



MACQUARIE
Community College

Student Handbook

Accredited Training

2020

Ph: 1300 845 888 | **E** info@macquarie.nsw.edu.au | **W** www.macquarie.nsw.edu.au

Head Office: 263 Marsden Road, Carlingford, NSW 2118

Campuses: Carlingford, Chatswood, Mount Druitt, Richmond, Ryde

Post: PO Box 2755, Carlingford NSW 2118

ABN 71103790 665 | **RTO** 90033

***Macquarie Community College believes that participation in
quality life-long learning is transformational***

Welcome

Thank you for choosing Macquarie Community College. We look forward to working with you to achieve your learning goals. We aim to provide affordable programs where our students feel welcome, respected and supported and to meet your individual needs.

Macquarie Community College is committed to providing high quality adult education and training programs.

Macquarie Community College wants you to make the most of the opportunity to fulfil your personal potential during your training.

It is important to keep this handbook on hand during your training, as it will provide additional guidance about Macquarie Community College's services, policies and procedures as you progress through your learning and development.

If you have any suggestions on how we can improve our services, policies and procedures, please email, call or submit an "Opportunity for Improvement" form.

We sincerely hope your time at Macquarie Community College is a memorable and productive learning experience.

If you require any assistance with understanding the information provided, please do not hesitate to ask your Trainer or a member of staff.



Theresa Collignon
Chief Executive Officer



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Our Purpose

We create and provide affordable and inclusive learning opportunities that meet the needs of individuals, organisations and communities.

Our Philosophy

Macquarie Community College believes that participation in quality life-long learning is transformational.

Our Vision

Macquarie Community College empowers motivated participants to create better futures.

Our reach and impact as a sustainable social enterprise builds stronger communities.

Our Values



About Macquarie Community College

Macquarie Community College is a not-for-profit public company limited by guarantee. We are governed by a voluntary Board of Directors. We are supported by members.

We are a not-for-profit, non-government, apolitical, non-sectarian, community-based organisation dedicated to life-long learning and the development of individuals, organisations and communities.

We are registered as a Charity by the Australian Charities and Not-for-profits Commission (ACNC) and have Deductible Gift Recipient (DGR) status.

We are a Registered Training Organisation (RTO 90033) regulated by the Australian Quality Standards Authority (ASQA). We are a contracted provider of funded and subsidised courses including the NSW Government's *Smart and Skilled* and *Adult Community Education* programs.

We follow in the footsteps of decades of education professionals and volunteers committed to creating and providing Adult Education programs in their local communities. Macquarie Community College proudly continues the dedicated work that commenced in the 1930s, became formalised in the 1950s, led to our creation as an independent entity in the 1980s and continues today.

Our Programs

We offer a range of accredited and non-accredited courses designed to offer our clients flexible, quality education and training to enhance their skills, their career opportunities, participation and connections in community.

Programs include

- Qualifications and specialist training for employment in growing industries such as aged care, childcare, disability and business
- English language and literacy programs for migrants
- Employability and foundation skills training for jobseekers
- Digital literacy and other skills for learners that face barriers
- A diverse range of open entry short courses for life-long learners including Arts and Crafts, Foreign Language, Fitness and Sports, Cooking, Photography, DIY

Visit www.macquarie.nsw.edu.au to see all of our programs and download the latest catalogue.

Visit www.training.gov.au to view our (RTO 90033) profile and course listing.

Our Contact details

There are many ways you can contact us:

- While on site during your training
 - Use our website contact form at [our contact page](#)
 - Call us on 1300 845 888
 - Email us at info@macquarie.nsw.edu.au
 - Use our Live Chat system on the [website](#)
 - Visit and speak to staff in person during business hours (these vary by site):
 - General business hours are 8.30am to 4.30pm
 - Extended hours at Carlingford and Chatswood premises include Monday-Thursday evenings and Saturdays-during scheduled term times.
-
- Carlingford: 263 Marsden Rd, CARLINGFORD NSW 2118
 - Chatswood: Level 1, 8 Thomas St, CHATSWOOD NSW 2067
 - Mount Druitt: 53-55 Hythe Street, MOUNT DRUITT NSW 2770
 - Ryde: (The Parsonage) – 12 Turner Street (off Church Street), RYDE NSW 2112
 - Richmond: (Hawkesbury Leisure and Learning Centre) – 114 March Street, RICHMOND NSW 2753

1. About our Quality, Risk and Compliance Frameworks

Managing quality and compliance is an integral part of our approach to risk management. Macquarie Community College is responsible for all compliance of Vocational Education and Training (VET) and/or assessment.

