers, staff and other students
- facilities equipment and resources
- course timetable
- flexible learning and assessment strategies
- organisational policies and procedures (*e.g. OH&S, Complaints and Appeals etc.*)
- client support and welfare services
- question and answer session

Fees and Refunds

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

Byron Region Community College will refund all student fees where a course does not proceed for lack of enrolments.

If a student wishes to withdraw for what are considered to be valid reasons they will be encouraged to enroll in a subsequent course for no charge rather than be given a refund. Withdrawal because of other reasons may incur an administration charge at the discretion of the Operations Manager or Director.

BRCC has strategies in place for the protection of fees paid in advance.

Course delivery

Byron Region Community College fulfils the requirements of Training Packages and accredited courses on its scope of registration. It does this by:

- having access to well qualified staff, equipment, facilities and appropriate training and assessment materials to provide the training and assessment services within its scope of registration;
- identifying, planning and documenting the learning and assessment strategies for each Training Package qualification and accredited course within its scope of registration;
- ensuring that training staff use procedures for systematically identifying individual learning needs and can identify a range of delivery and assessment methods to suit a variety of needs. These include flexible delivery and self paced learning strategies;
- ensuring that training and assessment materials are appropriate to client needs and delivery methods employed;
- ensuring that language, literacy and numeracy requirements are consistent with workplace needs and course outcomes;
- ensuring that customisation of its training programs meet the requirements specified in relevant Training Packages or accredited courses;
- negotiating workplace delivery and assessment strategies with employers and students. To work with employers to integrate any on the job training and assessment and schedules and workplace visits to monitor/review the training and assessment;
- developing, implementing and monitoring individual training plans for Apprenticeship/Traineeship Training Contracts. These plans encompass all relevant off-the-job training and structured workplace training;
- providing effective strategies for client support and monitoring, when conducting on-line or distance learning and assessment;
- providing appropriate training facilities, equipment and resources to comply with course requirements. All training and assessment facilities, equipment and resources are maintained in good condition and kept up to date;
- providing information to students outlining core and elective units and how these are delivered and assessed;
- ensuring that all OH & S requirements are identified and adhered to in the conduct of training and assessment;
- continually revising assessment processes to improve the quality and

- consistency of assessment;
- ensuring that appeal and re-assessment processes are in place for students who are unhappy with their assessment outcome. These are outlined in the Code of Practice;
- maintaining systems for recording and reporting the assessment outcomes of students and the learning outcomes they have attained.

Assessment of Competency

Byron Region Community College ensures that the assessments it conducts, either through a training and assessment program or assessment only process, meet the National Assessment Rules and Principles and the AQTF 2007 Standards.

BRCC undertakes to ensure at all assessments and evaluations of students in accredited VET courses will be done in accordance with the criteria laid down in the training package.

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

At the commencement of each course students will be advised of the general assessment criteria and requirements they will need to attain for issuance of qualification and be asked to sign the assessment confirmation form in acknowledgement of receiving this information.

Students must sign off on achievement of each competency or learning outcome in a full certificate course.

An appeal process is in place where a student disputes the result of an assessment (see the Complaints and Appeals section).

Recognition

Byron Region Community College provides full Recognition Services (Recognition of Prior Learning, Recognition of Current Competency and Credit Transfer) for all qualifications on its Scope of Registration that are currently being offered. Byron Region Community College recognizes the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with its Mutual Recognition obligations.

All students of accredited VET courses are advised of the availability of Recognition Services on enrolment. Students may apply for an RPL assessment related to competencies/learning outcomes included in the course. Assessments will be made against the learning outcomes and assessment criteria specified in the course curriculum and training package.

Complaints and Appeals

Byron College listens to clients and accepts feedback and complaints about the College, its teaching and administration. All client complaints will be dealt with in a constructive and timely manner.

1. Talk to us as soon as there is a problem

In the first instance you should talk to the Tutor or if your complaint is in relation to your Tutor you should contact the Equity Officer or the Operations/VET Manager. We encourage you to talk to us and explain your concerns. The Equity Officer or VET Manager will make a note of your concerns and follow up immediately.

2. Meet with the Operations & VET Manager or Equity Officer to explain your complaint

If the problem continues or is not easy to resolve informally, please ask for a meeting with the VET Manager or the Equity Officer. An interpreter will be arranged if required. You will be given the opportunity to present your case. We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed to at the meeting. We undertake to investigate the matters you have raised and respond within a reasonable time. We will keep a record of your complaint and the outcome in our register and on file. We may ask you to sign this record, acknowledging your involvement in the complaints process.

3. If you are still not satisfied, you may write a formal complaint to the Director.

Please ask for the complaints forms at the office.

Your complaint will be heard by an internal panel that will provide you with the opportunity to put your case. You will be notified in writing of the outcome of the panel's decision including the reasons for their decision. The writing notification of the Panels decision and reasons will be provided within 14 days of the panel meeting.

4. Mediation

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through local community organisations.

VET training delivery and assessment matters can be taken to the NSW Department of Education and Training – VETAB.

If the unresolved matter is not related to training delivery, you could take your complaints to the NSW Department of Fair Trading or the NSW ombudsman. Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action.

Appeals

All students can appeal their assessment results (please note all VET students have the responsibility to attend classes and participate in class activities as directed by the tutor). All VET students have the right to one re-assessment for a unit they have been awarded 'not yet competent' for. To appeal the assessors decision:

1. Contact the Tutor or the VET Manager (who is also the College Operations Manager) and request an appeal of the assessment. Make sure you let the Tutor or Operations Manager know what your grounds for appeal are.
2. Make sure your request for re-assessment is made in writing (email is satisfactory) and that you state which unit you require re-assessment for and why.
3. The Tutor or Operations Manager will reply in writing informing you of when and where your re-assessment will take place or if your appeal was unsatisfactory, why it was unsatisfactory.

Disciplinary procedures

Clients are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other clients.

Anyone displaying inappropriate or dangerous behaviour, (this includes disruptive class behaviour, refusal to follow OH&S procedures, non compliance with *Student Responsibilities*) may be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not adopted, the client may be dismissed from the course.

Issuance of qualifications

Qualifications issued by Byron Region Community College meet the Australian Qualifications Framework (AQF) and AQTF 2007 Standards.

A single qualification will be issued to students upon successful completion of the course. A Statement of Attainment will be issued for partial completion of the course. Students issued with a qualification will also receive documentation that identifies the units of competency that have been achieved.

If a student wants their qualification re-issued (because they have lost or damaged the original) BRCC will re-issue qualifications however a small fee will need to be paid. BRCC maintains records relating to the issuance of qualifications.