



STUDENT HANDBOOK 2019

Introduction

Murwillumbah Community College (MCC) is a not-for-profit community based organisation, a registered training organisation (RTO 90044) and in receipt of funding from the NSW Department of Industry and other sources of funding from time to time.

We are dedicated to providing quality, affordable work based training and lifelong learning to members of the community over the age of 15 years. This handbook is a condensed version of our Policy and Procedure Manual and the office staff can provide students with more details of specific sections as requested.

MCC is a Registered Training Organisation Reg. No: 90044 and delivers accredited VET training in accordance with the Standards for RTO's 2015.

Murwillumbah Adult Education Centre Inc. RTO 90044
T/A Murwillumbah Community College (ABN 56 803 584 952)



Contents of this Student Information Booklet

Introduction	1
Contents of this Student Information Booklet	2
Welcome.....	3
Contact	3
Facilities	3
Requests - Student support.....	4
Fees and Refunds.	4
Recognition of Prior Learning (RPL) / Credit Transfer	5
Access and Equity	6
Student Responsibilities.....	6
Attendance in class	7
Student Rights	7
Complaints and Appeals Policy and Procedure.....	7
Student Discipline	7
Work Health and Safety.....	8
Your Feedback.....	8
Your Privacy	9
Further Information about the VET system for students	9
Definitions in VET training and assessment.	9
Assessment tasks	10
Assessment Methods	10
Important Information.....	10
Skills for Employment.....	11
Attachment 1: Complaints and Appeals Policy.....	12
Complaints Form	13



Welcome

- Thank you for choosing MCC to conduct your training and assessment in the course selected. We hope you enjoy your learning experience with us.
- The qualification, when successfully completed, will be recognised Australia wide. In limited cases where and if we operate in a partnership arrangement, the Certificate may be issued by the partner organisation. This will be clearly indicated before you commence the course or unit.
- In acknowledgment that you may have work, family and household commitments we suggest that you manage your time carefully so that the training and assessment requirements associated with your course are kept on schedule.
- This booklet gives an outline of our commitment to providing an enjoyable and quality learning experience and to your responsibilities in joining your chosen training program. More detailed information is available from our office, in our lecture rooms and from our trainers.

Contact

- Our office is located at: Shop 9 Murwillumbah Plaza, 47 Murwillumbah Street, Murwillumbah NSW 2484
Phone: 02 6672 6005
- Email: acembah@bigpond.net.au; and reception.mcc@bigpond.com
- Web site: www.mbahcc.net
- The Manager and staff are available to answer your questions and to assist your training and learning experience to be a successful one.
- Please advise immediately any changes to your contact details.
- None of your personal information will be divulged to third parties and student and staff information will be kept confidential except where a legal obligation exists.(refer to Page 6 – Your Privacy)

Facilities

- You will be informed upon enrolment and when attending an information session, in which training room your course is being conducted and about other facilities.
- MCC will provide tea and coffee to students and we ask that you help by leaving the area clean and tidy.
- Smoking is prohibited in all training venues and within a radius of 15m



outside. It is preferred if you go to the footpath on the street in front of the Plaza to smoke.

- No food or drink is to be taken into the computer facilities
- Toilet facilities are available upstairs. Please follow the corridor / passageway and signs to locate female, male and disability accessible facilities.
- A stair chair lift is available for those students and staff who may have difficulties with mobility.
- Other toilet facilities are located downstairs through the doorway between the Sushi shop and the New Leaf cafe for customers of the Plaza. There is a key available from College reception to access them.