The Chief Executive Officer and Senior Management ensure that the operations, staff and students of the RTO complies with the requirements of the Standards for Registered Training Organisations (2015) and the VET Quality Framework, which includes the following:

the [Standards for Registered Training Organisations 2015](#)

the [Australian Qualifications Framework](#)

the [Fit and Proper Person Requirements](#)

the [Financial Viability Risk Assessment Requirements](#)

the [Data Provision Requirements](#).

Macquarie Community College will ensure that compliance applies across all of its operations within the Registered Training Organisation's scope of registration, as listed on the National Register of VET found at www.training.gov.au

1.1 Standards for Registered Training Organisations

Macquarie Community College has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

Standard 1: The RTO's training & assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Standard 2: The operations of the RTO are quality assured.

Standard 3: The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Standard 4: Accurate and accessible information about the RTO, its services and performance is available to inform prospective and current learners and clients.

Standard 5: Each learner is properly informed and protected.

Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Standard 7: The RTO has effective governance and administration arrangements in place.

Standard 8: RTO cooperates with the VET Regulator and is legally compliant at all times.

More detail about the Standards can be found at the end of this handbook.

1.2 Our Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, including our students, organisations we work with and communities we serve.

Our continuous improvement strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of MCC. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

2. Your protection as a consumer of MCC's services

There are various ways in which students are protected as consumers of Macquarie Community College's services:

- Prospective students are fully informed of our products and services by way of our website and catalogues and are then able to make decisions based on that information.(RTO Standard 4)
- Prospective students are ensured that the course chosen is the right "fit" for their needs by means such as our initial language, literacy and numeracy assessment for most courses, and individual communication with our sales team and/or our Program Managers. This allows time for prospective students to ask all questions which may be of concern or interest and to be fully informed prior to completing our enrolment form. Students may also contact us via our website to arrange for an individualised talk with one of our staff. Upon selection of a training course students will be required to complete our enrolment process which is individualised to the particular course. Visit our [contact us page](#). (RTO Standard 5)
- If a student has any complaint or wishes to appeal an assessment decision we have procedures in place for you to do this. We will ensure fair and efficient handling of your complaint / appeal by our Senior Management. (RTO Standard 6)
- Macquarie Community College guarantees to complete supply of training services once you have commenced.
- As a Macquarie Community College student you are covered by the College's public liability insurance when at our training locations, and by volunteer worker coverage if on work placement. (Students are not covered when travelling to and from training or on excursions).
- Other legislation applies to your protection and responsibilities as a consumer of Macquarie Community College's services including issues related to Work Health & Safety hazard identification, Harassment, Anti-Bullying, Copyright, Anti-discrimination and working with children.

Read the full [Consumer Protection Policy](#) on our website.

3. Marketing and Advertising

We market our programs and services with integrity, accuracy and professionalism. We do not intentionally make vague, misleading or ambiguous statements about courses, teachers, other providers, the College or any other matter which could mislead students. We publish information on our website, on social media, electronic direct mail and in our catalogue and advertise and promote our programs in various mediums, including events.

If you have found any error in our marketing information please let us know at any time.

Please note we may take photographs of classes, which may include students attending the training premises, for marketing purposes. We will seek formal permission for this from you. If you do not wish to participate, please tell your Trainer or a College staff member at any time, using any contact method.

4. Enrolment and Induction

4.1 Open Entry Courses

Anyone 18 years or older may enrol into our non-accredited courses at any time on our website by choosing the course they are interested in, finding a day and time that suits best and clicking the enrol now button. We will ask for your details and will then take you through our easy to use, secure payments process. Alternatively you can call customer service on 1300 845 888. Prospective students aged between 15 and 18 may enrol if approved by management. In the event that the course dates are yet to be advised you can add your name (without payment) to our waiting list and we will contact you with further information.

