



Student Handbook

(incorporating Code of Practice)

North East Vocational College

is a Division of North East Development Agency Incorporated ABN 17 460 673 810

* 114 Tolley Road St Agnes SA 5097 * Tel 8397 9500 * Fax 8397 9599 * Email donna@neda.asn.au

A community-based not-for-profit organisation

TABLE OF CONTENTS

Welcome Note.....	3
Organisational Overview	4
What is a Registered Training Organisation (RTO).....	4
Our Expectations	5
Equal Opportunity	5
Drugs and Alcohol in the Workplace.....	5
Occupational Health and Safety.....	6
Smoking in the Workplace.....	6
Emergency Evacuation	6
Disciplinary Procedure.....	6
First Aid.....	6
Child Safe Environment	6
Complaints and Appeals Procedures.....	7
Fees and Refunds.....	7
Selection and Enrolment	8
Training and Assessment Methods	8
Recognition of Prior Learning (RPL).....	8
Privacy	8
<i>Blank Page</i>	9
Authority to Release Information Form <i>Tear Out</i>	10
Induction Checklist and Confirmation <i>Tear Out</i>	11
<i>Blank Page</i>	12
Assessment.....	13
Course Information	13
Assessment and Grading.....	13
Assessment Appeals Procedure	13
Recognition of Qualifications issued by other RTO's	13
Issuance of Qualifications.....	13
Re-issuance of Certificates and/or Statements of Attainment	14
Transitioning of Training Packages.....	14
Student Welfare	14
Language, Literacy & Numeracy Support.....	14
Personal Items	14
Eating and Drinking	14
Car Parking.....	14
Telephone Calls	14
Useful Personal Websites and Phone Numbers for Students.....	15
Useful Personal Websites and Phone Numbers for Students <i>cont.</i>	16
Emergency Evacuation	17
Authority to Release Information Form	18
Induction Checklist and Confirmation.....	19
Code of Practice.....	20



Welcome

On behalf of the Board, Management and Staff I welcome you to the North East Vocational College, a division of the North East Development Agency Inc.

We are pleased you have made the decision to enrol at the College and we look forward to a long and successful relationship with you and your current or future employer. We are strongly committed to providing you and our clients, industry and the community an enjoyable and outstanding service.

It is very important that everyone is clear about our policies, procedures and training & assessment services and this handbook includes a summary of these; it should be referred to during the course of your training. Please do not hesitate to ask your trainer/mentor or assessor if you have any questions or require further information.

Regards

A handwritten signature in blue ink, appearing to read 'Joanne Munn', is positioned above the printed name.

Joanne Munn
General Manager
North East Vocational College

Organisation Overview

The North East Development Agency Inc. is a not-for-profit development association and was established in 1992 having had a long history of service through three former identities – GullyCorp, the Tea Tree Gully Development Board and the Avago Employment Program. The North East Development Agency follows key objectives, to enhance the quality of life for individuals and we have a unique opportunity to make a special contribution that others are not able to achieve.

The BEC Tea Tree Gully, a division of the North East Development Agency Inc., is a local community organisation providing initial free 'without prejudice' assistance to individuals starting a new business or to existing businesses in North Eastern metropolitan Adelaide. There is a network of over 130 Business Enterprise Centres operating across Australia.

The **North East Vocational College (NEVC)**, also a division of the North East Development Agency Inc., is a not-for-profit development association, established under the Australian Government Skills Centre Infrastructure Program in 2006. Located at 114 Tolley Road, St Agnes, the college is a Registered Training Organisation (RTO), approved by the Department of Further Education, Employment Science and Technology (DFEEST) to deliver a range of nationally recognised qualifications in Construction, Business, Management and Small Business Management. For a complete list of qualifications within our scope of registration, visit the National Register of Vocational Education and Training in Australia at <http://training.gov.au> or ask your trainer or assessor.

NEVC's scope of training:

BCG30203	Certificate III in Carpentry (<i>Superseded by CPC30208</i>)
BCG31203	Certificate III in Wall & Ceiling Lining (<i>Superseded by CPC31208</i>)
CPC10108	Certificate I in Construction
CPC20108	Certificate II in Construction
CPC20208	Certificate II in Construction Pathways
CPC30208	Certificate III in Carpentry
CPC31208	Certificate III in Wall & Ceiling Lining
BSB10107	Certificate I in Business
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB40407	Certificate IV in Small Business Management
BSB40807	Certificate IV in Frontline Management



What is a Registered Training Organisation (RTO)?

