

STUDENT HANDBOOK



NVCollege
RTO 40787

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Welcome

Thank you for selecting NV College as your preferred training provider.

Education is a commitment that requires investment from both yourself as the student and us as your training provider. Our programs are designed to provide our students with the opportunity to develop skills, knowledge and opportunities that occur through personal development.

This student handbook will provide you with the information required to assist you in understanding how the training system works, your obligations and what you can expect from us as your training provider.

We believe learning needs to be fun and engaging and we look forward to sharing your learning journey with you.

Karen Busby
RTO General Manager



ABOUT US

Our college is a private Registered Training Organisation (RTO 40787) that was established in 2013. We operate under the Australian Skills Quality Authority (ASQA), which means we provide quality assured and nationally recognised training qualifications across the Mid North Coast region.

We are part of the NVC Group, a not-for-profit community-based organisation established in 1974 that provides a range of community-based services such as aged care facilities, home care services, medical facilities as well as additional health support services.

Our delivery region is across the Mid North Coast ranging from Kempsey through to Coffs Harbour with Training Colleges located in Macksville and Coffs Harbour.

We also deliver our training services internationally with locations in Malaysia and Fiji.

Our RTO specialises in the delivery and assessment of accredited training in the following areas:

- Aged Care
- Home and Community Care
- Disability
- Hospitality
- Leadership
- Business

Our Values

Achieving a successful outcome from your learning is important to us. We believe learning is enhanced through experiential learning techniques and our focus is to provide our students with hands on learning opportunities that are fun and engaging. We also strive to achieve the following values:

Specialised Services

We provide our services in specialised areas, ensuring we are the best at what we do. We provide direct links to industry, employment opportunities and fully qualified trainers directly from industry.

Flexibility

We understand that everyone learns differently and adapt our training to ensure all learning styles are catered for. Our dedication to our students ensures they are well supported in their learning.

Student Satisfaction

We pride ourselves in achieving a high level of student satisfaction through supportive and positive learning experiences. We recently received an industry student satisfaction rating of 95%.

Excellence & Continuous Improvement

We foster the knowledge, skills and relationships necessary for our students to succeed on their education journey and beyond, whilst always looking for ways where we can do even better.

Contact us

If you have any questions regarding this handbook or your training, then please ask your trainer or you can contact us on the below details:

NV College Macksville

29-31 Cooper St. Macksville. 2447

T: 1300 655 224

E: training@nvcollege.edu.au

W: nvcollege.edu.au

Consumer Protection Officer

Karen Gerke

karen.gerke@nvcollege.edu.au

T: 1300 655 224

NV College Coffs Harbour

34 Moonee St. Coffs Harbour. 2450

T: 1300 655 224

RTO General Manager

Karen Busby

karen.busby@nvcollege.edu.au

M: 0499 470 620

Our Products

Full qualifications

Our full qualifications are delivered in a range of ways including classroom based, work based, online, self-paced or as a blended model. They provide upskilling opportunities for existing workers or entry level qualifications to enter the workforce.

Pre-employment program

These part qualification courses are designed to provide students with entry level skills and knowledge and direct exposure to industry. They are often used as a recruitment strategy for employers as a way of sourcing new staff and also allow students to see if the particular industry and/or workplace is the right fit for them.

Traineeship program

Our Traineeship program allows student to learn on the job whilst earning an income. We provide the formal learning and assessment services through workshops at our college as well as on-the-job assessment and 1/1 coaching. A large number of our students enter into a traineeship pathway upon completion of a pre-employment program.

Skill sets

We provide a range of industry driven skill set short courses designed to upgrade existing worker staff or provide entry level employment training for those seeking employment or wanting to change career pathways.

Short courses

We provide a range of short courses such as First aid, CPR, Barista, Safe food handling etc that allow students to gain the skills and licensing required for the workplace.



Q: What are the benefits of doing a Traineeship?

A: A traineeship allows you to predominately learn your skills on the job whilst supported by formal training and assessment through a registered training organisation (RTO). This model allows you to earn while you learn whilst achieving a nationally recognised qualification.

