



Trade & Occupational College of Australia Pty Ltd
RTO 32407

Student Handbook

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Welcome to TOC Australia

On behalf of the staff at TOC Australia, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which includes all of your terms and conditions for enrolment into one of our courses and we trust this handbook will answer the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

For those of you enrolled in a certificate or diploma course, please take the time to read this handbook and sign the acknowledgement form at the back of the book confirming that you have done so. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, TOC Australia would also appreciate your signing the consent form (Appendix E). If you would like further clarification, please feel free to talk to one of our staff members. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms not already handed in will be collected one month from the date of enrolment and will be retained in your student file.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or TOC Australia's policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled students. Please ensure you keep TOC Australia informed of any changes to your email address. This can be done by completing "Change of Address Notification Form (Appendix D)

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with TOC Australia is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

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TOC Australia
Trade & Occupational College of Australia Pty Ltd Pty Ltd

Introduction

As a Registered Training Organisation, TOC Australia has agreed to operate under the laws specific to vocational educational and training. However, that doesn't mean that there are not also many other laws that also affect the work we do. You can find a list of relevant legislation at the back of this handbook. Some that are important to you are mentioned within this handbook. You will be also be hearing about them at your induction.

TOC Australia is responsible for the quality of the training and assessment you receive and as a registered training organisation must comply with the Standards for Registered Training Organisations 2015. Our compliance with these standards is monitored by the Australian Skills Quality Authority (ASQA) www.asqa.gov.au.

Unless the College forms an arrangement where training and assessment is being provided by a third party or where training and assessment is being provided on behalf of a third party, the College can only offer the courses on its scope of registration.

If all the units required for the achievement of the qualification have been achieved, this will be a qualification certificate.

If some but not all of the units of competency are completed, this will be a statement of attainment for those units completed.

If the College closes or ceases to deliver any part of the training product that you are enrolled in, TOC Australia will ensure that you are transitioned to another RTO to provide a continuity of training. Should the College make any decision to involve a third party in your training or assessment or to change its ownership or any other matter that you should be informed about, this will be communicated to you promptly via letter and/or email. Training by a third-party organisation may involve fees and charges.

As an RTO we have a Code of Practice. The Code is the rules we ask all our staff to keep. The Code ensures that you are given a safe and efficient training environment in which to learn.

You also have a Code of Conduct to follow, which are the rules you have to keep. You can also read about your Code of Conduct in this handbook.

Accidents

All accidents must be and recorded on the Incident Report Form (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the Change of Address Notification (Appendix D) to do this. At the conclusion of your course TOC Australia will send Certificate/Statement of Attainment to the most recent address recorded in the records management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

Complaints and Appeals Policy

POLICY

TOC Australia will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

TOC Australia is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, TOC Australia will:

- Make its complaints and appeals policy publicly available by producing it in Student Handbook and making it available on the organisation's website
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable as outlined in complaints process Point 6
- Provide for review by an appropriate party independent of TOC Australia and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- If an appeal is to be lodged, in the first instance, issues should be raised directly with the relevant person and attempt to resolve the issue.
- All complaints and appeals shall be acknowledged to the complainant/appellant via email within 7 days of receipt, however where it is apparent that a resolution will take more than 60 days to facilitate and resolve, TOC Australia shall keep the claimant/appellant advised in writing of progress and any reasons for such a delay.

Clients wishing to appeal an assessment result will be required to lodge the appeal on the Appeals Form (Document 45) clearly outlining their reasons for the appeal and lodge same with TOC Australia within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

These processes are outlined in the Student Handbook (Document 20) and Staff Handbook (Document 21)

The steps in the Complaints and Appeals Process are:

(a) Local Level Resolution

1. We encourage open communication and an environment of trust. Therefore, any student with a complaint is encouraged to firstly raise the matter directly with the TOC Australia staff involved.
2. When a complaint is received – verbal, phone, email or otherwise – it shall be immediately referred to TOC Australia Chief Executive Officer (or their appointed representative) (herein after referred to as the nominated representative) by the recipient.
3. The nominated representative shall immediately contact the staff member concerned and discuss the matter, obtain all the facts and evidence; and shall attempt to mediate a resolution. In many cases complaints involve fees, or refund requests, and resolution is generally achieved at this level.
4. If a resolution is achieved this shall be advised to the client in writing via email; and also recorded on the in TOC Australia's Complaints Log (Doc. 67).
5. If no resolution is made, then a formal meeting or phone discussion will be arranged between the claimant and the nominated representative, at which time the matter in dispute will be discussed. It is hoped that resolution will be achieved at this meeting.
6. The claimant has the right to bring an advocate with them to all meetings/discussions during the complaints process.
7. Notes of all discussions and meetings will be retained by TOC Australia and the claimant will be provided with a copy.

(b) Resolution by nominated representative

The claimant will be provided with TOC Australia's Complaints Form (Doc 46) which must be completed and emailed to compliancemanager@toc.edu.au.

- The nominated representative will:
 - acknowledge receipt of the complaint via email as soon as possible
 - document the date acknowledgment was made on the Complaints Form
 - attach a copy of the acknowledgement to the Complaints Form
 - file the form in the student's personal file
- The claimant will be given opportunity to discuss the complaint with the nominated representative
- During the process all actions and decisions will be documented
- Once all aspects have been considered and a decision reached, the outcome will be presented to the claimant, they will be given the option of receiving this information either face to face or via email.

(c) Resolution by Arbitration

- Should the matter remain unresolved following step (b), TOC Australia will arrange a mediation session through the Australian Mediation Association. TOC Australia agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.

Appeals Process

Note: Appeals against decisions or assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the outcome. It is TOC Australia's desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal a decision or assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal Form (Document 45) within 14 days of receipt of the result and acknowledged via email. Acknowledgment is documented in section 2 of the Appeals Form.
- Discussion on the appeal will be conducted between the relevant parties within 24 hours of receipt of notice of the appeal.
- TOC Australia will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellant will be notified in writing of the result
- The appellant will be notified in writing of the outcome with reasons for the decision, and the 'Appeals Register' updated (Doc.68). The appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing., using TOC Australia's course Withdrawal Form. As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of completion of those units of study.

Induction and Code of Conduct

On the first day all new students are requested to register at reception at the appointed time. Students will be greeted, and an Orientation will be conducted which will include the following.

- Distribution of Student Handbooks to those who have not already received one
- Relevant Policies and procedures contained in the Student Handbook are explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- Overview of the Evacuation procedure conducted

Academic Misconduct

OC Australia's CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Students involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

Discipline

TOC Australia will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to TOC Australia or any training venue hired by TOC Australia assaults (physically or verbally) any person or persons on the premises or any training venue hired by TOC Australia
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of TOC Australia premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow TOC Australia complaints procedure.

TOC Australia expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

Dress Code - Dress requirements are neat casual attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour on Campus – Every student is expected to reflect the ideals and code of behaviour of TOC Australia in their dealings with fellow students, members of staff and the general public. Students are expected to adhere to the rules and to co-operate in the effective running of TOC Australia

TOC Australia strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow students
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of TOC Australia, staff and fellow students
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at TOC Australia
encourage the use of water bottles in classrooms

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary, will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Smoking

TOC Australia premises (including classrooms, toilets, and general office areas) are smoke-free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of TOC Australia are open to the public, students are advised not to leave their valuables unsupervised. TOC Australia cannot be held responsible for anything which may be stolen from its premises.

The VET Quality Framework

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits TOC Australia (RTO) to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the National VET Regulations and will be re-audited during its subsequent five-year registration period. These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality vocational education and training system.

The National VET Regulations is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, TOC Australia adheres to this system and does all within its power to remain compliant. From time to time students are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and students are invited to provide feedback on the assessment through this form. Students will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable TOC Australia to identify opportunities for improvement not only to training and assessment but also to services provided.