All training organisations (including TAFE), that issue nationally recognised qualifications and statements of attainment must be registered by a State or Territory recognition authority. The Department of Further Education, Employment, Science and Technology (DFEEST) is responsible for granting registration to training organisations in South Australia.

Only Registered Training Organisations (RTOs):

- can issue qualifications and statements of attainment that are recognised nationally.
- can use the “Nationally Recognised Training” logo (as shown above).
- are listed on the National Training Information Service (NTIS) database.
- can be approved to provide courses to overseas students studying in Australia and are listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- are eligible to tender for public funding for vocational education and training.

Our Expectations

At NEVC we believe it is essential that all business, training and assessment services be conducted in accordance with the highest standards of ethical business practice. We endeavour to provide a training environment in which you can perform at your very best. Our staff are also expected to adhere to these standards as set out in our Code of Practice (p.20).

Likewise, we expect you to be committed to your training program and:

- Protect the health, safety and welfare of self and others.
- Use any Personal Protective Equipment (PPE) provided to protect your health and safety.
- Not be under the influence of drugs or alcohol whilst at the College.
- Follow any reasonable instructions and actively participate in your own learning to achieve course outcomes and in accordance with policies outlined in this handbook.
- Attend punctually to all scheduled training sessions/visits and if unable to attend, notify your trainer/mentor or nominated contact person of absence ASAP.
- Assist us in our review and continual improvement processes by providing feedback to us and notifying a staff member at NEVC of any concerns or grievances that you have related to your training and/or assessment with us.

Equal Opportunity

NEVC is committed to Equal Opportunity. We promote a policy and code of conduct against all forms of discrimination based on age, sex, race, physical disability, intellectual impairment, sexuality, marital status, pregnancy and harassment, including sexual harassment.

Discriminatory, offensive and violent behaviour is unacceptable and complaints will incur an appropriate response.

Equal Opportunity is not about what you think in private; it's about how you behave, or how decisions are made in our public areas of life. Put simply, it's about **respect**. Equal Opportunity or Anti-discrimination means that everybody has a right to be treated fairly regardless of irrelevant personal characteristics.

Sexual harassment covers unwelcome behaviours of a sexual nature which cause a person to feel intimidated, humiliated or offended and that it's reasonable for them to feel that way. Sexual harassment can include unwelcome touching or kissing in a sexual way, repeated comments or jokes that are sexually suggestive, sexually explicit pictures, objects or reading matter, direct or implied sexual propositions, or unwelcome requests for dates, intrusive questions about sexual activity or abusing a position of power to try to obtain sexual favours.

Be aware that your actions or comments may cause someone else distress and that what is important is how the behaviour is perceived, not necessarily how it is intended.

Any student who believes they have been discriminated against or are being harassed should consult with their trainer, assessor or College Manager for advice and support. Should this be inappropriate to discuss with College staff you are encouraged to contact the Equal Opportunity Commission of SA on (08) 8207 1977, or 1800 188 163 - for callers outside the Adelaide metropolitan area, or visit the website: www.eoc.sa.gov.au.

Drugs and Alcohol in the Workplace

In accordance with our obligation to ensure we operate in a safe work environment, the use of drugs or alcohol on the premises is prohibited. Attending the college under the influence of drugs or alcohol, or otherwise in an unfit condition to safely perform duties, is prohibited. Disciplinary procedures will apply to any breach of this policy.

Occupational Health & Safety

The North East Vocational College is committed to, and fosters the maintenance of a safe and healthy workplace for all employees, students and visitors to our organisation. Defining important safety rules and procedures, issuing necessary Personal Protective Equipment (PPE), educating employees and students and regularly reviewing our workplace are some of the measures put into place by our organisation.

Students, equally, have a responsibility to maintain the highest standards of personal safety and welfare for self and others. This includes performing duties in a proper manner and adhering to all safety rules and procedures. Students must report any unsafe or hazardous conditions to their trainer or assessor immediately. Some jobs require that you have special training before operating specific or dangerous equipment. **If you have not been trained** to operate a machine or equipment, do not try to 'learn as you go' – you may injure yourself or others. Before you operate any machinery or equipment within the college or your workplace, ask for information, instruction and training from your trainer or assessor or workplace supervisor.

Students who repeatedly create an unsafe working environment for themselves or others may be terminated from the course.