Q: Can I do a traineeship if I am mature aged?

A: Yes, there is no maximum age limit to undertake a traineeship.

Q: Are there fees involved in doing a Traineeship?

A: Yes, a student fee may apply if you are not eligible under subsidy arrangements.

STUDENT EXPERIENCE

What You Can Expect

- A learning experience that is based on hands on learning approaches
- A learning environment that is fun and engaging
- A positive and safe training environment where everyone respects each other and is free from harassment and discrimination
- Smaller group sizes to allow for increased individual support and coaching
- Support from your trainer and assessor- we provide 1/1 coaching and support where required
- To be informed of any fees or charges required to complete your training
- Your personal information is maintained and protected in accordance with Privacy principles
- Flexible arrangements to support your personal needs
- Qualified trainers and assessors that have real life current industry experience
- Facilities and resources suitable to support your learning
- Direct access to industry opportunities
- Access to skills centres to support practical learning experiences

What We Expect

- Students are asked to be punctual and attend any scheduled appointments on time, if you are unable to attend then you are required to contact your trainer or administration
- It is the responsibility of the student to make arrangements with your trainer to go through any work missed due to non-attendance
- Personal presentation standards including grooming, personal hygiene and dress codes must be met at all times, thongs are not acceptable due to safety reasons
- Where a uniform has been provided (including NVC staff), it must be worn at all times during the training program
- All students to follow Workplace Health and Safety duty of care responsibilities and follow any WHS related instructions, including any COVID related requirements
- Students to use personal protective equipment (PPE) where required
- Feedback is important to us – please take the time to complete any surveys to let us know what we have done well and what we can improve
- Assessments are to be completed and submitted within the identified timelines
- Returning calls or emails from your trainer are completed in a timely manner
- Respect for workplace rules and regulations when participating in industry placement
- The work that you submit must be your own work and you will be asked on every assessment to sign a declaration to confirm
- If you require additional support- please let us know so we can assist

PRE-COURSE & ENROLMENT INFORMATION

Student Handbooks

A copy of our handbook is available at any time via the NV College website, located at our training colleges, upon request or at the commencement of enrolment. The handbook is an important reference to assist you throughout your learning experience.

Course Information

Course details can be located on our website, a monthly training calendar and course flyers are also available. Further specific course details are obtained by contacting one of our training sites and arranging to meet with one of our friendly team.

Student Selection

Students will be selected after an initial meeting has been conducted to determine suitability. The selection process may include the trainer, employer and/or program coordinator. Our courses have maximum student numbers that can be accepted.

Entry Requirements

Entry requirements may apply to some of our courses and may include:

- Previous experience
- Specific level of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where competencies can be assessed
- Access to a computer and related equipment, including internet access

Industry Requirements- Criminal Records Check & Vaccination

In order to participate in industry placement and secure employment it may be necessary to obtain an NDIS check when enrolling in some courses.

You may also be required to provide evidence of your current COVID and flu vaccination status.

Certain aspects of a person's criminal history check may prevent them from entering some workplaces or be able to participate in industry experience, this decision is at the discretion of the employer.

Courses that require these checks are usually courses that engage with vulnerable or 'at risk' members of the public, such as elderly, youth or people with a disability.

Conflict of Interest

This policy applies to all employees, contractors, volunteers, board members, and any other individuals involved in decision-making processes at NV College.

Definition of Conflict of Interest

A conflict of interest occurs when an individual's personal interests—family, friendships, financial, or social factors—could influence or appear to influence their professional judgment or actions within the RTO.

Conflicts may be:

- Actual: A real conflict exists.
- Potential: A conflict could arise.
- Perceived: Others may believe a conflict exists.

Examples of Conflicts of Interest

- Having a financial interest in a supplier, client, or competitor.
- Engaging in other employment outside of the College that may conflict with duties to the RTO.
- Hiring or supervising family members or close friends.
- Accepting gifts, favours, or hospitality that could influence decision-making.

