



Macleay Valley Community College Inc

STUDENT INFORMATION

Welcome to Macleay Valley Community College Inc (MVCC). This guide has been designed to provide students with key information about MVCC's policies and procedures and your rights and responsibilities as a student. This handbook contains a general overview applicable to all students, together with accredited vocational education and training (VET) specific information. We trust your learning experience with MVCC is both personally and professionally satisfying.

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Introduction

This handbook aims to summarise MVCC's student related policies and procedures. MVCC's personnel, Tutor representatives and Management Committee have collaborated in determining the content of this handbook. Documents governing MVCC's operations include the organisation's Policies and Procedures Manual, Constitution, Funding Agreements and guidelines specific to individual programs, leases and relevant industrial awards. You are encouraged to seek further clarification on any information herein contained from MVCC's Manager as necessary.

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MISSION STATEMENT

Macleay Valley Community College Inc aims to provide a diverse range of structured skills training and personal enrichment events and activities which address the professional and personal needs of individuals and organisations across all sectors of our community.

CODE OF PRACTICE For the Purpose of the Provision of Education and Training

Preamble

Macleay Valley Community College recognises the provision of education brings with it the ethical commitment that quality education be provided and that value be given for the investment made by students.

This policy sets out the responsibilities and expectations students can have legitimately and fairly of Macleay Valley Community College, to ensure a high quality learning environment, that supports a diverse range of students within the context of the constraints imposed by limitations in funding.

Educational Standards

- Macleay Valley Community College will have clear, consistent, rational and understandable policies and procedures underpinning the provision of all courses regardless of the base on which those courses are funded or delivered.
- Macleay Valley Community College will adopt policies and management practices which maintain high professional standards in the delivery and marketing of education and training services, and which safeguard the interests and welfare of students.
- Macleay Valley Community College will only deliver training in a learning environment that is conducive to the success of students. Students will have access to support and/or referral services to assist them to achieve the outcomes of education and training.
- Macleay Valley Community College will ensure all tutors/trainers are appropriately qualified in accordance with the Australian Quality Training Framework.
- Education and training will be delivered using facilities and resources, both human and physical, appropriate to the level and type of training.

Management and Administration

- Macleay Valley Community College will have management strategies, policies and procedures which ensure sound financial and administrative practices. Macleay Valley Community College guarantees student course fees in accordance with our policies and procedures.
- Education and training will be promoted and marketed accurately and honestly in terms of quality, standing and availability. Qualitative and subjective judgments about other training providers will be avoided and no false or misleading comparisons will be drawn with any other training providers.
- Potential students will have reasonable access to current and accurate information about available education and training, enrolment procedures, recognition of current competency policies, course fees (including course fee refunds) prior to enrolment.
- At all times students can expect Macleay Valley Community College to hold confidential all personal information, use it internally in ways that are consistent with the organisation's privacy policy and release it outside the organisation only with the consent and knowledge of the student when legally required to do so.

Student Expectations

- Macleay Valley Community College will ensure that all courses are developed and approved to fulfil the organisation's mission and objectives for student learning. The organisation will have mechanisms to approve and review existing courses on a regular basis.
- Macleay Valley Community College will have policies and procedures to ensure that courses are relevant and of a high quality.
- Macleay Valley Community College will select students by fair and open procedures. The principles upon which selection decisions are made will be clearly stated and adhered to by the organisation.
- Macleay Valley Community College will provide suitable learning experiences and opportunities. The learning environment will take account of the different characteristics of students and their varying cultural and educational backgrounds.
- The teaching and learning environment will be a positive and co-operative one where students have reasonable access to staff to discuss issues and problems and can expect fair, critical and helpful assessment and feedback on their work in a timely manner.
- Macleay Valley Community College will provide opportunities for students to participate in the functioning of the organisation at various levels and to provide feedback on the teaching and learning environment.
- Macleay Valley Community College will ensure that quality control mechanisms apply to all courses.
- Macleay Valley Community College will encourage the development of a network of support for all students.
- Macleay Valley Community College will ensure that appeal procedures apply to all courses.
- All students will have ready access to Macleay Valley Community College's Student Handbook which will contain a clear, consistent, rational and understandable summary of the organisation's policies and procedures.

