

***Upper Beaconsfield Community Centre Inc.***

10-12 Salisbury Road, Upper Beaconsfield 3808

ABN 86 016 259 616 Reg No. A000A5447



## **Student Handbook**

*This handbook contains the Code of Practice and Privacy Policy.*

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

*Please read this Student Handbook and the Course Information for your course carefully.*

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

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# 1 Code of Practice

## 1.1 Educational Standards

Upper Beaconsfield Community Centre (UBCC) will maintain high standards in the provision of vocational education and training and other client services. UBCC has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

UBCC maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. UBCC ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)

[Legislative Requirements](#)

[Quality Management Focus](#)

[Language, Literacy and Numeracy Support](#)

[Marketing and Advertising](#)

[Access and Equity](#)

[Training and Assessment Standards](#)

[Admissions/Enrolment](#)

[Fees and Charges](#)

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[External Complaint Procedure](#)

[Discipline Policy](#)

[Appeal Policy](#)

[Recognised Prior Learning \[RPL\]](#)

[Credit Transfer](#)

[Assessment Criteria](#)

[Issue of Certification](#)

[Student Services, Welfare and Guidance](#)

[Privacy Policy](#)

[Guarantee](#)

## 1.2 Sanction

UBCC recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

## 1.3 Quality Management Focus

UBCC is committed to providing a quality service with a focus on a continuous improvement. UBCC values feedback from students, tutors, and industry representatives. Where possible, UBCC designs diagnostic assessment instruments specific to student needs.

## 1.4 Marketing and Advertising

UBCC will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. UBCC marketing strategies will not contravene legislation.

## 1.5 Guarantee

UBCC will honour all guarantees outlined in our Code of Practice.

# 2 Admissions/Enrolment

## 2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. UBCC is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

## 2.2 Enrolment Procedure

An enrolment form may be posted or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance are made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook and Course Booklets are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the enrolment form.

## 2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

## 3 Course Information, Content & Vocational Outcomes

### 3.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

### 3.2 Vocational Outcomes

When graduates have completed their studies with UBCC, a register of the skills of the graduate will be maintained for future vocational reference.

## **4 Fees and Charges, Refund Policy & Exemptions**

### **4.1 Fees & Charges**

Details of fees are supplied in the course information for each course. Please consult the Course Booklet or the course adviser.

### **4.2 Refund Policy**

The policy of UBCC is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Training Coordinator.

If, for a good reason, a commenced course is cancelled or discontinued or a student withdraws, a refund proportionate to the period of time not completed on that course will be refunded.

If the course has not commenced and the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student. 10% will be retained as administration charges.

At UBCC, subject fees will be:

- kept in a separate account with a recognised banking institution;
- accessed only when the service is rendered on a week-by-week basis;
- not used for any other purpose until the student has completed the training related to the balance of the fees.

## **5 Language, Literacy & Numeracy Support**

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. After completing the LLN Assessment, students are required to complete an LLN Feedback Form. If any LLN issues are identified, then the training program will be modified accordingly. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

## **6 Student Support**

### **6.1 Student Services, Welfare and Guidance**

UBCC uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

UBCC has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

UBCC has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

UBCC informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

UBCC quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of UBCC expertise or control, UBCC will make every attempt to refer the student to the relevant agency or expert.

### **6.2 Procedure for Student Support/Counselling**

UBCC is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

## 7 Flexible Learning & Assessment

### 7.1 Training and Assessment Standards

UBCC staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. UBCC complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

### 7.2 Flexible Learning

UBCC provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Training Coordinator.

### 7.3 Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. UBCC applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies.

Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

## 8 Complaints & Appeals

### 8.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Training Coordinator;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, UBCC will advise students of external organisations to which they can appeal.

### 8.2 Appeals

UBCC seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the

Training Coordinator, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

**Appeal Procedure:**

- Notify trainer within 21 days.
- Trainer and/or Training Coordinator provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

## **9 Disciplinary Procedures**

### **9.1 Discipline Policy**

Students at all times must maintain appropriate behaviour and follow UBCC rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Training Coordinator.