Responsibilities

- **Disclosure:** All relevant parties must disclose any actual, potential, or perceived conflicts of interest immediately upon becoming aware of them to the CEO or RTO General Manager.
- **Management:** The disclosed conflicts will be reviewed and appropriate measures determined to manage or resolve the conflict. *Note: A trainer/assessor working with a close competitor and providing the same or similar services may not be offered employment.*
- **Record-Keeping:** Disclosures and actions taken will be recorded in the Conflict of Interest Register saved under Quality Assurance.
- **Non-Compliance:** Failure to disclose conflicts of interest may result in disciplinary action, up to and including termination.

Privacy and Personal Information Protection

The College complies with the Federal Privacy Act 1998 and NSW Privacy and Personal Information Protection Act 1998. Any information collected from our students is only used for the purpose of our delivery of services.

The information that is collected will not be released to a third party without the written consent of the student. Students can request a copy of their information by a written request to the Consumer Protection Officer.

Unique Student Identifier

Students undertaking all accredited training must have a Unique Student Identifier (USI). You will need to provide your USI at the point of enrolment.

If you don't have a USI you can apply for one at www.usi.gov.au or provide us with permission and suitable ID to apply for one on your behalf.

To create a USI you will need to have an accepted form of ID and a valid email address.

PRE-COURSE & ENROLMENT INFORMATION

USI Privacy Notice for Students

The Office of the Student Identifiers Registrar's privacy obligations require us to:

- be open and transparent about how we hold, use and disclose personal information
- have a privacy policy in place that is reasonably available to the public
- take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure
- take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

We are committed to ensuring the proper handling of your personal information in accordance with the [Privacy Act 1988](#) ('Privacy Act'). We are an 'APP entity' that must comply with the [Australian Privacy Principles](#) (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how entities must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

The information you provide through the USI application process is collected by the Student Identifiers Registrar for the purposes of:

- processing my application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
 - enable them to deliver VET and Higher Education courses
 - meet their reporting obligations under the VET and Higher Education standards and government contracts
 - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to me and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:
 - creating authenticated VET transcripts
 - resolving problems with USIs
 - collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the [USI's Privacy Policy](#).

Your personal information and the USI application process

The USI application process requires personal information, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents.

This information is used to confirm your identity and ensure your USI is unique.

The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided.

The USI Registry System doesn't retain details from the ID used to create your USI.

If you've authorised a third party to create a USI on your behalf, typically an education or training provider, they're required by law to destroy your personal information as soon as possible after making the USI application.

USI VET transcripts

For USI account holders who are undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER for this purpose.

NCVER is authorised to disclose information to the:

- Australian Government Department of Employment and Workplace Relations (DEWR)
 - Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator
- for the purposes of:
- the administration of VET, including program administration, regulation, monitoring and evaluation
 - the facilitation of research relating to education, including surveys and data linkage
 - understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to [NCVER's Privacy Policy](#).

VET Data Privacy Policy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact our NV College team at training@nvcollege.edu.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Your Enrolment Process

1. **Course Enquiry:**
Your enquiry details are submitted either online or by contacting one of our sites. Our Business Development Officer or other relevant team member will contact you to go through the specific course information.
2. **Course Information:**
You will be invited to either attend a course information session or one/one screening interview to determine your suitability. Any course fees or fee exemptions that may apply will also be covered. In some circumstances entry requirements may also apply.
3. **Selection and Enrolment:**
After completing a screening interview and upon successful selection into the course, you will be invited to complete a registration form, provide evidence of identification and you will also be given a copy of this student handbook.
4. **LLN Assessment:**
To assist in supporting our students, all students will complete a language, literacy and numeracy quiz. The online quiz link (LLN Robot) will be emailed to you for completion prior to commencement of the course. This quiz will be set at the qualification level relevant to your training and will provide your trainer with examples of activities and tasks that can be then used to best support your needs.
5. **Course commencement:**
 - a. Students will be provided with a confirmation of enrolment and a copy of the quote for any required fees via email. A course reminder will be sent via SMS two days prior to the start date. It is important is you can't commence for any reason that you contact the college as soon as possible.
 - b. You will receive an orientation at the beginning of your training course, the aim of the orientation is to provide you with further specific details on the course such as assessment milestones, delivery times etc
6. **Training plans:**
At the commencement of your training you will receive a training plan or delivery schedule. This information is important to you so that you know when and where the training is being conducted, the scheduling of units and assessments, resources and other information relevant to your specific training.