POLICIES AND PROCEDURES

Planning - (Reference Policy No. OP-1a Planning)

MVCC holds an annual planning meeting in order to develop and/or review the Strategic Plan, Annual Management Plan, Annual Budget, Policies and Procedures, Improvement Plan, Organisational Planning Calendar and Self Assessment. The planning process is consultative and opportunities for participation are inclusive of all stakeholders. MVCC aims to guide the organisation in establishing systems for continuous improvement, providing a sound basis on which further quality initiatives can be built.

Quality - (Reference Policy No. OP-2a Quality)

MVCC is committed to quality management and the implementation of quality systems throughout the organisation. Quality management is based on the principle that an organisation's success rests on the effectiveness with which it meets client needs and expectations. Quality systems aim to ensure client satisfaction through continuous improvement of all practices including the provision of programs and services.

MVCC is committed to improving programs and services through:

- Analysing student and stakeholder feedback and implementing change as appropriate.
- Fostering a culture of customer service excellence.
- Adhering with the Australian Quality Training Framework (AQTF)
- Establishing systems for continuous improvement thereby providing a sound basis on which further quality initiatives can be built.
- Adopting a culture of continuous improvement beyond best practice across all areas of the organisation.

Risk Management - (Reference Policy No. OP-3a Risk Management)

MVCC recognises risk management as a valuable element in the organisation's planning process. Risk management is intended to assist MVCC manage risk, not to promote excessive caution or to act as an inappropriate brake on entrepreneurial initiative. MVCC have implemented risk management within the following organisational planning processes: Strategic Plan; Annual Business Management Plan; and New Ventures.

Access and Equity - (Reference Policy No. CB-1a Access and Equity)

MVCC recognises that all people have the right to participate in general, vocational education and training programs. Accordingly, the organisation has in place a number of different strategies which are designed to increase the number of people from equity groups who are undertaking education/training and improve the training outcomes for these people. These include women, Aboriginal and Torres Strait Islander people, people without adequate social, literacy or numeracy skills, people with a disability, rural and isolated people, people from culturally diverse backgrounds.

MVCC ensures that course entry requirements, assessment criteria and/or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background, and regardless of age, other than the organisation offers courses for adults (defined as Australian citizens and permanent residents of Australia over 17 years of age, and Young people aged 15-17 years, who have completed Year 10 of secondary education and must provide a copy of their Year 10 Certificate at time of enrolment). MVCC supports and adheres to the NSW Charter for Equity in Education and Training Principles.

Brokering – (Reference Policy No. CB – 2a Brokering)

Macleay Valley Community College's Brokering Policy has been initiated to directly support the organisation's access and equity policy. This policy aims to provide the organisation with the means to increase its service to the community in the areas of general education, workplace training and equity provision. The organisation supports the acquisition of additional funding/resources via direct funding opportunities, or networking/partnership agreements with other organisations, where co-operative programming/resource sharing has a positive outcome for both organisations and the community.

Computers - (Reference Policy No. CB-4a Computer Security and Maintenance)

MVCC ensures that access to administration computers is restricted to only those staff who need access to fulfil their job functions. Copyright Laws as they relate to software are strictly adhered to. No disks originating from outside organisations or individuals are permitted in MVCC computers unless virus checks are carried out.

Confidentiality and Privacy - (Reference Policy No. CB-5a Confidentiality and Privacy)

No individual associated with MVCC in either a paid or voluntary capacity shall, without prior written approval, disclose or release to any individual or organisation any confidential information relating to students, staff, volunteers or management committee. MVCC ensures compliance with the Information Privacy Principles set out and defined in the Privacy Act 1988 and the Privacy Information Protection Act 1998, ensuring that only authorised personnel have access to personal information and are aware of and undertake to observe the Act.

In accordance with the Privacy Amendment (Private Sector) Act 2000, individuals have the right to access their records at any time. Requests can be made verbally or in writing with MVCC's Manager.