Requests - Student support

- If you cannot attend all your classes because of some unforeseen circumstances (such as illness or emergency family commitments), we will attempt to provide a catch-up program for you to keep on target in meeting your assessment requirements.
- In special circumstances students may be able to complete the course when it is next offered if they have shown a commitment to the course and their absence will be a lengthy one. This can be discussed with the Manager.
- If you would benefit from extra support with reading, writing, numeracy, communication or learning in general, there is assistance available within the College on a one to one or small group basis with qualified staff so please feel free to discuss this with the Manager, your trainer/tutor or office staff.
- If you experience difficulties with your hearing or vision or have a physical disability we will make every effort to assist you with accessing training. Please advise us at the time of enrolment
- If you have a medical condition, it may be advisable to notify your trainer/tutor of your needs so he or she can be prepared to respond if any difficulties occur. For example diabetes hypos, allergic reactions, seizures etc.

Fees and Refunds.

Fees

- Fees for Accredited courses are due at time of enrolment and by agreement may be paid by an initial deposit followed by regular instalments calculated over the duration of the course. This arrangement is recorded in a payment agreement between you and the College.



- Fee protection measures for students apply and initial deposits will not exceed \$1500.
- Fees for non-accredited courses are due at time of enrolment.
(Materials may need to be purchased for some non-accredited courses at additional costs to the course fees and this will be noted in the course advertising material.)
- Concessions are available on non-accredited courses where stated and on presentation of health care card, senior or student card.
- Accredited VET courses are GST free, all other non-accredited course prices include 10% GST.
- A \$25 fee is required to provide a copy of a Certificate or Statement of Attainment should you lose your original copy.

Refunds

- Where a course does not proceed due to lack of numbers, you will receive a full refund of fees paid. If we cancel, we phone you and offer you a full refund.
- If you cancel prior to the start of the course a full refund will be given
- No refunds will be given once the course has commenced except under special circumstances which can be discussed with the Manager.
- Requests for refunds due to a perceived failure of the College to meet the Standards for RTO's 2015 requirements or advertised outcomes will be treated fairly by reference to the Manager and appeal to the Management Committee. Please refer to the Complaints and Appeals policy available from the front office and in the Student Information section of our website
- If a refund is to proceed the student will need to attend the college for identification purposes to receive the refund

Recognition of Prior Learning (RPL) / Credit Transfer

- Where clients have skills, knowledge and competence, MCC will provide access to RPL assessments against accredited course/unit of competency learning outcomes and assessment criteria.
- The client will be charged an RPL fee based on the hourly charge out rate of the assessor and will not exceed 70% of the fee for the unit of competency concerned.
- If the student is not happy with an RPL assessment an appeals process is available.



- MCC recognises VET qualifications issued by other Registered Training Organisations in Australia.
- When you complete a course or a unit of the course at school, another Community College, RTO or TAFE you may be able to receive a credit that counts towards completion of your qualification at the College.

Access and Equity

- We welcome all clients regardless of educational background, gender, marital status, sexual preference, race, colour, culture, physical or intellectual impairment, religious or political affiliation and economic circumstances.
- We will attempt within our financial resources to provide literacy and numeracy support, learning support and support for people with disabilities.
- We will seek to maintain a fee structure that allows maximum community participation but maintains financial viability for MCC.

Student Responsibilities

- To read and be familiar with the conditions of the Student Handbook, enrolment conditions and prerequisites and provide accurate enrolment details and pay fees as required.
- To treat staff and other students with dignity and fairness and refrain from disrespectful or disruptive behaviour.
- To attend classes on time in appropriate dress and be sober and drug free.
- To ensure the security of your own possessions while attending a course; to assist in maintaining MCC assets in good working order and to respect other students' possessions.
- To complete all assessments when due.
- Promptly report harassment, discrimination, theft, accidents, and unsafe work conditions to your trainer/tutor or the office staff.
- To positively contribute to class discussions and refrain from disruptive behaviour.
- To respond to reasonable requests from your trainer.
- To please turn off mobile phones during classes to avoid disruption to the class.
- Child care arrangements should be pre-arranged and are the responsibility of parents and/or carers. Children are not permitted in class