4.2 Accredited VET Courses

For accredited vocational education and training courses (eg full or part qualifications) we have an application process prior to enrolment. Each accredited course on our website contains an Apply Now button. You can also make initial enquiries by phone or make an appointment to visit us in person and start your application.

By completing the application form you start a process of communication with our staff. A staff member will speak with you about the course you are interested in and assist you with any further enquiries you may have about the course.

When you have made the decision to enrol in an accredited course you will be required to complete an enrolment form. The enrolment form ascertains contact details, course of interest, emergency contact details, whether there is any recognition of prior learning required and whether we may need to make adjustments to your training based on your individual needs. This form is also used to collect the relevant statistical information the College is required to provide Government agencies and funders (eg for AVETMISS and contract reporting).

The back of the enrolment form outlines the Terms and Conditions of enrolment, including your rights and responsibilities. Acknowledgement of your agreement with Macquarie Community College's Terms and Conditions is required on the enrolment form. (see below 4.3).

You will also need to complete some additional steps, such as applying for a USI, (see below 4.3).

Additional forms may be required depending on the course you choose, for example if it has compulsory work placement. Our staff will advise you of the forms that apply to your course.

4.3 Terms and Conditions of Enrolment

Given the broad range of accredited and non-accredited programs offered by the College the terms and conditions may vary depending on the course. In general, the College applies Terms and Conditions in order to provide a quality customer and learning experience and to be fair and transparent with our students. These are listed on our website and updated on our enrolment forms, which students receive a copy of.

The Terms and Conditions cover a range of topics and are summarised below. Where applicable to meeting the Standards of being a registered training organisation (RTO) these are noted in brackets (eg SRTO 5.3 etc).

Language, Literacy and Numeracy (LLN) (SRTO 1.7)	(see below 4.4)
Credit Transfer and Recognition of Prior Learning (SRTO 1.8, 3.5)	(see below 5.6)
Support Services (SRTO 1.7)	(see below 8)
Enrolment, Course Fees, Payments and Refunds (SRTO 5.3, 7.3)	(see below 11)
Refund Policies	(see below 11)
Retention of Records (SRTO 3.4)	(see below 12)
Complaints and Appeals (SRTO 6.1, 6.2)	(see below 13)

4.4 Language, Literacy and Numeracy (LLN) assessment

All students undertaking accredited training at Certificate III and below are required to undertake an LLN assessment unless the student currently holds a Certificate III qualification or above delivered under the [Australian Qualifications Framework](#). Students who are identified as in need of assistance with their learning will be provided with support throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs requiring students to have basic skills in the areas of:

- Reading
- Writing
- Numeracy
- Oral Communication

To book a LLN assessment you can contact us by phone, email or through the website.

4.5 Unique Student Identifier (USI)

On 1 January 2015 the national Unique Student Identifier (USI) system was introduced to create a secure online record of a student's recognised training and qualifications gained in Australia. This system allows students to have access to their own training records and transcripts online, anytime and anywhere. The College ensures our students are issued with a Unique Student Identifier upon enrolment and entry into our Student Management Database.

The system is free and Macquarie Community College can apply on your behalf, with your consent.

It is essential that you use accurate personal details as per your identity documents.

You can find out more about USIs at: <https://www.usi.gov.au/about>

Fact sheets are available at: <https://www.usi.gov.au/students/usi-support-materials>

4.6 Entry Requirements

In addition to adhering to our Terms and Conditions students should also note the following which may apply to their enrolment:

Pre-requisites

Some of our courses (accredited and non-accredited) may have pre-requisite skills or knowledge and/or be suggested as a series of programs on a learning pathway. Work placements in Community Services courses will also need Police Checks and/or other clearances.

Information about this is provided on the website and during the enrolment process. Our course names may reflect this (introductory, intermediate, advanced). If during your training it becomes evident that you are not in the right level of class we will work with you to transfer your enrolment to a different scheduled class.