Rights and Responsibilities of Students and Staff

Students' Rights

TOC Australia recognises that students have the right to:

- expect TOC Australia to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all TOC Australia's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that TOC Australia will be ethical and open in their dealings, their communications and their advertising
- expect that TOC Australia will observe their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise TOC Australia of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to TOC Australia administration office
- respecting TOC Australia property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on TOC Australia's property or engaged in a TOC Australia controlled or sponsored activity
- abstaining from acts of self-harm

RTO Responsibilities

TOC Australia is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details

Staff Responsibilities:

All Trainers employed by TOC Australia must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach
- any information passed on to students is accurate
- any advice given is consistent with the National Code and TOC Australia's own Code of Practice
- all student attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered
- all absences are recorded for each session
- classes are held as scheduled by TOC Australia and any changes are to be reported immediately to ensure continued compliance
- TOC Australia Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator

TOC Australia abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly, TOC Australia requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40116) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, The Standards for RTOs 2015 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

Sustainability

TOC Australia is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Student Records

As a student, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per TOC Australia's procedures, accurate attendance records of student(s) for each session they deliver

TOC Australia has in place a policy and procedure for the collection, storage and protection of all the training records of individual students, to meet training and assessment activity requirements.

Assessment Results are recorded within thirty days from the date of assessment and students may request an update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records.

Student training documentation re stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of TOC Australia

Training and Assessment

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- TOC Australia staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Students wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency-based training and assessment).

Students are expected to participate actively in class discussions and activities and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, trainers will work with students to identify areas of need and support students' efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Students are expected to undertake at least 20 hours of training per week. For on-campus students this can be in the form of scheduled classes and online support and for Online students this will also involve scheduled virtual classes. Students are also expected to undertake self-study in addition to the 20 hours. However, depending on existing knowledge, skills and experience of the units of competency content; extra time may be needed for self-study or less time will be needed. Students are encouraged to communicate with their Trainer at all times to enhance completion of units of competency.

Training and Assessment Methods and Pathways

TOC Australia has been approved by ASQA to deliver the qualifications listed on the national website. If you visit www.training.gov.au and enter TOC Australia's name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for students to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are a number of pathways to qualifications and TOC Australia provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled

- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

Full time - this option requires classroom attendance as outlined in the course outline

Part Time – this option allows the student time to undertake other responsibilities, such as work, home duties etc.

Flexible – a combination of classroom and home study

Please note not all classes provide these options and students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at TOC Australia.

Assessment requiring essay or report writing is based on the following criteria:

1. **Answering the Question**

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. **Referencing**

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. **Accuracy of Spelling, Grammar and Punctuation**

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Students should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

**NB: exception allowed where students are unable to access appropriate equipment. Handwritten assignments must be neat and legible.*

Statement of Authorship

All assignments projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included TOC Australia's Assessment Cover Sheet in each assessment booklet.

Assessment Re-sit Procedure

Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their

performance.

- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee may be charged for re-sitting the assessment. *

Stage 2: Student deemed Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent, they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- TOC Australia will determine the time at which the unit will be available.
- The student may be liable to pay a fee to be determined by TOC Australia to cover the cost of extra tuition

* The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

In all assessments conducted by TOC Australia the following directives as listed in the *Competency Standards for Assessment* outlined in The Training and Assessment Training Package (TAE10) will be observed

- *Competency Based Assessment* - Assessment must take place within a competency-based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education TAE10),
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess,
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- *Fairness* - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations
- *Flexibility* - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL

- process as described in our Recognition of Prior Learning Information Kit,
- *Due Date Information* - The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Credit Transfer Policy

Credit Transfer is available to all students enrolling in TOC Australia's courses on scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider, in line with TOC Australia's Recognition of Qualifications Policy.

Fees and Refunds Policy

The course brochure and the website will always give the latest information about course costs (including all fees and charges).

Prospective participants will be advised of fees, charges and payment rates and processes in student information, on the website and in advertising prior to enrolment and the commencement of the training.

Students will be offered a range of payment options to suit their individual needs including monthly or upfront payments. Employers can make the payments for students; however, no discounts apply to full payment of fees upfront.

In any event TOC Australia will not take from an individual student any more than \$1500 upfront limit as per the ASQA requirement clause 7.3. Payment plans can be arranged for students on a need's basis, please discuss this option prior to enrolment.

