



Student Handbook

(incorporating Code of Practice)

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North East Vocational College – RTO code 40222
is a Division of North East Development Agency Incorporated ABN 17 460 673 810
* 114 Tolley Road St Agnes SA 5097 * Tel 8397 9500 * Email nevc@neda.asn.au
A community-based not-for-profit organisation

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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



Joanne Munn

Chief Executive Officer

North East Vocational College

Accredited Training Courses:

- CPC10120 Certificate I in Construction
- CPC20120 Certificate II in Construction
- CPC20220 Certificate II in Construction Pathways
- CPC30220 Certificate III in Carpentry
- CPC30320 Certificate III in Concreting
- CPC30620 Certificate III in Painting and Decorating
- CPC31220 Certificate III in Wall and Ceiling Lining
- CPC32620 Certificate III in Roof Plumbing
- CPC40120 Certificate IV in Building and Construction (Building)
- MSF20322 Certificate II in Cabinet Making and Timber Technology
- MSF30322 Certificate III in Cabinet Making and Timber Technology
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40520 Certificate IV in Leadership and Management
- BSB40320 Certificate IV in Entrepreneurship and New Business
- FNS30122 Certificate III in Financial Services
- SIR20216 Certificate II in Retail Services
- SIR30216 Certificate III in Retail



Short Courses:

- White Card
- Contractor's Licence

Office Hours: Monday to Friday, 8.30am – 5.00pm

After Hours: Call 8397 5000 and leave a message which we will respond to on the next business day.

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 **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 Australian Skills Quality Authority (ASQA) to deliver a range of nationally recognised qualifications in Construction, Business, Management and Small Business 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 Australian Skills Quality Authority (ASQA) 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 on previous page)
- are listed on the Vocational Education and Training in Australia database – training.gov.au
- 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.19).

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 continuous 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

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.

Access and Equity

NEVC is committed to ensuring we have in place adequate policies and approaches aimed at ensuring that training and assessment is responsive to the individual needs of our clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Drugs and Alcohol in the Workplace

In accordance with our obligation to ensure we operate in a safe work environment, alcohol and drugs are strictly prohibited at the college. Alcohol and drugs become a work health and safety issue when alertness, motor control, and coordination are affected. NEVC may conduct random drug and alcohol testing during screening or as part of our induction process to ensure site safety is maintained at all times.

NEVC is committed to assisting students achieve their goals and can provide information on avenues for assistance and support if required. If you have some concerns about the testing or any other queries, we encourage you to discuss them with your trainer.

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 in these cases.

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 indicate designated areas during your induction.

Work Health and 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.

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 be 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 Procedures

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.

The Disciplinary Procedures follow a Three Warning System. However, in some cases where the breach is deliberate and/or creates a situation of such high risk that other persons are placed at risk, then cancellation of enrolment and permanent removal from the site may result, when the full circumstances of the case are considered.

First Aid

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

Any serious incident that necessitates an apprentice or trainee being taken to the nearest emergency clinic or hospital for further professional treatment/medical assessment the incident may also need to be reported to Return to Work SA through the employer of the apprentice or trainee.

Child Safe Environment

NEVC is committed to ensuring the safety, welfare and wellbeing 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 harm or risk of harm and follow appropriate notification procedures when reporting cases of suspected harm or risk of harm.

Complaints, Grievances and Appeals Procedure

NEVC 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, 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/assessor, who will consider the matter and assist/recommend a resolution. If the matter relates directly to your trainer/assessor, either party may request the involvement of another staff member.
3. Should this be inappropriate, or the matter remains unresolved, you are encouraged to contact the college General 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 **South Australian Skills Commission, ASQA** or your **Apprentice Connect Australia Providers** (if applicable) (see pages 16,17).
5. Complaints and appeals will be recorded and outcomes and reasons for the decision will also be provided in writing.
6. All complaints/grievances/appeals will be acknowledged by the next business day.
7. Any fees incurred by the use of an external mediator will be at the expense of the student.

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

To ensure a placement in a training course it is a requirement that training fees (up to \$1,500) are paid prior to commencement. Training courses will only be run subject to minimum class requirements being met. Following training commencement, all outstanding fees must be paid in full.

The following applies to all modes of delivery (classes, self-paced, etc):

- **Training fees** - You will be advised of all relevant fees prior to enrolment.
- **Cancellations** - If the college cancels a training course you will be notified two weeks prior to commencement. A full refund of all prepaid fees will be paid within one week of cancellation.
- **Postponements** - If the training course is postponed you may request to have fees returned to you or held until the training commences.
- **Withdrawals** - A full refund of prepaid fees (less any training resource costs already provided) will be given for withdrawals up until two weeks prior to commencement of the training. If you wish to withdraw in the two weeks prior to commencement, a cancellation fee of 10% plus GST of the total training fees will apply.
- **Transfers** - You may (subject to any training 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.
- **Refund exception** – Please note there will be **no** refunds after training has commenced.

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

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 Privacy Statement & Student Declaration. You may request to view your own records at any time – please see your trainer/assessor.

Government Subsidised Training

The South Australian Governments investment in training, employment and skills means that some qualifications are eligible for subsidised funding. If your training is subsidised, the South Australian Government pays part of your course fees for you. The money goes straight to your training provider, so you can focus on your training. Participant eligibility criteria apply.

You may be eligible for subsidised training if you live or work in South Australia, and are:

- an Australian or New Zealand citizen;
- a permanent Australian resident; or
- the holder of a state sponsored visa on a pathway to permanent residency, and is:
- aged 16 years or over and not enrolled at school; or
- aged 16 years or over, enrolled in school and undertaking training through an identified pathway; or
- undertaking training through a training contract as an apprentice or trainee in identified courses.