Q: What is the benefit of accredited training?

A: Accredited training is nationally recognised and meets quality assurance requirements.

Q: If I have completed some of the training previously do I need to redo it?

A: Not if you have previously completed the exact unit- refer to credit transfer in this handbook.

Q: What is the difference between a certificate and statement of attainment?

A: A certificate is achieved when all of the units within a qualification have been successfully completed. A statement of attainment (SoA) is gained when only some of the units have been successfully completed.

COURSE FEES

Fees:

The RTO will:

- Ensure this Course/Student fee and Refund Policy is publicly available to all Students, a link will be provided on our website www.nvcollege.edu.au under the 'Student Info' tab and also within our student handbook.
- Ensure all fees are fair and equitable in relation to market pricing and follow appropriate government legislation and the Standards for RTOs.
- Determine student fees for each course in which students are enrolled and reserves the right to review and adjust fees.

Once a student accepts an offered training place and the quote for course/student fees, the enrolment is then confirmed and the student becomes liable for payment of all fees.

Information about individual course fees can be obtained by contacting the NV College team.

A number of factors will determine how much your course will cost. This includes things like, but not limited to:

- Which course you will study
- Course duration
- Study load and mode of delivery (full-time, part-time, face to face or online etc)
- Your eligibility for subsidies or concessions
- Any Credit Transfer or Recognition of Prior Learning applications

Fees will be discussed prior to enrolment, with you and/or any third party (employer/employment agency) who may be paying the applicable fees.

For more information on your eligibility for NSW Government Smart and Skilled funding please visit [Smart and Skilled prices, fees and subsidies | NSW Government](#)

Fee Collection:

Once a student has confirmed enrolment into a course, NV College will raise an invoice for the applicable student fee.

The invoice will be emailed directly to the student for payment or in circumstances where an employer or other party (eg: Employment agency) has agreed to pay the student fees, the invoice will be forwarded to that party for payment.

Invoices have a 14 day payment term and all fees due must be paid within that term and/or prior to training commencement. **In ALL cases Certificate or Statement of Attainment will NOT be issued until course fees are paid in full.**

Please be aware that NV College does not collect more than \$1500.00 in advance for services yet to be provided to any individual student at any time throughout a course or training program.

Student Payment Plans:

To ensure our students are given every opportunity to further their studies without being negatively impacted financially, payment plans are available for some course/student fees.

These payment plans will be negotiated and approved using the 'Student Payment Plan Agreement' form, prior to course commencement. Please contact NV College to discuss further.

NVC Group employees can arrange to have student fees automatically deducted from their wages in an approved payment plan. An additional authorisation form will need to be completed and provided to the NVC Group Payroll Department.

Course cancellation:

NV College supports a 'cancellation without penalty' cut-off date of 3 working days **prior** to course commencement. Should you cancel your enrolment, in writing, from a course prior to the cut-off date a full refund of any fees paid will be made.

Where a student has withdrawn from a full qualification and the units completed meet the requirements for a lower level qualification, which attracts a lower student fee, NV College will adjust the fee in line with the new lower level qualification fee.