Occupational Health and Safety - (Reference Policy No. CB-6a Occupational Health and Safety and MVCC's other Occupational Health and Safety Policies and Procedures)

MVCC is committed to maintaining a high standard of OH&S at all levels of its operations. As such, the organisation is committed to, and adheres to:

- NSW Occupational Health and Safety Act 2000
- NSW OH&S Regulation 2001

MVCC regularly reviews its OH&S program including hazard control, emergency procedures, accident management, occupational rehabilitation and training. The Manager is responsible for overseeing MVCC's OH&S policies and procedures.

Hazard Control

MVCC recognises a hazard as anything with the potential to harm life, health or property and believe controlling hazards offers the greatest opportunity for reducing injury and illness in the workplace. The organisation believes it is the responsibility of all individuals to observe, notify and act (as appropriate) on workplace hazards. Accordingly, the organisation has implemented a risk management approach to hazard control. Safety audits (workplace inspections) are conducted annually to evaluate the effectiveness of the organisation's hazard control/risk management system.

Critical Incidents - Emergencies / Evacuations

MVCC recognises a critical incident as an event that is outside of normal day to day living and of such a nature that significant stress/distress is created. The two most likely occurrences of critical incidents identified within MVCC are:

- Emergency - death or serious injury
- Evacuation

All critical incidents within MVCC will be taken seriously. Should a critical incident arise within the organisation, all individuals involved will have the support of all levels of MVCC, as well as access to professional counselling help and support as appropriate/necessary.

Accident Management

MVCC has adopted Workcover's regulation as the minimum standard for first aid provision. A Class B First Aid Kit is located in the kitchen area of the college and individuals should familiarise themselves with the location. In the event of an accident, immediate first aid should be offered for minor injuries. If the injured individual does not agree to treatment, the individual should be encouraged to see their doctor. MVCC maintains that individuals administering first aid should only provide services they are trained and confident to provide. In the event of serious injury, a doctor/ambulance should be called immediately.

Occupational Rehabilitation

MVCC's Occupational Rehabilitation Program has been developed in conjunction with personnel, Management Committee and the organisation's OH&S Officer. The program complies with the Workplace Injury Management and Workers Compensation Act 1998 and the requirements for a Category 2 employer (an employer who pays less than \$50,000 in annual workers compensation premiums).

Training

MVCC maintains that information, instruction and supervision are essential components in ensuring it fulfils its 'duty of care' responsibilities in relation to OH&S. All individuals associated with MVCC are required to adhere to the organisation's OH&S policies and procedures to ensure their health and safety and the health and safety of others. All individuals are required to:

- Report observed safety hazards to the organisation's Manager.
- Participate in consultation and training about OH&S as necessary.
- Actively promote safe working practices in the organisation.

Program Development - (Reference Policy No. CB-7a Program Development)

MVCC ensures that program activities/courses offered are developed as a result of:

- Identification of community needs and interests by stakeholders.
- Ideas generated by stakeholders.
- Suggestions and feedback from students.
- Networking and liaison with other ACE providers.
- Tutor suggestions, recommendations and/or feedback.
- Networking and liaison with other community/service providers within the Shire.
- Direction from sponsor/funding bodies.
- Networking and liaison with representatives from a cross-section of the community.
- Other sources identified by personnel or Management Committee.

Training Delivery - (Reference MVCC's Training Delivery Policies CB-8a and TD-1a to TD-13a)

MVCC is committed to developing and delivering quality training relevant to industry and community needs. Where appropriate, training developed and/or delivered by MVCC is:

- Accredited in accordance with the NSW Vocational Education and Training Accreditation Board principles and the relevant Training Package and will comply with the Vocational Education and Training Act 2005 (the VET Act).
- In accordance with Competency Based Training and Assessment Principles.
- Contains clear arrangements for the recognition of current competency and clear arrangements for articulation and/or credit transfer to other training courses.
- Regularly monitored and evaluated.
- Conducted by appropriately experienced and qualified staff.