TOC Australia will make a full refund of all fees paid should course be discontinued. Should the participant desire to take an alternative course with TOC Australia, fees will be fully transferable to that course. In the event of a course for which the participant was enrolled being unavailable or no acceptable alternative course is available fees are fully refundable, including any deposit paid.'

Should a participant cancel an enrolment with TOC Australia, the following conditions will apply regarding a refund of fees:

- Cancellation prior to the commencement date 80% of course fees will be refunded.
- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date except where extenuating circumstances prevail* or after exclusion for unsatisfactory attendance or behaviour
- All requests for cancellation or refunds must be made in writing using TOC Australia Refund Request Form (Doc 13C) and accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Refunds will be paid within one (1) week of the claim being agreed upon

*Extenuating circumstances: Should a participant have to discontinue a course for legitimate reasons, such as sickness or exceptional family circumstances, a full refund less 20% will be paid.

Refunds are issued when:

- A student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course

- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds are not issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency
- a student is expelled from the academy for a serious breach of discipline

Once students have started studying their chosen qualification or course, TOC Australia will remain committed to providing the highest quality of training and assessment as outlined to the student handbook.

In the event that TOC Australia is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

Issuing of qualifications

TOC Australia will issue all AQF qualifications and statements of attainment within thirty (30) days of the training programs completion. All qualifications and statements of attainment issued by TOC Australia comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of The National Standards for NVR Registered Training Organisations.

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. TOC Australia can only issue a qualification or Statement of Attainment if you have provided your USI number or requested TOC Australia to obtain a USI number on your behalf. Please refer to the following website for more information:

<https://www.usi.gov.au/students>

TOC Australia only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses

Students are encouraged to take care of certificates issued by TOC Australia. Replacement certificates and/or Statements of Attainment will incur a cost of \$20.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

Language, Literacy and Numeracy (LLN)

TOC Australia aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. TOC Australia will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, TOC Australia will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that TOC Australia can offer include:

Literacy

- Providing students only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained several ways including any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

TOC Australia has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

The steps in the RPL assessment process

Step 1

Candidate completes applicant self-assessment kit to determine eligibility for Recognition of Prior Learning and units for which candidate believes they may be eligible for RPL.

Step 2

Candidate gathers the evidence nominated during the self-assessment process and completes the RPL kit. Candidate is informed of the outcome which may involve gap training. If so, additional cost is also discussed.

Step 3

The candidate will email a copy of the RPL kit to you. Upon receipt you will contact the candidate to discuss the evidence submitted and conduct the competency conversation. Additional copies of Record of Conversation to be made for each relevant unit.

Step 4

Email the RPL kit to candidate requesting them to read the notes made by them during the competency conversation and confirm that they are true and correct by signing nominated pages and return to your assessor.

Step 5

Contact candidate's nominated referee/s and request them to complete third party report/s.

Step 6

Analyse all of the evidence and determine the outcome which could be:

- Full RPL granted – Certificate generated
- Gap training identified but no further action to be taken in which case Statement of Attainment is issued
- Gap training discussed and arranged and completed
- Certificate awarded to candidate

Please note that it is a policy of TOC Australia that no more than 25% of a qualification can be RPL'd to ensure the integrity of the qualification delivered by TOC Australia

Diploma students

If you are a diploma student, then this section is relevant to you.

Our Diploma programs will be delivered by GeSS Education on behalf of TOC Australia, under a third-party arrangement. Because the diploma qualifications are on our scope of registration, TOC Australia will issue your qualification upon successful completion of your course. As a diploma student you will either be studying your diploma in-class at GeSS Education's Gold Coast Campus at Australia Fair, Southport or you will be studying your diploma online through GeSS Education's learning management system called GeSS LMS. TOC Australia and GeSS Education work closely together to ensure that you have the ultimate learning experience while studying your diploma and everything in this handbook is abided by GeSS Education. Students undertaking a Diploma will be required to pay a Material Fee of \$200 upon commencement of their course. This fee is in addition to the enrolment fee of \$200 and is relevant to both in-class or online studies. This will be outlined in your Letter of Offer into one of our Diplomas.

