

UWS COLLEGE (RTO) STUDENTS' HANDBOOK

SECTION 1 - Access and Equity

UWS College is committed to providing equal opportunity and promoting inclusion for all learners. UWS College asserts the right of all learners to access training and assessment services in a language and format that they readily understand. This may mean some or all of the following:

- Plain English is used for the course.
- Extra tuition is available if needed.
- Presentation and assessment may be verbal rather than requiring reading and writing.
- Assessment may be competency-based and on-the-job.
- The course may be presented and assessed in participants' primary language(s).
- The course may be presented and assessed in a combination of the participants' primary language(s) and English.

Language, literacy and numeracy

Trainees who have difficulty with basic literacy, numeracy, English language or other areas of learning should advise UWS College of their support needs prior to training. We may provide support through UWS College or referral to other agencies.

SECTION 2 - Training Delivery

Accredited training with UWS College is offered off the job through face-to-face classroom based delivery, Recognition of Prior Learning (RPL) or a combination of the two. All accredited training programs can be customised to meet the specific contexts of corporate clients and can be delivered in-house.

Workshops

Workshops are conducted by a suitably qualified trainer and are designed to include a combination of theory, practical demonstrations and simulations.

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

Technical experts are sometimes invited to deliver a component of the workshop if necessary.

During training you will be expected to:

- participate in small group and individual activities, lectures, practical problem solving exercises and engage in independent learning projects in order to practise and apply theory
- engage in simulated 'workplace like' business situations
- undertake reading and research activities

Delivery Sites

UWS College operates on five UWS campuses: Professional development programs are available at the Nirimba Campus; and AMEP courses are available at Liverpool and Campbelltown campuses.

Distance Learning

Training support materials including reference material, assessment worksheets and guides are posted to students for completion at his / her own pace. Additional support by phone or email is provided on a needs basis. Email support is provided and coordinated by the Course Coordinator.

Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC)

Skills recognition is an acknowledgement by UWS College that applicants have gained an appropriate learning outcome by achieving the relevant performance criteria that would otherwise have been developed through attending and completing a training program. Skills recognition is based on evidence presented by the applicant & evaluated or assessed by a UWS College Assessor (RPL).

You may apply for recognition of existing competence which you have gained through previous studies and/or life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification.

UWS College's RPL process requires you to enquire about the process through your trainer or the Manager and then you will:-

- I. Receive the RPL kit
- II. Prepare a portfolio of evidence
- III. Pay the RPL assessment fee
- IV. Submit the portfolio for assessment

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

- V. Interview with assessor (if necessary)
- VI. Assessment and report
- VII. Appeal (if necessary)

On the job / Workplace

Training can also be tailored to suit small groups in a workplace. A combination of delivery modes is usually implemented to achieve the required outcome. Delivery is negotiated between the employer, employees, trainer and assessor.

SECTION 3 - Assessment

UWS College complies with Vocational Education and Training Accreditation Board (VETAB) requirements and upholds the principles of validity, reliability, fairness and flexibility.

All assessments comply with training package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks. Your trainer and assessor will inform you about how and when assessment will occur on your course.

UWS College provides learner guides which include assessment activities to promote the collection of evidence used to judge competence.

Where possible assessment tasks are designed for completion as work based tasks, giving assessment candidates opportunity to apply their learning in their day to day work situations.

All assessments comply with training package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks. Your trainer will inform you about how and when assessment will occur on your course.

In competency based assessment you may be judged as 'competent' or 'not yet competent'. In the event that you are judged 'not yet competent', additional support will be provided to help you to complete the particular unit and prepare for an additional assessment event.

Assessment - face to face training

Students will be issued with an **Assessment Schedule** prior to course commencement. This document will set out the assessment due dates, this is usually 14 days after the completion of each competency unit. Students who do not meet the assessment requirements within the prescribed time may be granted short extensions. Additional assessment fees may apply if assessments are overdue. The maximum fee is \$65 per unit. Students who fail to meet the initial assessment requirements for each unit will be permitted to submit an additional assessment task within 14 days from the results notification date at no additional cost.

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

Unless advised otherwise, students enrolled in Certificate IV and Diploma programs must successfully complete all assessment requirements within 12 months from the enrolment date and within 12 weeks of the course completion date.

For more information please refer to your program **Assessment Schedule**.

Assessment - Distance Learning mode

Students who enrol in courses by distance learning mode, this includes Continuing Professional Development (CPD) programs and individual competency units, must complete the assessment tasks for each unit within 6 months from the enrolment date. Extensions will not be granted to students who fail to meet these conditions. Exceptional circumstances may be considered at the discretion of the Manager - Professional and Community Programs.

Additional information will be provided at the commencement of each course.

Results

Your result notice will show:

C Competent
NYC Not yet competent

On the successful completion of a course you will be issued with an Australian Qualifications Training Framework (AQTF) Certificate or Statement of Attainment.

Assessment Appeals

Appeals regarding any aspect of the assessment process must be made in writing to the Course Administrator, within two weeks of notification of results. The appeal will then be forwarded to the Manager of Professional and Community Programs. The appeal decision should be reached within three weeks of an appeal being lodged. Participants may be reassessed once per assessment event.

Students who fail to meet the initial assessment requirements for each unit will be permitted to submit an additional assessment task within 14 days from the results notification date at no additional cost.

Following consultation with the assessor, the appeal may be referred to a review panel. The panel may:

- uphold the assessment decision
- use their judgement to revise the assessment decision
- request further evidence to enable them to reach a decision
- arrange for reassessment by another assessor.