Cancellation and Refunds

Refunds are provided based on the circumstances outlined below:

Reason for cancellation	Notification requirements	Refund applicable
Student withdraws from course prior to commencement	Notifies RTO within 3 working days	Full refund
Student withdraws from course prior to commencement	Less than 3 working days notification received	No refund
Student does not attend course - payment was made by third party	Notifies RTO within 3 working days	Full refund
Student does not attend- payment was made by third party	Less than 3 working days notification received	No refund 1 rescheduled place offered
Student withdraws from course after commencement	Notifies RTO in writing and refund requested	No refund on fee's paid and future payments are cancelled OR if paid in full a pro rata refund based on units not commenced will be calculated.
Withdrawal due to illness or other extenuating circumstance	Notifies RTO in writing and refund requested	General Manager to review on a case by case basis
Course cancelled by RTO	Students advised as soon as possible	Full refund or replacement place offered

Fees will be adjusted where unaccounted RPL or Credit Transfer results are granted after enrolment. Student fees will be re calculated accordingly and a refund given of any monies paid in excess of the new calculated Student fee.

Special consideration for refunds or deferrals may be given to students in extenuating circumstances or on compassionate grounds by way of a written request to the RTO General Manager. Students may need to provide evidence of the exceptional circumstance concerning the request for refund or deferral and include documentary evidence, such as detailed medical certificates or a statutory declaration demonstrating a disruption to studies.

Administration or transaction fees charged by a financial institution are not refunded unless the refund arises from a decision or action by the RTO.

Refund Ineligibility

Where a First Aid/CPR or Safe Food Handling student fails to complete the required online component of the course **prior to attending** the scheduled class, the Student will **not** be accepted into the class but they will be given 1 opportunity to transfer into the next available course.

Should the student not complete the course after the 1 transfer option their enrolment will be cancelled and the fee paid by the student or their Authorised Representative or Employment Services Agency, will **not** be eligible for a refund.

In that instance, they must re-enrol in an upcoming Course and pay a new Fee to enrol in that Course.

Failure to make payment:

If payments are not made according to the agreed terms of the enrolment, NV College may find it necessary to suspend training until payment is received.

Certificate or Statement of Attainment will NOT be issued until course fees are paid in full.

If you are experiencing financial difficulty, please contact NV College as early as possible to discuss available options.

Transfers:

If you decide to transfer to another training provider the College will assist in the process by:

- Identifying and processing any refund due
- Finalise reporting and issue certification documents
- Provide any outstanding results
- Issue an updated training plan with the status of each unit
- Apply for the change of RTO for Trainees

OUR LEARNING ENVIRONMENT

Code of Conduct

Employees, trainers and students are expected to conduct themselves in an appropriate manner and ensure the following standards of behaviour are followed:

- Ensure the learning environment is free of any behaviour that may offend including harassment, bullying and anti-discrimination
- Maintain integrity and honesty in their work
- Comply with organisational policies and processes
- Show respect and courtesy to others
- Ensure privacy requirements are adhered too
- Follow WHS requirements and responsibilities
- Out of courtesy mobile phones are to be kept on silent and only checked during breaks
- Our learning environment is well maintained and clean
- NVC has a non-smoking policy, therefore smoking is not allowed on the College premises, please ask your trainer for allocated areas
- NVC has a no drugs or alcohol policy, no employee, trainer or student is to attend the college under the influence of alcohol or illicit drugs
- You may only copy materials, including information published on the internet, in accordance with the Copyright Act. For study and research purposes you are allowed to copy up to 10% of a book or one article per journal and must reference your source of information

Dress and Personal Presentation

Personal hygiene is a very important part of our student's presentation. All students are to demonstrate standards suitable and accepted within a standard workplace environment. This includes suitable body hygiene, hair tied back as required, limited jewelry or as per workplace standards, non-excessive make up, clean and well pressed clothing.

You are required to wear the appropriate uniforms for the duration of the training program. This includes both classroom and industry-based components.

Uniforms are to include:

- Fully enclosed black shoes with non-slip soles (no canvas or mesh, no open toes or open heels)
- Black or navy pants (or black or navy long shorts)
- Where a uniform is provided it must be worn during the program and industry

placement For short courses such as First Aid etc, neat and tidy appearance is required, thongs are not allowed.

Change of Personal Details

If your details change (eg. name, address, phone or email) please advise your trainer or the admin team as soon as possible, this will ensure your qualification is issued with the correct details.