Sexual Harassment - (Reference Policy No. CB-9a Sexual Harassment)

MVCC considers sexual harassment to be an unacceptable form of behaviour, and it will not be tolerated. MVCC is committed to implementing actions which ensure sexual harassment is, in all aspects of its activities, prevented and eliminated. MVCC is committed to offering and providing its services without gender bias. Any complaint about sexual harassment is to be lodged with the Manager. All complaints will be attended to promptly, confidentially and will be investigated impartially.

Statement of Principles - (Reference Policy No. CB-10a Statement of Principles)

MVCC's Statement of Principles Policy outlines the organisation's philosophy in relation to equity, empowerment, independence, consultation, co-operation, flexibility and excellence.

Prohibited Employment Screening - (Reference Policy No. CB-11a Prohibited Employment Screening)

MVCC is committed to the Child Protection (Prohibited Employment) Act 1998 and the Commission for Children and Young People Act 1998. As participation in MVCC services/activities is open to any individual 14 years and 9 months or older, the organisation has adopted a compulsory employment screening policy. Annual employment screening for Tutors is a condition of employment.

Code of Conduct - (Reference Policy No. CB-12a Code of Conduct)

MVCC is committed to maintaining high ethical and professional standards at all times. MVCC's Code of Conduct has been implemented to support and bridge the organisations other policies and procedures and covers commercial exploitation, conflict of interest, copyright, duty of care, outside employment, public comment and breaches of the code.

Bullying and Victimization - (Reference Policy No. CB - 14a Bullying and Victimization)

MVCC is committed to providing a work/training environment that is free from bullying and victimisation. MVCC considers bullying and victimisation as inappropriate and unacceptable behaviour. All MVCC Management Committee, personnel and tutors have a responsibility to provide a safe work/training environment that enables staff and students to carry out their work/training responsibilities free from bullying or victimisation. Any individual found to have either committed or condoned such behaviour will be subject to disciplinary action as appropriate. Any complaint about bullying or victimisation can be lodged verbally or in writing with MVCC's Manager.

Anti-Discrimination - (Reference Policy No. CB - 15a Anti-Discrimination)

MVCC is committed to achieving equality of opportunity in education and employment and affirms the value of social and cultural diversity that is reflected in our community. MVCC is committed to promoting an environment where staff and students are able to work and learn effectively, without fear of unlawful discrimination or harassment on any grounds. As such, MVCC is committed to, and adheres to the following legislation:

- Anti-Discrimination Act 1977 (NSW)
- Disability Services Act 1993 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Affirmative Action (Equal Opportunity for Women) Act 1986 (Cwlth)
- Disability Discrimination Act 1992 (Cwlth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (Cwlth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
- Human Rights (Sexual Conduct) Act 1994 (Cwlth)
- Privacy Act 1998 (Cwlth)
- Racial Discrimination Act 1975 (Cwlth)
- Racial Hatred Act 1995 (Cwlth)
- Sex Discrimination Act 1984 (Cwlth)

Student Rights and Responsibilities (Reference Policy No. TD - 13a Student Rights and Responsibilities)

As a student with MVCC you are entitled to:

- Be treated fairly and with respect.
- Learn in an environment free from discrimination, harassment, bullying or victimisation.
- Pursue your learning goals in a supportive and stimulating environment.
- Have direct access or referral to support services as necessary.
- Privacy concerning all personal records and information held by the organisation.

By signing MVCC's Enrolment Form you have agreed to the enrolment information contained therein. You are further expected to:

- Treat other people with respect and fairness.
- Follow any reasonable direction from MVCC personnel.
- Behave in a responsible manner by not littering; damaging, stealing, modifying or misusing property; being under the influence of drugs or alcohol; engaging in any behaviour which could offend, embarrass or threaten others.
- Observe MVCC policies and procedures as detailed in this Student Handbook.
- Observe MVCC 'housekeeping rules' as detailed at Induction.