Smoking in the Workplace

In accordance with our obligation to maintain a safe and healthy work environment, smoking is prohibited in all buildings and enclosed areas. Your trainer will show designated areas during your induction.

Emergency Evacuation

We trust that our students never have to be confronted with an emergency situation; however we believe that we should plan and take precaution against any potential emergency situations. During your on-site induction you will be briefed on emergency procedures, shown fire exits and assembly points and made aware of Fire Wardens and First Aid Officers. The emergency procedure and site map are displayed in all training rooms and workshops.

In the unfortunate event that an emergency evacuation is required remain with your group and trainer, away from danger. The trainer will conduct a student roll check to determine any absences and provide instructions for a safe evacuation to the nearest assembly point.

Disciplinary Procedure

Participants are expected to behave in a manner that is responsible and respectful of self, property and others; and are accountable for their actions and attitudes. Disruptive, inappropriate behaviour or attitude may result in termination from the course.

First Aid

In the unfortunate event that an accident or injury occurs, students are to immediately report the incident to their trainer, assessor or nominated First Aid Officer, regardless of how minor they may seem. First Aid Kits and facilities are available and designated staff will assist students should the need arise.

Child Safe Environment

NEVC is committed to ensuring the safety, welfare and well being of young people is maintained at all times during their participation in activities and support services provided by us. We aim to promote a safe environment for all young people and to assist all NEVC Staff to recognise abuse and neglect and follow appropriate notification procedures when reporting cases of suspected abuse.

Our Child Safety Officer is Caren Brougham, who can be contacted on 8397 9500 for any queries.

Complaints and Appeals Procedures

The North East Vocational College strives to foster open communications throughout the organisation and promotes an open door policy to encourage healthy and productive communication. We encourage students, clients and employees to communicate, both with ideas and suggestions for the business and our training and assessment services, or if a grievance, complaint or dispute does arise. If you have a grievance, complaint or dispute with your training/mentoring, you are encouraged to take the following action:

1. Attempt to resolve the grievance with the person(s) involved.
2. Should this be inappropriate or the matter remains unresolved, you are encouraged to contact your trainer or assessor, who will consider the matter and assist/recommend a resolution. If the matter relates directly to your trainer or assessor, either party may request the involvement of another trainer or assessor.
3. Should this be inappropriate or the matter remain unresolved, you are encouraged to contact the college Manager on 8397 9500, who will consider the matter and attempt to arrange a meeting between parties with the aim of mediating and establishing a resolution.
4. Should the matter still remain unresolved you have the right and are encouraged to contact the **Training Advocate** on **1800 006 488**, **DFEEST Quality Branch** on 8226 3065 or your **Australian Apprenticeship Centre**.

Complaints and appeals will be recorded and outcomes and reasons for the decision will also be provided in writing.

The Training Advocate has been appointed to help people who are having problems with the vocational education and training system or would like information or advice about the system.

The Training Advocate will:

- receive enquiries and complaints from people involved in the VET system
- refer complaints to appropriate authorities for attention
- monitor actions taken on referred complaints
- investigate complaints where there is no other appropriate body to deal with them
- identify any patterns to complaints that require attention by government
- provide information about training and learning opportunities in South Australia, and
- report to the Training and Skills Commission and the Minister for Employment, Training and Further Education.

Fees and Refunds (*only applies to Fee for Service training*)

To ensure a placement in a course, fees must be paid in full, up to the value of \$500 for each individual student prior to commencement of a course. Courses will only be run subject to minimum class requirements being met. Courses will be confirmed two weeks prior to the proposed commencement date. Following course commencement, any outstanding fees not exceeding \$1,000 must be paid in full.

- **Cancellations** - If the College cancels a course you will be notified two weeks prior to commencement. A full refund of all fees paid will be mailed to you within one week of cancellation.
- **Postponements** - If the course is postponed you may request to have your fees returned to you or held until the course commences.
- **Withdrawals** - A full refund of payments will be given for withdrawals up until two weeks prior to commencement of the course. If you wish to withdraw in the two weeks prior to the course commencing, a cancellation fee of 10% plus GST of the total course fee will apply. **Please Note:** There will be no refund if you withdraw from the course after it has commenced.
- **Transfers** - You may (subject to any course/program entry requirements) transfer your enrolment to another person prior to two weeks of the course commencing. An administration fee of 10% plus GST of the total course fees may apply.