Smoking, Alcohol and Drugs

NV College has a non-smoking policy which does not permit smoking anywhere on the College facilities, your trainer can advise the designated smoking areas.

No alcohol or drugs should be consumed prior to commencing or participating in training. We have a zero tolerance to alcohol and drugs and students must adhere to these regulations.

Any student found to be under the influence of drugs or alcohol whilst attending class or industry placement will be removed immediately from the class and if the behaviour occurs again will be permanently removed from the course.

Online Students

Requirements to participate successfully in our online learning include:

- Basic to medium computer skills and knowledge
- Computer with working speakers or headphone points
- Windows operating system- Windows 8 or above
- Reliable internet access and internet browser
- A quiet and comfortable environment free of distractions

Student Support

We will work directly with students to ensure any special learning needs are met.

This includes an LLN assessment and report given to each trainer to provide them with areas of support to best meet individual needs, 1/1 coaching and referral to external services as required.

Where appropriate NV College will provide reasonable adjustment and/or contextualisation to further support individual needs.

External Services:

Employee assistance program (EAP) for NVC employees and trainees- refer to Human Resources The Way Ahead for Aboriginal People (mentoring support for learners): 13 28 11

Lifeline: 13 11 14 or www.lifeline.org.au

Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au

Beyond Blue: 1300 224 636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Access and Equity

NV College is committed to ensuring all students have fair and equal access to training and assessment, regardless of background or personal circumstances.

We provide inclusive and equitable access to training and assessment services for all learners, regardless of their individual background, culture, location, age, gender, disability or socioeconomic status.

NV College upholds the principles of access and equity in all aspects of its training operations.

We aim to:

- Ensure all students feel safe and comfortable in their training environment
- Eliminate discrimination
- Promote inclusive practice
- Provide equitable learning opportunities
- Support learners to reach their full potential

We particularly support the inclusion of learners from the following backgrounds:

- First Nations people
- People with disabilities
- Culturally and linguistically diverse backgrounds
- Women in non-traditional fields
- Individuals from low socio-economic backgrounds
- People in rural or remote locations
- Youth at risk or people returning to learning

Compliance and Legislation

The Australian Skills Quality Authority (ASQA) is the regulator of Australia's vocational education and training (VET) sector and is the registering body for NV College. As an RTO, NV College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications known as the VET Quality Framework. This incorporates:

- Standards for Registered Training Organisations (RTOs)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- Australian Qualifications Framework
- Compliance against State based contracts

NV College also abides by a range of other legislation that applies to its operations including:

- *Work Health and Safety Act 2011*
- *Workplace Harassment, Victimisation and Bullying Fairwork Act 2009*
- *Apprenticeships and Traineeships*
- *Privacy Act 1998*
- *Anti-discrimination*
- *Copyright ACT*

Industry Placement

Our training will incorporate direct access to industry placement wherever possible as a way of increasing student's skills, confidence and exposure to employers.

NV College will coordinate all industry placements to ensure appropriate risk assessments and WHS requirements are adhered too.

Gaining access to the workplace is a great benefit to you as a student and we suggest the following to ensure you maximise the opportunity:

- Punctuality is very important- treat this as your own job
- Ask questions and listen to instructions carefully
- Dress as per workplace requirements
- Treat all customers and staff in a professional and courteous manner
- Be very mindful of privacy requirements
- Be open minded to learning
- Only participate in duties relating to your study
- If you are looking for employment, then use this opportunity to impress!!

Access to Student Records

Students can request access to their records at any time. Your details may also be disclosed to other approved third parties such as the Department of Education and NCVER for statistical analysis as outlined in your enrolment form.



Q: Am I covered under insurance during industry placement?

A: Yes, NV College has the required insurance coverage for students provided our rules, policies and procedures are followed.

Q: Is NV College able to send a copy of my certificate to my employer?

A: Only if permission is received from the student.