Student Misconduct (Reference Policy No. TD- 11a Student Misconduct)

MVCC is committed to providing a work/training environment which enables both students and staff to maximise learning opportunities for the benefit of all. Accordingly, students enrolled in MVCC courses/activities are expected to behave and act in an appropriate manner.

MVCC recognise any of the following behaviour or actions to be a breach of student conduct. Instances of misconduct include, but are not limited to:

- Wilfully obstructing or disrupting any MVCC meeting, ceremony, activity, class, examination or assessment.
- Wilfully carrying out behaviour that may be detrimental to the health, safety or well-being of other students or staff.
- Wilfully damaging or wrongfully dealing with any MVCC property, or the property of any person within MVCC.
- Drunken and/or disorderly behaviour and/or being under the influence of prohibited drugs and/or substances on MVCC property.
- Trespassing or knowingly entering any place within MVCC property which is out of bounds to students.
- Wilfully breaching any MVCC policies and/or procedures.
- Possession of prohibited or dangerous articles.
- Unduly interfering with the comfort and/or convenience of any person on MVCC property.
- Obscene language or swearing.

Any instance of misconduct is a disciplinary offence. Students against whom disciplinary action is to be taken will be given 24 hours notice in writing of the intention to commence disciplinary proceedings. However, where serious breaches in conduct occur, MVCC reserves the right to order students off MVCC property immediately.

MVCC's Manager is responsible for managing student disciplinary proceedings. If the Manager believes, on the basis of the breach report submitted, that a student has a case to answer, the student will be notified in writing of the details within 48 hours by the Manager. The student is entitled to see a copy of the report containing details of the alleged breach. The Manager will make a decision on what action is to be taken after considering the details provided by all relevant parties. Students have the right to appeal the decision of the Manager. The appeal must be lodged in writing within 7 days of the Manager's decision being made. The appeal will be heard by a 3 person review panel. Neither the Manager nor the 'author' of the breach report are to be on the review panel. The appeal will be heard within 7 days of being received. The outcome of the appeal will be advised within 48 hours following the hearing.

Enrolment - (Reference Procedure No. CB-3a Enrolment)

MVCC is committed to ensuring:

- the efficient and effective enrolment of students in MVCC courses/activities
- that selected courses and facilities meet students learning/physical needs
- that students meet any course pre-requisites and are advised of additional course information such as RCC
- compliance with MVCC's Access and Equity Policy
- that students enrolling in Nationally Accredited Training courses show a birth certificate, passport or drivers licence as proof of identity.

Attendance Records - (Reference Procedure No. CB-5a Maintenance of Attendance Records)

To provide MVCC with evidence of student participation to meet VETAB, DET and other funding body requirements and to monitor student participation and retention, attendance records must be accurately completed and maintained for every course/activity conducted by or in conjunction with MVCC.

Student Evaluations - (Reference Procedure No. CB-6a Course Evaluation and Feedback - Students)

Student evaluation forms are completed and maintained for every course/activity conducted by or in association with MVCC in order to:

- evaluate and monitor the effectiveness of MVCC courses/activities.

- ensure quality service delivery by assessing participant satisfaction and identifying opportunities for improvement.
- assist management in the planning of MVCC services/activities.

Student Grievances - (Reference Procedure No. CB-9a Student Grievances)

MVCC is committed to promoting a supportive and conflict free environment by ensuring that any problem, concern or complaint relating to any aspect or person associated with MVCC's programs and/or services is resolved effectively and efficiently. Any grievance regarding MVCC personnel, Tutors or Management Committee is to be lodged in writing with MVCC's Manager. Also refer to Complaints Handling (Reference Procedure AS-20a Complaints Handlings). At all stages of the Grievance Process, action taken and outcomes resulting thereof will be provided to you in writing.

Statements of Attendance - General Courses - (Reference Procedure No. CB-10b Issue of Qualifications and Statements of Attainment - General Courses)

MVCC is committed to recognising and acknowledging student participation in general courses/activities conducted by or in association with the organisation. The term Statement of Attendance is used and statements are only issued to those students who meet course requirements in terms of attendance and active participation.