You may be able to access:

- one foundation skills course (if your upfront assessment of need indicates you require one)
- up to five bridging units at every qualification level (if assessed to need them)
- unlimited priority courses.

Until further notice, students who are not school enrolled students, can continue to access subsidised training regardless of their training history or prior qualifications. School enrolled students have a different entitlement and may only complete one Certificate II and one Certificate III course, but not at the same time.

Training contracts receive special support. Traditional trades with unlimited places on the Subsidised Training List have priority course status, this means they can be accessed by anyone eligible for subsidised training, even if you have used your entitlement, and will not count towards an eligible student's training account history.

Visit www.skills.sa.gov.au for Participant Eligibility Criteria.

*Please complete centre page **form and return to NEVC**. Retain booklet for future reference.*

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 ☐
- Success and Wellbeing Support Services ☐
- 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 ☐
- Were you happy with the information supplied to you prior to enrolment ☐

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: / /

This form MUST be stored in Student File

Selection and Enrolment

The Upfront Assessment of Need (UAN) process is designed to help you have the best chance of staying in training and completing your qualification so you can get on with your career. If you want to access a qualification subsidised by the South Australian Government then you must complete the UAN process first.

The UAN will enable you to access any additional learning and personal supports identified such as further training in literacy and numeracy. If further training in literacy or numeracy is required, then you will need to agree to undertake this training in addition to the qualification you are enrolling in.

If you do not want to participate in the UAN you can talk to us about other ways you might be able to access training, for instance this could be a fee for service arrangement.

Success and Wellbeing Support Services

As part of your training (if it is funded by the South Australian Government) you may also have access to Success and Wellbeing Support Services, this service provides individualised support to students with challenging life situations through a personal coaching and case management process. It aims to increase completions of vocational education and training (VET) courses by assisting students during their training, and then to transition to further study or employment. At your induction your trainer will take you through a brief questionnaire to evaluate your needs.

Language, Literacy and Numeracy support (LLN)

NEVC believes that LLN are critical underpinnings to learning and thus are necessary skills for all. You may require additional or specific support to achieve your learning outcomes, we encourage you to discuss support options with your trainer/assessor.

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.

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
- 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

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 about our Complaints, Grievances and 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 an Academic Transcript 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.

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.

Mobile Phones and Other Electronic Equipment

Mobile phones and other electronic equipment are to be switched off during training and can only be used in scheduled breaks, unless otherwise approved by the supervising Trainer (i.e. permission to use mobile/electronic devices for educational purposes/specific class work and support classroom activities).

Useful websites and phone numbers

Safework SA – Wage and working conditions	1300 365 255 www.safework.sa.gov.au
Fairwork Ombudsman – Workplace relations	131 394 www.fairwork.gov.au
ReturntoWorkSA – workers rehabilitation and compensation	131 855 www.rtwsa.com
Consumer and Business Services	131 882 www.cbs.sa.gov.au
Alcohol and Drug Information Service	1300 131 340 www.sahealth.sa.gov.au
Department for Child Protection	8124 4185 www.childprotection.sa.gov.au
Various government departments	www.sa.gov.au
Starting Blocks – Child care information and services	www.startingblocks.gov.au
Australian Apprenticeships Information	apprenticeships.gov.au
South Australian Skills Commission	1800 006 488 www.skillscommission.sa.gov.au
Skills SA	1800 673 097 www.skills.sa.gov.au
Training.gov.au – registered training organisations	www.training.gov.au
On-line Career exploration and info service	www.myfuture.edu.au
Disability Employment Services	Job Access: 1800 464 800 www.jobaccess.gov.au

Useful websites and phone numbers

Department of Employment and Workplace Relations	www.dewr.gov.au
Department of Education	www.education.gov.au
Department for Industry, Innovation and Science	www.industry.sa.gov.au
Workforce Australia – available jobs	www.workforceaustralia.gov.au Job Seeker hotline 1800 805 260
Australian Government myGov	www.my.gov.au
Equal Opportunity SA	7322 7070 www.equalopportunity.sa.gov.au
Unique Student Identifier (USI)	www.usi.gov.au

NEVC Learner Support	Dori Cocca (Monday to Friday, 9.00am – 4.30pm) dori.cocca@neda.asn.au 8397 9500
Beyond Blue	1300 224 636 www.beyondblue.org.au
Mates In Construction	1300 642 111 mates.org.au/construction
Children's and parents help and advice – kids help line	1800 55 1800 kidshelpline.com.au
Lifeline - Children's and parents help and advice	131 114 www.lifeline.org.au
Headspace	1800 650 890 headspace.org.au
Regional Access	1300 032 186 www.saregionalaccess.org.au
MensLine Australia	1300 789 978 www.mensline.org.au
Construction & Other Industries Drug & Alcohol Program	0418 847 180 www.birst.com.au
Urgent Mental Health Care Centre	08 8448 9100 www.umhcc.org.au
Homeless Connect SA	1800 003 308 https://www.sa.gov.au/topics/housing

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

WHS Representative:

.....

Located: Workshop, Phone Ex ____ or 8 ____ or

First Aid Officer:

.....

Located: Workshop, Phone Ex ____ or 8 ____ or

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 this 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 who are also industry qualified
- We regularly engage with Employers, Service Skills Organisations 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 Standards for NVR Registered Training Organisations 2011
- 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