ASSESSMENT METHODS

Competency based Assessment

Competency based assessment is focused on the student demonstrating their ability to achieve a required task at the required standard. This means an assessment is conducted to see whether the student has the skills and knowledge based on a standard of performance expected in the workplace as well as the standard outlined within the unit of competency requirements.

If a student's performance in assessment does not meet the requirements, they will be deemed Not Yet Competent and more training will be required.

Assessment evidence will be gathered using several of the following methods:

- Observation within a simulated or workplace environment
- Questioning, conducted either verbally as a professional conversation or as a written task
- Role play or case studies
- Project or workplace portfolio
- Third Party feedback, gathered from someone that has worked directly with the student

NV College also develops a Training and Assessment Strategy for each of the products that we deliver which outlines the approaches taken for delivering training and assessment.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment only process that recognises evidence of a student's previous learning and experience. The learning might be formal, informal or from personal experiences. You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact talk to your trainer/assessor about whether you should apply for RPL.

Credit Transfer

NV College recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs for a students prior studies Credit transfers are applied where a student already holds specific units of competency and/or qualifications.

As part of the enrolment process, students will be provided with the opportunity to apply for relevant Credit Transfers. The student must complete the Credit Transfer application form and provide original or certified copies of the Certificate or Statement of Attainment showing the unit/s of competency. The student can also, whilst in the presence of a NV College staff member, access their USI transcript from the USI website – www.usi.gov.au

NV College will assess the application, verify all supporting evidence and inform the student of the Credit Transfer application outcome and any affect it may have on the training schedule or any student/course fee.

Rules of Evidence

Assessments are designed to collect evidence of skills and knowledge aligned to specific units of competency. In all types of assessment your evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – evidence must demonstrate competence over a period of time
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very- recent past
- **Valid** – it must be clearly relevant to what is being assessed

Assessor Guidelines

- Assessments are fully explained prior to being conducted, including unit requirements, methods, tools and timeframes
- Evidence gathering will adhere to principles of assessment being fair, flexible, valid and reliable
- All assessments are submitted with a completed NV College Assessment Summary Report (ASR)
- Assessments are completed and marked within 5 working days
- Results are recorded by the assessor and feedback provided to the student
- An impartial appeals process is made available if required

Assessment material must be retained by NV College for compliance purposes. We suggest students keep a copy of all assessments submitted.

Student Assessment Guidelines

- Assessments must be submitted by the due date
- The students name and signature must be clear on the assessment evidence
- The assessment must be dated at the time of completion
- Any evidence attachments are clearly identified against the area relating to the assessment
- Assessments must be either typed or completed in blue or black pen
- The assessment must be the students own work- plagiarism and cheating will not be tolerated. If an assessor suspects a student has copied other people's work for assessment purposes, then the assessment will be undertaken again
- All areas of the assessment must be completed

Reasonable Adjustment

Reasonable adjustments in assessments for people with a disability are changes or accommodations made to ensure that individuals with disabilities have equal opportunities to demonstrate their abilities. These adjustments are designed to remove or reduce barriers that might be caused by a disability, allowing the person to complete assessments in a way that reflects their true potential. Acceptable examples of reasonable adjustments include:

Extended Time: Allowing extra time for assessments

Alternative Formats: Providing the assessment in an alternative format, such as Braille, large print, audio, or digital formats, for individuals with visual impairments or other disabilities that affect reading or processing written text.

Assistive Technology: Allowing the use of technology such as screen readers, speech-to-text software, or adaptive devices to help individuals with disabilities complete their assessments.

Reduced Distractions or a Quiet Room: Providing a distraction-free environment, such as a quiet room.

Modified Assessment Methods: Changing the way assessments are carried out. For example, oral presentations instead of written assignments, or practical assessments instead of written exams.

Breaks During the Assessment: Allowing breaks for individuals who may need rest due to fatigue, pain, or other health-related reasons.

Support Person or Scribe: Allowing the use of a scribe or a support person who can assist in reading the questions, writing answers, or providing other support for the individual.

Flexible Assessment Deadlines: Extending deadlines

In the event reasonable adjustments are not possible, this will be clearly communicated to the student.