Attendance in class

- You are required to sign a class roll which will be marked off at each class. This is a requirement for the College's data collection in meeting the required standards.
- Students who are more than 30 minutes late may be marked absent unless there is a reasonable reason provided to the trainer/tutor. It is best to ring ahead if possible to let the trainer/tutor know that you will be attending late.
- Students are expected to attend 80% of classes to be considered for assessment.
- If you are going to be absent in excess of 80% of the time please discuss the reasons with your trainer.
- In exceptional circumstances the trainer may provide extra material and assignments for a student to make up lost class time. (this may incur an additional charge)

Student Rights

- To expect courses of high quality in a friendly and supportive environment.
- To be informed of course outcomes and assessment tasks and rights of appeal explained at the commencement of training.
- To expect that personal records will be kept secure and confidential.
- To expect that courses will be conducted in a safe, clean learning environment free of harassment and discrimination.
- To expect that administrative matters such as enrolments, payments, course notes and awards are handled efficiently.
- Access to MCC Complaints and Appeals Policy and Procedure if you are unhappy with your treatment in any area of involvement with MCC.

Complaints and Appeals Policy and Procedure

This is available to you from the front office or in the Student Information section to of our website. It is also available as **Attachment 1** at the end of this Handbook

Student Discipline



- Failure to meet student responsibilities may result in disciplinary action being taken.
- Disciplinary action could include –
 - A formal warning
 - Suspension while an investigation takes place
 - Withdrawal of assessment
 - Termination
 - Legal action to recover damages

Work Health and Safety

- MCC is committed to the safety and well-being of students, staff and visitors.
- Students and staff both have a responsibility to be alert to potential hazards and report dangerous situations to the person responsible for that venue.
- First Aid kits are located at each venue and an accident report form is in the trainer/tutor file to report any first aid incident.
- Training will be terminated if a venue becomes unsafe and all staff and students must vacate the area to designated mustering points.
- Only attempt to fight a fire if you have training in operating a fire extinguisher and have direct unimpeded access to an exit.
- The main hazards to avoid in the College are faulty electrical equipment and cabling, slippery floors, unsafe lifting, and unsafe climbing.
- When using computers, take the time to adjust your seating position to an ergonomically sound position, which your trainer will describe.
- Keep access ways and exits clear and work areas clean and free of rubbish.

Your Feedback

- During and at the end of the course you may be asked to complete a student feedback form that looks at your level of satisfaction with the administration and delivery of the course and ways of improving our services.
- We welcome your feedback whether you are satisfied or dissatisfied as this helps us identify ways in which we can improve the College's training, administration and student services so please take the time to complete this form. Both constructive criticism and acknowledgement are welcome.



Your Privacy

Information concerning students, including information submitted on enrolment forms will be used by Murwillumbah Community College or other authorised organisations for the purposes of general student administration, communication, state and national reporting, program monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys.

The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting the College on Ph: 02 6672 6005.

Further Information about the VET system for students

Students participating in accredited training and assessment - Competency based assessment;

To attain a nationally recognised Certificate or a Statement of Attainment, students will need to provide their trainer / assessor with evidence that they meet the competencies required in the units of the course. There are no formal exams (as used at school and university) in the VET system.

It is possible in the VET system to attain a qualification by an assessment pathway where the student has significant evidence that they meet the competency requirements and this process is known as Recognition of Prior Learning (RPL) mentioned earlier in the Handbook.

Most training packages require assessment of knowledge and also observation of skills in the workplace or simulated situation.

Definitions in VET training and assessment.

VET – Vocational Education and Training

Assessment – The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

Competency – 'The consistent application of knowledge and skill to the standard of performance required in the workplace' - refer to website www.voced.edu.au

Competency based assessment – The gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.



Assessment tasks

- To be considered for a final assessment of competency in a module or unit you will be required to complete assignment tasks and failure to do so may result in a student not being considered for assessment or being assessed as 'not yet competent'.
- Assignments may be hand written, printed or submitted electronically.
- If submitting work on a separate document please leave a 50mm margin on the page and write on one side of the page only. Write your name, the date and module number on each page.
- Throughout the course your trainer will advise you of the final close off date for submission of assessment tasks/assignments.