### **9.2 Rules & Regulations**

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, UBCC accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

## **10 Access and Equity**

### **10.1 Access and Equity Principles**

UBCC will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. UBCC increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

UBCC prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

### **10.2 Staff Responsibilities for Access and Equity**

UBCC applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

## 11 Recognition of Prior Learning (RPL)

### 11.1 Recognition of Other Qualifications / Credit Transfer

UBCC recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

### 11.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

UBCC advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee of \$50.00 per unit when making application for RPL assessment.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self assessing against the learning outcomes of the modules.

Assessments are evaluated by the Training Coordinator or a panel consisting of a course/subject expert and the Training Coordinator.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

## 12 Human and Physical Resources

### 12.1 Human Resources

UBCC is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;

- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

## 12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

### 1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

### 2. Reference Materials

### 3. Refreshment Facilities

## 13 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the Training Coordinator verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the Training Coordinator issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

## 14 Legislation

UBCC identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Children's Services Act 2009
- Home and Community Care Act 1985
- Health (Drugs & Poisons) Regulations 1996
- Nursing Act 1992

- Education Services for Overseas Students (ESOS) Act 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or at the Australian Legal Information Institute web site: [www.austlii.edu.au](http://www.austlii.edu.au). Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

## 15 Privacy Policy

UBCC complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Training Coordinator.

### Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within UBCC and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for UBCC market analysis and course development.

UBCC does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Training Coordinator.

### Information about students from third parties

UBCC may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, UBCC will inform the student when such information is collected.

### Receiving marketing information

With students' consent, UBCC may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify UBCC that they do not wish to receive this information. You may do this by advising the Training Coordinator that you do not wish to receive marketing information.

### Security of personal information

In line with new technology, UBCC continually improves the security of personal information collected. UBCC takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

### Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require UBCC to amend the information.

To access this information students are required to contact the Training Coordinator and complete a request for access form. The Training Coordinator must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form

must be signed by both the student and the Training Coordinator as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

#### **Further information**

To obtain further information about the Privacy Policy or access to personal information, please contact the Training Coordinator.

#### **Staff Confidentiality**

UBCC complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

#### **Student Information Requests**

The Training Coordinator is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The Training Coordinator and the student must both sign the request form as an official record of identification. The Training Coordinator may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Training Coordinator is to notify the student when access is available. The Training Coordinator and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

#### **Third Party Information Requests**

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

##### *Authorised Third Parties:*

Students may nominate third parties they wish to access their records. This process is conducted by the Training Coordinator who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

##### *Other Third Parties*

Staff must not release any information to any other third party requesting student information. The Training Coordinator will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

# Release of Information

In accordance with the Privacy Amendment Act 2000.

While you are undertaking this training program, there will be times when UBCC and/or its training representatives, need to discuss your situation with others. This could be with your workplace supervisor/colleague, employer, or workplace trainer. As part of the training process there will also be a need to examine workplace samples to help assess your work against the training program requirements.

Please be assured that any discussions held with these representatives will be for the purposes of your assessment and for your development only.

During this process we do not plan to discuss your evidence or work practices with other trainees, unless we have your written permission to do so.

You/your employer are required to give permission in writing for any of these discussions or viewing of evidences to occur and for samples of evidence and trainee file information to be shared with UBCC. Please sign in the spaces provided below.

## Student Declaration:

I .....(student) give permission for the training representative whose signature appears below to discuss my personal details, training program development and assessment evidence with my employer, colleague or supervisor.

Student signature.....

## Employer Declaration (if applicable):

I .....(employer representative) of

..... give permission for the training representative whose signature appears below to view documents and speak to the staff supervisor/s, on the participant's progress. I also give permission for a random sample of evidence used for assessment purpose, to be kept on the student's file. All confidential information is to be erased or removed.

Employer representative Signature.....

Witnessed by Trainer/Assessor .....  
(Trainer/assessor signature)

Date .... / .... / .....

## Certification of Receipt of Student Information Handbook

This is to certify that I have received the UBCC Student Information Handbook and agree to adhere to the policies and procedures as set out therein. I understand that this certification of receipt of the Student Information Handbook will be recorded in my student file.

Induction Information
Student Induction handbook
Enrolment and induction procedures
Fees, payment and refund policy
Access and equity
Disciplinary procedures
OHS regulations
Student support, referral to welfare and guidance services
Provision of language, literacy and numeracy assistance
RPL and credit transfer applications
Appeals, complaints and grievance procedures

Date	
Student name	
Student signature	
UBCC representative name	
UBCC representative signature	

***Good Luck  
with  
your course***