In all instances, every effort will be made to re-schedule training to a mutually convenient time.

Selection and Enrolment

All selection and enrolment decisions will be based on our Equal Opportunity Policy and a range of entry requirements or pre-entry assessments may be considered prior to an offer of enrolment. The selection criteria used may vary depending on the level and type of course/qualification and/or if any pre-requisites are required or the ability to complete the course. To enable us to assist and support your learning needs we encourage you to make us aware on or prior to enrolment of any disability or special learning needs you may have.

Training & Assessment Methods

Your training can be delivered off-the-job (at the college), or on-the-job (in your workplace) or a combination of both, as negotiated and outlined in your Contract of Training 'training plan'.

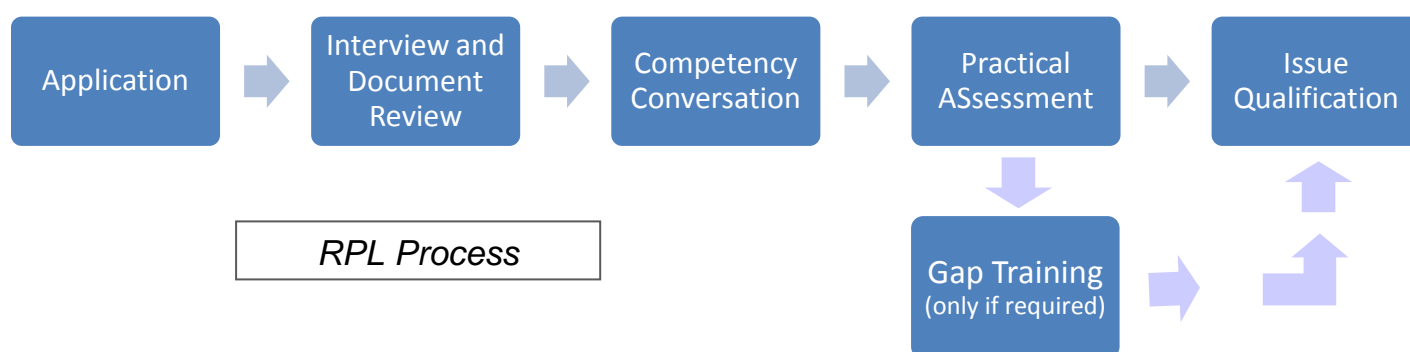
Off-the-job Training: training is provided off-the-job; you will receive training directly from a trainer by block release or day release. The North East Vocational College is responsible for delivering and assessing the competencies, which make up the qualification, and issuing your qualification.

On-the-job Training: training is provided completely on the job, (in the workplace) an industry qualified trainer/assessor will mentor the employer and provide advice and support in relation to training and assessment services. Your employer will be responsible for ensuring that you receive balanced and structured training in the work environment to achieve all competencies of the qualification. The trainer/assessor will be responsible for assessing the competencies in consultation with your employer, which make up the qualification, and issuing the qualification.

Combination Training: training is both on and off the job, you will receive training directly from a trainer either at your employer's premises, or off-site at the college, or a combination of both, the North East Vocational College is responsible for delivering and assessing the competencies, which make up the qualification, and issuing your qualification.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning provides an opportunity and formal process to recognise your skills acquired throughout any previous training, volunteering, and work or life experience, against the assessment criteria of a unit(s) of competency. Instead of attending formal training your skills can be assessed against the assessment criteria. If you believe this applies to you, you should request a Recognition of Prior Learning application from your trainer/assessor.



Privacy

NEVC is committed to protecting the privacy of its client's personal information and will collect and store information regarding your progress and achievements in accordance with the Privacy Act. We will not disclose clients personal information to a third party, other than those with whom we have a binding agreement, ensuring that the third party affords a client's personal information similar levels of protection as those provided by NEVC. You will be required to sign a Release of Information form. You may request to view your own records at any time – please see your trainer/assessor.