Provision of Support Services – (Reference Procedure No. CB-11a Provision of Support Services)

MVCC is committed to ensuring that the holistic needs of students are met by the organisation where appropriate, or that referral to other appropriate organisations/services is provided. Language, literacy, numeracy, welfare, guidance and other support services can be provided on a referral basis to other organisation/services as needed. Students are encouraged to bring any student support needs to the immediate attention of the Manager as appropriate. MVCC personnel, Tutors, Management Committee and volunteers are prohibited from providing student support services outside their area of expertise or stated job description responsibilities.

Course Fee Concessions - General – (Reference Policy AS-1a Course Fee Concessions - General)

MVCC offers course fee concessions on all courses, excluding those conducted as sessional ongoing activities, unless otherwise stated. The fee reduction is \$5.00 per enrolment on courses with a total value of \$35 or more. Concessions are available to all people who receive a benefit from Centrelink including recipients of Aged, Disability, Parenting or Unemployment benefits. Proof of eligibility is required in the form of a Health Care, Seniors Card or Jobseeker ID card. There is no limit on the number of concessions an eligible person may claim.

Course Fee Concessions – Members – (Reference Policy AS-1b Course Fee Concessions – Members)

MVCC offers a fee reduction to financial members of the Association of \$10.00 per enrolment on courses with a total value of \$50.00 or more, excluding those conducted as sessional ongoing activities. There is no limit on the number of course fee concessions a member may claim.

Refund of Course Fees – (Reference Policy No. AS-2a Refund of Course Fees; Procedure No. AS-4a Refund of Course Fees)

MVCC ensures that students receive a full refund if the organisation cancels a course for any reason prior to its commencement. Students are entitled to a refund, less a \$5 administration charge, where 7 days notice of cancellation is given. Should there be less than 7 days notice of cancellation given by a student, no refund will be issued unless the student has unique or extenuating circumstances which prevent attendance. These cases will be assessed on an individual basis in discussion with the Manager. There will be no refunds after a course has commenced unless in the opinion of the Manager, the course or its delivery has not met the reasonable expectations of the students. If a student is not satisfied with the conditions under which a refund or partial refund is paid or denied, MVCC's Grievance Policy and Procedure applies.

Maintaining and Storing Student Records – General – (Reference Procedure No. AS-14b Maintaining and Storing Student Records - General Courses)

All general courses conducted by or in association with MVCC have a course file. The course file contains the following documentation: Course Summary Form; Student Enrolment Forms; MVCC Attendance Record; Student Evaluation Form; and a copy of course confirmation forwarded to students. General course records are maintained and stored for each funding period. All general course records must be maintained and stored for a minimum of 7 years.

In accordance with the Privacy Amendment (Private Sector) Act 2000, students have the right to access their records at any time. Requests can be made verbally or in writing with MVCC's Manager.

Selection of Premises – (Reference Procedure No. AS-18a Selection of Premises - VET and General Courses)

In determining the appropriateness of external premises, selection includes but is not limited to review of the following factors: cost of venue; equipment provided – e.g. Overhead projector, TV, video, whiteboard, etc; toilet

facilities; kitchen facilities; adequate lighting (internal and external); security; disabled and equitable access; parking; appropriateness; size; etc. External premises are reviewed/inspected annually to ensure continued compliance/appropriateness. Student Evaluation Forms are used as a tool for ongoing review of external premises appropriateness.

Complaints Handling – (Reference Procedure No. AS-20a Complaints Handling)

Complaints may be lodged by any stakeholder and can be verbal or in writing. All written complaints must be tabled as Management Committee Correspondence. Any complaint in relation to MVCC personnel, Management Committee or tutors is to be lodged in writing. Complaints regarding personnel and tutors other than the Manager are to be directed to the Manager. Complaints regarding the Manager or members of the Management Committee are to be directed to the Chairperson. At all stages of the Complaints Process, action taken and outcomes resulting thereof will be provided to you in writing.