Your diploma is also a pathway to other opportunities, for example, university. TOC Australia has articulation with Australian Universities, such as, Griffith University & Southern Cross University. This means, that once you have successfully completed your diploma you can receive up to one year of credit towards your degree. Your diploma can also prepare you for direct work opportunities. If you

have any further questions about your diploma delivery, please feel free to ask our Admin staff or your trainer.

SMART AND SKILLED NSW

Legislation

Definitions

ASQA – Australia Quality Skills Authority ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Bullying – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Classrooms – rooms either owned or hired by TOC Australia for training purposes

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - all employees either full-time, part-time or contract of TOC Australia

Racial Harassment – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment; denial of access to resources or work.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)

Appendices

APPENDIX A – APPEALS (Document 45 Page1)

TOC Australia <u>Appeal against assessment decision</u>	
1. PERSONAL DETAILS	
Student Number	Contact Telephone
Family Name	
Given Name/s	

2. CHECKLIST
Have you: Made an appointment and discussed the matter with your assessor Yes <input type="checkbox"/> No <input type="checkbox"/>
Completed all the requirements for the unit up to and including the work under dispute Yes <input type="checkbox"/> No <input type="checkbox"/>

3. COURSE/UNIT DETAILS
Unit of competency Code and Name

4. BASIS FOR APPEAL (Please tick appropriate section/s)
Result not based on agreed assessment criteria <input type="checkbox"/>
Assessment method at variance with statement on unit outline <input type="checkbox"/>
Unfair grade based on stated criteria and quality of work <input type="checkbox"/>
Work handed in on time was not marked <input type="checkbox"/>
Other reason (please specify) <input type="checkbox"/>

8. PROCEDURE
The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.
If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.
Please hand the completed form together with any supporting documentation to Administration.

APPENDIX A – APPEALS (Document 45 Page2)

9. RECEIPT

Date of lodgement

Received by (name)

Signature

10. ACTION

Action taken by assessor

11. RESULT

I am satisfied with the results of this process.

Student name

Signature

Date

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Student name

Signature

Date

APPENDIX B – INCIDENT REPORT FORM (Document 37)

TOC Australia
INCIDENT REPORT FORM

Student Name

Student Number

Course

Class

Date of Incident

Time of Incident

Details of Incident

Student's Signature

Date

Details of Action Taken

Follow up Action Taken

Chief Executive Officer's Signature

Date

APPENDIX C – COMPLAINTS FORM (Document 46)

TOC Australia
Complaints Form

Section One
(to be completed by participant)

Participant's name

Address

Phone

Nature of complaint

Signature of Participant

Section Two
(To be completed by TOC Australia representative if outcome is reached)

Signature of TOC Australia Representative

Position

Section Three
(to be completed by representative of arbitrating body if complaint is taken to this level)

Signature of Arbitrating Body Representative

Position

APPENDIX D – CHANGE OF ADDRESS NOTIFICATION FORM (Document 60)

TOC Australia
Change of Address Notification Form

Family Name

First Name

Student Number:

Course Enrolled

New Address:

Suburb

Post Code

Home Phone Number

Work

Mobile

Email Address

APPENDIX E – CONSENT FORM (Document 58)
Images, Recordings, 3rd Party Information

I, *(name please print)*
the following action/s:

hereby give consent for

SECTION A - Release of information to a 3rd party about [me / my under 18 year old child]

_____ (TOC Australia) may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3rd party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

Name of 3rd Party: (Name of person, organisation, or “anyone”) _____

Other information / clauses: _____

SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases

_____ (TOC Australia) may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: _____ Date image was recorded: _____

Description of image: _____

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: _____ Date/s: _____

Other information / clauses: _____

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

SECTION C - Signatures

Signed: _____ Date: _____

Consent for child under 18: Signed: _____ [Parent / Guardian]

Child's name: _____ Date: _____

TOC Australia

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions, my rights and responsibilities as a participant of TOC Australia and that I have also received induction into my training program at the Academy as outlined on page four of this handbook.

Name

Signature

Date

Name of Witness

Signature of Witness

Date