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Authority to Release Information

In accordance with the Privacy Act 1988

This Authority to Release Information form is to seek your permission for observation of work performance and work documents for assessment purposes and to gain your authorisation to gather and release your personal information for reporting and statistical purposes to organisations such as:

- **Employer/School** (if applicable)
For the purpose of communication with your employer in regards to training progression, results, participation, behaviour, attendance and/or other matters.
- **Commonwealth and State government and regulatory bodies**
To release your training and personal information to State/Territory Training Authorities and the National Centre for Vocational Education Research for statistical and other reporting requirements.
- **Australian Apprenticeship Centre**
On behalf of you and/or your employer in regards to your Contract of Training details and traineeship/apprenticeship progression, results, participation, behaviour, attendance and/or other matters.
- **Job Services Australia Provider/Centrelink/Austudy** (if applicable)
To communicate with your Case Manager/Employment Advisor in regards to participation, behaviour, attendance and/or other matters.

I, (student name) acknowledge that I have read and understood the above information and I am aware that a copy of the North East Vocational College Privacy Policy will be made available to me upon request.

Student Signature: Date: / /

RTO Signature: Date: / /

The information you supply will be treated in the strictest confidence and only used for the provision of training & assessment services, and in accordance with the Privacy Act 1988.

This form MUST be stored in Student File

Induction Checklist and Confirmation

Please complete the Induction Checklist and sign the acknowledgement below as confirmation the induction process has covered:

- Code of Practice
- Our Expectation
- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions
- Provision for Special Learning Needs – LLN or Disability
- Trainee support, including any external support the RTO has arranged.....
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsible for Child Safety, Access & Equity and relevant support services
- Recognition of Prior Learning (RPL) arrangements
- Recognition of qualifications issued by other RTOs

I, (student name) acknowledge that the induction process covered the above and I have read and understood the information provided in this Training Handbook and I agree to follow the policies and procedures outlined.

Student Signature: Date: / /

RTO Signature: Date: / /

This form MUST be stored in Student File

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Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant competency standards of a Training Package or by the learning outcomes of an Australian Apprenticeship, a VET in Schools program, a nationally accredited course, a self-directed learning program, or recognition of prior learning process

Course Information

Please refer to course/program specific information, which can be accessed via our website <http://nevc.neda.asn.au/>

Assessment and Grading

Assessment methods and requirements may vary depending on the qualification or course of study and may include demonstrated practical tasks, written assignments and/or tests, projects or presentations and participation in classroom activities. Your trainer or assessor will provide you with the method and requirements of assessment for each unit of competency. Upon completion the following results will be awarded:

CA	Competency Achieved
CNA	Competency Not Achieved
CS	Currently Studying
RPL	Recognition of Prior Learning/ Recognition of Current Competency
CT	Credit Transfer
WD	Withdrawn

If you are unclear on any requirements, please discuss with your trainer or assessor.

Assessment Appeals Procedure

Students have the right to appeal against assessment results. If you believe that you have been treated unfairly in an assessment process you should ask your trainer for our Assessment Appeals Procedure.

Recognition of Qualifications issued by other RTO's

The North East Vocational College will recognise a Qualification or Statement of Attainment issued by any RTO (Registered Training Organisation), where that Qualification or Statement of Attainment is directly related to the training program being undertaken at the college.

Evidence of Qualifications or Statement of Attainment issued by other Registered Training Organisations must be provided by the student for credit to be granted towards any training program being undertaken at the college. If you believe this applies to you, you should discuss this with your trainer/mentor or assessor.

Issuance of Qualifications

Upon successful completion of all requirements to achieve a qualification, the North East Vocational College will issue the relevant Nationally Recognised Qualification (Certificate), along with a Statement of Attainment for all relevant units of competency. If a complete qualification has not been achieved at the end of your course/program a Statement of Attainment will be issued for those unit(s) of competency successfully completed.

Re-issuance of Certificates and/or Statements of Attainment

Replacement copies of lost or stolen certificates and/or statements of attainment (issued by NEVC) will be provided to you upon request. Please refer to your Trainer/Assessor or the Student Records Officer if you require a replacement. There will ordinarily be a \$50 charge for each replacement issued.

Transitioning of Training Packages

Where a Training Package has been revised and new qualifications developed, student enrolments within the new qualification will commence as soon as possible and no later than 1 year after publication of the revised Training Package. NEVC will ensure that students are not enrolled in qualifications that adversely affect their opportunities for employment and/or future study pathways.

We will ensure when enrolling students that we abide by transition requirements within the accredited course documentation. We will implement a strategy for transitioning students to the new qualification/course or 'teach out' students in the superseded qualification/course within the timeframe designated by the registering authority.

Further details on relevant superseded qualifications will be available on our website as they arise.

Student Welfare

Your Trainer or nominated contact person is the first person you should approach for advice and assistance on any aspect relating to the course you are undertaking, including any personal assistance or advice you may require.