Identifying Community/Student Needs and Expectations – (Reference Procedure No. ML-1a Identifying Community/Student Needs and Expectations)

MVCC is committed to ensuring courses/activities meet the needs and expectations of the community/students. MVCC's Annual Business/Management Plan identifies specific community events where MVCC will be pro-active in identifying community/student needs and expectations. Community events include Seniors and Adult Learner's Weeks. MVCC will also conduct an Annual Community Survey to identify Community/Student Needs and Expectations.

Course Information – (Reference Procedure No. ML-4a Development and Production of Course Information/Promotional Material; ML-6a Arranging Media Advertising - Course Information, ML-6b Arranging Media Advertising – General)

MVCC are committed to the development and production of regular course information/promotional material which accurately reflects the scope of services/activities being offered by the organisation. General course information includes course name, tutor's name, course description, days/dates, times, cost and venue (optional). VET course information includes the above plus accredited certificate/module/unit number, name of certificate individual modules/units are drawn from, pre-requisite/entry requirements (if any), availability of RPL/credit transfer/advanced standing, the VETAB logo is used. The NSW Department of Education and Training (DET) are also recognised in all course information fliers and any promotional material. Recognition is also to be given to other funding bodies, joint partnerships etc as appropriate.

A 1/2 page monthly advertisement appears in the Macleay Valley Happynings no later than the 1st Tuesday of each month which accurately reflects the scope of courses being offered at the college.

Tutor Recruitment and Selection – (Reference Procedure No. HRM-2a Tutor Recruitment and Selection)

MVCC ensures that Tutors employed by the organisation are suitably qualified and experienced within the applicable instructional context. This procedure applies to both VET and General Tutors employed by MVCC. The Manager is responsible for the selection and recruitment of tutors for the college. The Certificate IV in Assessment and Workplace Training, or Certificate IV in Training and Assessment, is the minimum qualification for VET Tutors. BSZ404A Train Small Groups from the Certificate IV in AWT, or TAADEL402A Facilitate Group Based Learning from the Certificate IV in TAA, is the minimum qualification for General Tutors.

Tutor Role and Responsibilities

Tutors are expected to demonstrate commitment to the teaching effort of MVCC within the relevant program they are delivering and to carry out their activities in an ethical and professional manner, and in accordance with the organisation's Code of Practice and Conduct.

ACCREDITED VOCATIONAL EDUCATION AND TRAINING (VET)

The following accredited vocational education and training (VET) information is designed to provide VET students with key information about MVCC's policies and procedures and your rights and responsibilities as a VET student. This information is extracted from MVCC's Training Delivery Policies. You are encouraged to seek further clarification on any information contained herein from MVCC's Manager.

Proof of Identity

Students enrolling in Nationally Accredited Training courses will be required to show a birth certificate, passport or drivers licence as proof of identity.

Employability Skills Summaries for Training Package Qualifications can be downloaded from <http://employabilityskills.training.com.au>

Recognition of Current Competency (RPL) – (Reference Procedure No. CB-4a Recognition of Current Competency and MVCC's Training Delivery Policy No. TD-6a Recognition of Current Competency and Implementation Guidelines and the form, TD – Recognition Information)

MVCC promotes the principle of recognition for the skills and knowledge which students bring to a formal course of study, regardless of when, where or how they were obtained. Current competency refers to skills and knowledge gained from life and/or work experience, informal and/or formal training. At MVCC recognition of students' current skills and knowledge may occur via:

- Credit Transfer – this is granted when the same unit of study is completed within another course or within the same course but at another institution.
- Exemptions – are granted on the basis of formal studies completed in a relation course.
- Recognition of Prior Learning – recognises a student's skills and knowledge gained through work experience, life experience and/or informal training.
- Advanced Standing – credit may be granted on the basis of prior formal studies in another course without the direct correlation of elements of competency.

MVCC will strive to maximise the recognition of a student's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined elements of competency of the specific course of study. When assessing evidence, MVCC ensure that it meets the established rules of evidence in terms of validity, currency, sufficiency and authenticity.

On **full units** where credit transfer, exemption, advanced standing, RCC or National Recognition is granted, an administration fee applies. Please refer to the individual course information applicable.