Assessment Methods

Each nationally recognised unit contains a number of elements of a competency that the evidence gathered must address. Your trainer will use a range of evidence gathering techniques which may include –

- Written answers to questions completed at home or in the classroom.
- Verbal questioning.
- Observation of role playing or simulation of situations in class.
- Observation of presentations made in class and/or the workplace.
- Observation of tasks completed in the workplace.
- Feedback from supervisors or third parties in the workplace.
- Portfolios and projects
- Recognition of prior learning where appropriate.
- Demonstration of skills.

Important Information

1. It's important that you understand the assessment tasks clearly. Ask your trainer if you are not sure of the task.
2. It's also important to know when the assessment task is to be completed and returned to the trainer.
3. Also ensure that you know when your workplace assessment (during your work placement, if applicable) needs to be completed.
4. If the assessor is not satisfied with the evidence provided, the assessor will



state why and ask you to re-submit some or all of your work.

5. If you have attended class as required, submitted assessment tasks on time, taken care with your work, completed your work placement as required and your assessor does not deem you competent, then a grievance procedure is available to you. In the first instance speak to your assessor and if the matter is still of concern to you then speak to the College Manager who will advise you of further steps to be taken if required.
6. **Please note:** If attendance at your course is interrupted for any reason by you cannot assume that the same qualification rules will still apply when you try and resume the course at a later date. Qualification rules change about every 3 years, so to resume an interrupted qualification please check with the College office as to which of the Statement of Attainments you originally received are still relevant.

Skills for Employment

Assisting students to develop generic skills in preparation for employment are integrated into course training and assessment. This can assist students to be job ready.

These skills include:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self management
- Learning skills
- Technology

We will also assist you in developing relevant job search skills to help you gain employment.



Attachment 1: Complaints and Appeals Policy

Complaints and Appeals Policy

The College is committed to listening clients and accepting feedback and grievances about the College, its marketing, administration, staff and its training and assessment processes and assessment outcomes. The complaints and appeals policy of Murwillumbah Community College will ensure that all complaints are dealt with in a constructive and timely manner.

Complaints and Appeals Procedures

- Students are encouraged in the first instance to talk to the Trainer or Assessor about their issue or concern with the assessment process or assessment outcome. The Trainer/Assessor will make notes of the concern and follow up with the College Manager
- If the problem continues or is not easy to resolve informally a meeting with the College Manager is arranged. Students can elect to bring a representative. A record of the meeting is kept including the grievance and the proposed solution that is agreed at the meeting. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign this record of the meeting.
- If the student is not satisfied with the above actions a written grievance can be made. A Grievances form is on the website, in of the Student Handbook and available from the office.
- On receipt of a written grievance the Management Committee will be advised of the complaint and the grievance will be heard by an internal panel. The panel's decision will be provided in writing within 7 days of the panel meeting. The student has the opportunity to be heard by the panel.
- If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. The selection of an independent adjudicator will be managed by the College manager with the mutual agreement of the complainant. There will be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.
- The student will also be informed that other venues of complaint include:

VET training delivery and assessment matters can be taken to the NSW Department of Industry or ASQA

NSW Department of Fair Trading or the NSW Ombudsman deals with non-training issues.

Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If the grievance is substantiated, the organisation is responsible to follow up on the issues, modify policies and procedures if required and record this action



Complaints Form

CONFIDENTIAL COMPLAINTS and APPEALS FORM	
Name of Complainant	
GRIEVANCE (detailing circumstances and the event in question)	
DESIRED RESOLUTION	
Signature of Complainant:	
Date:	
Drop this form at the College office for attention: College Manager: Or post to PO BOX 552 Murwillumbah NSW 2484 Email: reception.mcc@bigpond.com	