Language, Literacy and Numeracy support (LLN)

NEVC believes that LLN are critical underpinnings to learning and thus are necessary skills for all. Where an assessment of LLN is required we will assist you to achieve your learning outcomes through referral to relevant support agencies, as recommended in an initial assessment report.

Personal Items

The college is not responsible for your personal items. We recommend that you do not leave valuable items such as money or own tools unattended in workshop areas, training rooms or your vehicle.

Eating and Drinking

Eating and drinking is prohibited in training rooms and workshops. The college has a student recreational area for your use at break times. Please consider the comfort of others and clean up after each use.

Car Parking

Off-street car parking areas have been designated for students, please observe the speed limit within the College premises, drive safely and consider the safety of self and others, and ensure your vehicle is parked in the correct area at all times. Students parking their vehicles on college property do so at their own risk and the North East Vocational College will not be responsible for any loss or damage that may occur.

Telephone Calls

Access to a telephone will be made available to students if required for the purpose of training and assessment or for personal use in an emergency.

Useful personal websites and phones numbers for Students

Safework SA – Wage and working conditions	For Help Centre contact phone 1300 365 255 or website: http://www.safework.sa.gov.au/
Fairwork SA – Workplace relations	Phone: 131394 or website: www.fairwork.gov.au
Workcover – workers rehabilitation and compensation	Contact phone 13 18 55 or visit website: http://www.workcover.com/
Employee Ombudsmen	http://www.employeeombudsman.sa.gov.au
Office of Consumer and Business Affairs	http://www.ocba.sa.gov.au
Alcohol and Drug Information Service	1300 13 1340
Crisis Care Unit	13 16 11
Domestic Violence Helpline	1800 800 098
Child Care Access Hotline	Monday to Friday 8am to 9pm Hotline 1800 670 305 (free unless calling from a mobile) or visit website: http://australia.gov.au/service/child-care-access-hotline
Australian Apprenticeships Information Line	Phone: 1800 338 022 or visit website: www.aatinfo.com.au www.aajobpathways.com.au www.australianapprenticeships.gov.au
Training Advocate	Phone: 1800 006 488 or visit http://www.training.sa.gov.au/
Traineeship and Apprenticeship Services (TAS)	For all general enquiries or to contact a Training Consultant - freecall: 1800 673 097 or visit website: http://www.employment.sa.gov.au/
Training.gov.au	http://training.gov.au
Commonwealth Government Youth Portal	www.youth.gov.au

Useful websites and phones numbers for Students

On-line Career exploration and info service	www.myfuture.edu.au
Resources and services for education & training	www.edna.edu.au
Department of Education, Employment and Workplace Relations	www.deewr.gov.au
Department of Further Education, Employment, Science and Technology	www.dfeest.sa.gov.au
Job Search	www.jobsearch.gov.au
Occupations and how to get the training needed	www.jobguide.deewr.gov.au
Children's and parents help and advice	Kids Help Line 1800 55 1800
Children's and parents help and advice	Lifeline 131 114
Children's and parents help and advice	Youth Help Line 1300 13 17 19

List any other useful phone numbers or websites

EMERGENCY EVACUATION

In the event of FIRE

ALERT others of the fire and request assistance

ADVISE your Trainer or a Fire Warden

RING the fire service on **000**

ACT as directed by a Fire Warden or your trainer

EVACUATE the area via safest route to nearest assembly point.

On Being Warned by Fire Alarm or by Trainer:

EVACUATE the area via safest route to nearest assembly point.

ASSIST others if mobility impaired.

DO NOT re-enter building until instructed to do so by authorised person.

Emergency Contacts

Chief Fire Warden:

.....

Located: Main Admin, Phone Ex 500 or 8397 9500

Deputy Fire Warden:

.....

Located: Workshop, Phone Ex ____ or 8 ____ ____ or

OHS Representative:

.....

Located: Workshop, Phone Ex ____ or 8 ____ ____ or

First Aid Officer:

.....