For full information on applying for Recognition through MVCC, please refer to our form, TD-Recognition Information, available on our website or at the office.

National Recognition - (Reference Policy No. TD - 10a National Recognition)

MVCC recognises the principle of National Recognition as critical to the operation of a nationally consistent vocational education and training system and a key principle underlying the Australian Quality Training Framework. Under National Recognition, each State and Territory of Australia has agreed to recognise the qualifications issued by Registered Training Organisations in all other States and Territories. MVCC understands that it is a requirement for registration that it agrees to recognise the qualifications and Statements of Attainment issued by other Registered Training Organisations. MVCC's Policy No. TD - 6a Recognition of Current Competency and Recognition of Prior Learning Implementation Guidelines applies to National Recognition.

Student Assessment - VET Courses – (Reference Procedure No. CB-7a Student Assessment - VET Courses)

MVCC is committed to ensuring that student assessment is conducted in accordance with the NSW VETAB principles and will comply with the Vocational Education and Training Act 2005 (the VET Act), competency based training and assessment principles, the assessment criteria and conditions of the applicable curriculum document or training package and MVCC's Access and Equity Policy.

All assessments will be voluntary, however where students seek certification and other official recognition of competence they will be required to undertake assessment. All assessments will be made against accredited curriculum or validated competency standards. Students will be assessed a competent (C) or yet to achieved competency (Y). Recognition of Current Competency is built into the assessment system and does not operate as a separate system.

Student Appeals –(Reference Procedure No. CB-8a Student Appeals - VET Courses)

MVCC is committed to ensuring that VET assessments are fair, valid and reliable, and to supporting student' right of appeal against assessment decisions. MVCC's Manager is responsible for managing the appeals system. Students have the right to request Tutors to review their decision. If the student is not satisfied they can lodge an appeal with the Manager (Appeal Form provided). The appeal must be lodged within 7 days of the assessment. The appeal will be dealt with by the Manager within 7 days of the appeal being lodged. At all stages of the Appeals Process, action taken and outcomes resulting thereof will be provided to you in writing. In response to a formal appeal the Manager may:

- Interview any of the people involved
- Request another Tutor/Assessor review the case
- Schedule another assessment
- Uphold or reject the appeal at any stage
- Refer the appeal for the State Training Authority

The internal appeals processes of MVCC are to be followed in the first instance. However, students do have the right to appeal to the NSW State Training Authority if they feel they have been dealt with unfairly by MVCC or its agents. The State Training Authority is the final level of appeal.

Issue of Qualifications and Statements of Attainment - VET Courses - (Reference Procedure No. CB-10a Issue of Qualifications and Statements of Attainment - VET Courses)

MVCC is committed to ensuring qualifications and Statements of Attainment issued to students in VET courses are in accordance with the requirements of AQTF, Guidelines for Training Package Developers and specific qualification requirements relevant to endorsed training packages.

Maintaining and Storing Student Records - VET - (Reference Procedure No. AS-14a Maintaining and Storing Student Records - VET Courses)

All VET courses conducted by or in association with MVCC have a course file. The course file contains the following documentation: Student Enrolment Forms; MVCC Attendance Record; Students' Records of Competency; Copies of Certificates/Statement of Attainments issued to students; Student Assessment Tasks; and Student Evaluation Forms. Other forms as applicable include: Student Assessment Plans; Student Assessment Record; and Appeal Applications and associated documentation. All VET course records must be maintained and stored for a minimum of 30 years.

In accordance with the Privacy Amendment (Private Sector) Act 2000, students have the right to access their records at any time. Requests can be made verbally or in writing with MVCC's Manager.

Partnership Arrangements – (Refer Policy No. TD-12a Partnership Arrangements)

Macleay Valley Community College (the Provider) may enter into a partnership arrangement with another RTO, thus allowing MVCC to deliver specified VET services from the certifying RTO's Scope of Registration.

This policy details the duties, responsibilities and obligations of each party under a partnership arrangement, for the provision of nationally recognised vocational education and training services.