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

Academic Misconduct

Academic misconduct is conduct on the part of a student which involves:

Cheating - this includes but is not limited to:

- dishonest or attempted dishonest conduct during an examination, such as speaking to other candidates or otherwise communicating with them;
- bringing into the examination any textbook, note book, memorandum, other written material or mechanical or electronic device, or any other item not authorised by the examiner.
- leaving answer papers exposed to view, persistent attempts to read another student's examination paper or cheating in take home examination papers.
- unauthorised collaboration with another person or student in the formulation of an assessable component of work.

Plagiarism - this involves submitting or presenting another's work in a course as if it were the student's own, work.

Collusion - this includes inciting, assisting, facilitating, concealing or being involved in plagiarism, cheating or other academic misconduct by others.

SECTION 4 - Mutual recognition

UWS College recognises AQTF qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use AQTF qualifications and Statements of Attainment to gain credit towards the same or related course offered by UWS College.

UWS College understands and will recognise and accept the credential issued by another RTO based in any State/Territory in Australia. This credential may be a statement of attainment for specific modules or units of competency, or it may be a complete qualification.

SECTION 5 - Trainers and Assessors

Our trainers and assessors are selected on the basis of relevant professional, academic and business qualifications, extensive workplace experience, as well as their training credentials. As a minimum they hold the Certificate IV in Workplace Training (BSZ98) or the Certificate IV in Training and Assessment (TAA40104) and are deemed to be competent to the level they assess.

SECTION 6 - FEES

UWS College is committed to providing cost effective training and assessment services and upholds transparent pricing policies and competitive fee structures. Fees and charges are reviewed annually in consultation with

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

industry and are reflective of the social and economic position of the largest market.

Refund of Fees

When UWS College, cancels courses due to unforeseen circumstances, clients will receive a full refund. UWS College reserves the right to withhold 10% of the full nominated course fee, for registrants who withdraw from a course 7 days prior to course commencement or prior to dispatch of distance materials for any part of the course. All withdrawal requests should be in writing either mailed or emailed to the course coordinator, Professional programs.

Additional information will be provided at the commencement of each course.

SECTION 7 - Privacy and Disclosure of Information

UWS College collects personal information in order to create and maintain records. We are committed to maintaining and storing personal information securely. This information may be used to contact participants about any subsequent issues concerning their results and future training programs. Participants, may request access to their records at any time. UWS College may forward statistical information about courses and industry involvement but not personal information about participants. UWS College will not release any personal information to any other organisations for direct marketing purposes.

SECTION 8 - Complaints and grievance

UWS College supports and encourages open communications to ensure a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. UWS College is committed to ethical and responsible management and transparent decision-making processes and is committed to a fair and accessible complaints process to guarantee and maximize client and staff satisfaction.

Complaints may be handled and resolved through any of the following avenues:

- a. The **Direct Informal Avenue** (the avenue via which the College would like to see most concerns resolved and where the complainant takes their complaint up directly with the respondent);
- b. The **Formal Internal Avenue** (where the complaint is lodged with and investigated by the College); and
- c. The **Formal External Avenue** (where the complaint is lodged with and investigated by an external organisation).

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

Should you wish to lodge a complaint please do so in writing. You are encouraged to contact the Manager - Professional and Community Programs, for a copy of the Complaints Handling and Resolution Policy.

SECTION 9 - Rights and Responsibilities

UWS College requires all trainers and trainees to:

- be accountable for personal decisions and actions
- behave honestly and with integrity
- act with care and diligence
- treat others with respect and courtesy
- refrain from any form of harassment or intimidation
- maintain professional confidentiality
- provide true, accurate and full information when it is requested
- comply with Australian laws

Student Welfare & Guidance

UWS College's risk management approach to quality training and assessment services will ensure that the needs of clients are adequately met. All training and assessment services are provided in accordance with relevant OH&S legislative requirements. Where appropriate, clients experiencing difficulties may be provided with referral to independent agencies.

Course trainers and assessors and/or the course coordinator are responsible for ensuring the comfort of clients during workshops. This may include the provision of refreshments and providing advice on the location of rest rooms and emergency exits and procedures.

Employers, trainers and assessors are required to negotiate and appoint delegates to ensure the welfare and guidance services are provided when training and or assessment is provided in the workplace.

OHS

Course participants are responsible for adhering to UWS College OHS policies and procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that their conduct does not endanger others. If you have any concerns regarding OHS issues speak to your trainer.

Smoking

You are not permitted to smoke on UWS College property. This includes training facilities, common areas, toilets, fire stairs and the entrance to buildings.

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	

Student Information

UWS College will endeavour to provide students with up-to-date information with regards to course information, student services and student results.

SECTION 10 - Feedback and Continuous Improvement

UWS College is committed to continuous improvement and has implemented a number of mechanisms to ensure that training programs and resources are reviewed on a regular basis to ensure relevancy and currency.

UWS College collects and analysis feedback from learners, employers and industry representatives. Learners' feedback questionnaires are circulated to all course participants at the end of the course. Learners are encouraged to complete this form and return it UWS College.

You are encouraged to provide feedback throughout the duration of your course however, we encourage you to submit our learner/trainee survey at the end of your course.

Document:	RTO Student Handbook		Compliance Manual:	3.1	
Version No:	2		Approver/Owner:	RTO	
Comm Date:	Nov 09	Review Date: July 2010		Pages: 7	