Located: Workshop, Phone Ex ____ or 8 ____ ____ or

Authority to Release Information

In accordance with the Privacy Act 1988

This Authority to Release Information form is to seek your permission for observation of work performance and work documents for assessment purposes and to gain your authorisation to gather and release your personal information for reporting and statistical purposes to organisations such as:

- **Employer/School** (if applicable)
For the purpose of communication with your employer in regards to training progression, results, participation, behaviour, attendance and/or other matters.
- **Commonwealth and State government and regulatory bodies**
To release your training and personal information to State/Territory Training Authorities and the National Centre for Vocational Education Research for statistical and other reporting requirements.
- **Australian Apprenticeship Centre**
On behalf of you and/or your employer in regards to your Contract of Training details and traineeship/apprenticeship progression, results, participation, behaviour, attendance and/or other matters.
- **Job Services Australia Provider/Centrelink/Austudy** (if applicable)
To communicate with your Case Manager/Employment Advisor in regards to participation, behaviour, attendance and/or other matters.

I, (student name) acknowledge that I have read and understood the above information and I am aware that a copy of the North East Vocational College Privacy Policy will be made available to me upon request.

Student Signature: Date: / /

RTO Signature: Date: / /

The information you supply will be treated in the strictest confidence and only used for the provision of training & assessment services, and in accordance with the Privacy Act 1988.

This ORIGINAL of this form will be stored in Student File

Induction Checklist and Confirmation

Please complete the Induction Checklist and sign the acknowledgement below as confirmation the induction process has covered:

- Code of Practice
- Our Expectation
- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions
- Provision for Special Learning Needs – LLN or Disability
- Trainee support, including any external support the RTO has arranged.....
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsible for Child Safety, Access & Equity and relevant support services
- Recognition of Prior Learning (RPL) arrangements
- Recognition of qualifications issued by other RTOs

I, (student name) acknowledge that the induction process covered the above and I have read and understood the information provided in this Training Handbook and I agree to follow the policies and procedures outlined.

Student Signature: Date: / /

RTO Signature: Date: / /

This ORIGINAL of this form will be stored in Student File

CODE OF PRACTICE



INTRODUCTION

This Code of Practice provides the basis for good practice in the delivery and administration of training and/or assessment services by North East Vocational College (NEVC). For the purposes of this Code “client” refers to any person participating in training and/or assessment delivered by NEVC.

Your rights as a consumer are protected and you will receive the services detailed in your agreement with NEVC

- We supply accurate and up-to-date information to clients prior to enrolment, covering but not limited to the matters listed in the attached Student Handbook.
- All of our marketing materials are ethical and accurate.
- You will be advised of all costs and fees that you will incur, prior to enrolment.
- We have fair refund policies that are available to each client prior to enrolment.
- In the unlikely event that we are not able to fulfil our training obligations to you, we will ensure that you either receive a refund (if owed to you), or refer you to another Registered Training Organisation (RTO).
- We maintain your academic financial and other records in strict confidence. You may request to view your own records at any time.

NEVC adheres to the principles of access and equity, meets its legal obligations and maximises outcomes for each client

- We will not unlawfully discriminate against clients.
- We comply with all Commonwealth & State legislation related to how we operate as an RTO.
- We take steps to provide a safe and secure learning environment.
- We will deal fairly and constructively with any concerns or complaints about our services or your assessment(s).
- We inform students of their rights, responsibilities and obligations prior to enrolment.
- We will provide adequate and appropriate support services as required. E.g. academic or personal counselling.

You can be confident that the qualifications issued by NEVC are recognised by industry

- We employ qualified trainers and assessors that are also industry qualified.
- We regularly engage with Employers, Industry Skills Councils and Professional Bodies.
- We attend professional development sessions, to ensure we are up to date with regulations, legislative and industry requirements.
- Our trainers and assessors regularly engage with Employers in the workplace to ensure their knowledge and skills reflect current industry practice.

You can be assured of the quality of training and assessment provided at NEVC

- We conduct regular internal audits to ensure that our operations comply with the Australian Quality Training Framework (AQTF) conditions and standards.
- We are committed to continuously improving the services you receive from us and regularly seek, and act upon, feedback from all clients.
- We have policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of clients.
- We have adequate facilities, and use training methods and materials appropriate to all qualifications we deliver.
- We have qualified trainers and assessors, with current industry knowledge and experience.

Your current skills and knowledge will be assessed prior to the commencement of training

- We recognise that you may hold existing skills and knowledge that are relevant to your training with us.
- We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).
- We recognise Qualifications and Statements of Attainment issued by other RTOs and will credit relevant units of competency towards completion of your qualification with us.
- We will offer you a range of training and assessment services that as far as practicable meet your individual learning needs.