Resubmission of Evidence

There may be times when your assessor may require further evidence before being able to determine an assessment outcome. This may include strengthening some theory questioning, further practical tasks or additional portfolio evidence to add to your assessment. If you are required to resubmit any assessment evidence, then it must be done in a timely manner. In the event you are deemed Not Yet Competent then the re-assessment process will apply.

Re-Assessment

If a student is unable to demonstrate competence on their first assessment, then another assessment opportunity will be provided. In the event they are still deemed 'Not Yet Competent' then the student would then be required to re-do the unit, including any formal training, under a fee for service arrangement. The process is as follows:

- If a student is deemed 'Not Yet Competent' then they will be provided with feedback regarding the areas in which they need to improve and suggested actions they need to complete. This may include further study or time in the workplace doing specific tasks.
- Re-assessment (2nd attempt) will be arranged with the student and should not be more than 14 working days from the original assessment date.
- If the student still receives a 'Not Yet Competent' result, then that is the final result recorded. Both assessments are recorded on the same Assessment Summary Report.
- The student will then be given the option to re-enrol in the unit under a fee for service arrangement, which will involve enrolment into the unit when it is next offered or as a 1/1 delivery option.
- Fees are to be determined by the RTO manager based on the chosen delivery option.

Assessment Appeals

An appeals and reassessment process is available to students if they disagree with the outcome of an assessment. If you wish to appeal an assessment decision the following steps are to be completed within 14 days after the result has been given:

1. Please discuss your concerns with your assessor (if you are not comfortable to do this then please go to step 2).
2. If further action is required, then a formal appeal can be made by contacting the RTO General Manager via phone on 1300 655 224 or email karen.busby@nvcollege.edu.au
A meeting will be conducted to review the evidence and determine the appropriate course of action.
3. If you are still not satisfied with the outcome of your appeal, then you are able to seek an independent review of the assessment decision. The RTO General Manager can assist in providing suitable external contacts.

Issuance of Certificates

Upon successful completion of the training and assessment process, you will be issued with an AQF Qualification or Statement of Attainment within 30 calendar days. These will be sent electronically and via hard copy if requested.

Note: Certification will not be issued whilst any fees are outstanding.

Replacement Certification

Upon payment of a replacement fee, a certificate or statement of attainment can be reissued once proof of identity is provided. The replacement fee is \$30 for the certificate and/or transcript.

Feedback

Complaints

Throughout your training if you have any concerns, you are able to lodge a complaint by following the steps below:

- 1: In the first instance you should discuss your concerns with your trainer/assessor (if you are not comfortable to do so then follow step 2).
- 2: Contact our Consumer Protection Officer on 1300 655 224 or you can lodge a complaint online at karen.gerke@nvcollege.edu.au or feedback@nvcollege.edu.au
Your feedback will be acknowledged within 3 working days of the complaint being received.
- 3: If you still feel further action is required then you can make a formal complaint by contacting the RTO General Manager via phone on 0499 470 620 or email karen.busby@nvcollege.edu.au

If your complaint or appeal has not been resolved by using the above steps, then you can contact:

- Australian Skills Quality Authority- <https://www.asqa.gov.au/complaints>
- Smart and Skilled
enquiries/complaints Phone
1300 772 104
Email: SmartandSkilled.Enquiries@det.nsw.edu.au
Online: <https://www.nsw.gov.au> enquiry/complaints form

Student feedback

Continually improving what we do is a very important part of our business, your feedback, both good and bad, is appreciated in order for us to continually review our performance.

Throughout your learning experience you will be provided with the opportunity to provide both informal and formal feedback via the following methods:

- Informal- verbally to your trainer or any NV College team member
- Formally- via student surveys sent out by our college and also NSW Department of Education relating to Smart & Skilled programs. Information sought will include outcomes, employment gained, satisfaction etc. This data is then used to measure providers' overall performance.
- Formally- via following the complaints process below

Please take the time to complete the surveys that are provided to you to assist us in growing our business and achieving our values.





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