Eligibility for funded and subsidised programs

All funded programs targeted at particular cohorts of clients or for specific programs will have eligibility criteria.

The College will check your eligibility and work through this with you prior to completing your enrolment. For example to enrol under the NSW Government *Smart and Skilled* programs you must meet all of the following criteria:

- 15 years old or over
- no longer at school
- living or working in NSW
- an Australian citizen, Australian permanent resident, Humanitarian visa holder or New Zealand citizen

You are responsible for providing accurate and honest information and may be required to provide us with specific documents as proof of your eligibility, including your age, residency or citizenship status, details about any government benefits you receive and prior qualifications.

The College's acceptance of an enrolment into a funded or subsidised course is conditional on the applicant meeting the entry requirements, including providing relevant documentation. The information you supply will also help us estimate the fee that is applicable to your enrolment in a funded or subsidised program.

Students should also see information on the website and in this handbook that is relevant to your decision to enrol about:

- [Fees, refunds, withdrawals](#) (see below 11)
- [Recognition of prior learning](#) (see below 5.6)
- [Consumer Protection](#) (see above 2)
- [Student Support services](#) (see below 8)

4.7 Induction

Student Induction information is provided prior to course commencement. The induction will cover topics including:

- Information About Macquarie Community College
- Site information
- Macquarie Community College's Obligations as an RTO
- My obligations as a student
- My rights as a student
- Support during my studies
- Access to further information
- Course information
- Training plan
- Assessment
- Work placement (if applicable)

5. Participating in accredited training and assessment

5.1 *Your responsibilities as a student*

- Understanding and following our policies and procedures
- Providing necessary documents, keeping contact information and payments up to date
- Following reasonable instructions relevant to your learning
- Submitting Assessments as required:
 - On time, complete and with a signed cover sheet
 - Must be their own work, avoid plagiarism, consider copyright laws

Please - ask us questions! We are here to help you if you need to follow up on any information you are uncertain or unsure about in the information we have provided to you about the course structure, the training and assessment strategies and the assessment tasks or evidence required to demonstrate competency.

5.2 *How we deliver training and assessment*

Training and assessment at Macquarie Community College is delivered by qualified Trainers and Assessors. Your Trainer will:

- Provide clear instructions and expectations of students whilst in training
- Give students a clear outline of what is expected in their assessments
- Ensure a safe learning environment
- Keep up-to-date with current industry requirements.

All students are provided with information about the course structure, the training and assessment strategies and the assessment tasks or evidence required to demonstrate that the student is competent.

Training

Training can be delivered in a variety of modes including classroom based and online. Our Trainers are skilled at providing learning and assessment requirements appropriate to your course and tailored to individual student learning needs and the mode of delivery. You may have more than one Trainer during your course.

Attendance is an important part of the learning process. Classroom based students are expected to attend each scheduled session. Students undertaking online study are required to log in to their course at regular intervals.

Students are expected to:

- Ensure they arrive for class early or on time.
- Sign the attendance list
- Return from morning tea and lunch breaks at requested time
- Participate in class activities
- Finish the training at the set time and not leave early
- Notify the College if they are unable to attend class due to illness or personal reasons
- Speak with your Trainer about catching up on any learning or assessment you missed by not attending

Trainers and Assessors will moderate the learning pace, method and sequence appropriate to the learning needs of each student regardless of the mode of delivery.

Learning methods will vary and can include, but are not limited to:

- group discussions
- practical exercises
- written assessment
- team activities
- oral presentations
- case studies
- role plays

Assessment

Assessment tasks and strategies include a wide range of methods and may include:

- specific written assessments
- team projects or reports
- formal questions (including multiple choice)
- practical demonstrations
- small or large group tasks
- oral presentations
- problem solving tasks
- case studies
- discussions
- portfolio of work samples

Generally classroom assessments have two or three assessment tasks for each unit of competency.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

Assessment may be conducted by your usual classroom Trainer and/or a separate Assessor.

5.3 Competency assessment processes

There are three types of assessments that occur at different stages for each unit.

- Initial assessments to identify what competencies you already have. This occurs during induction/orientation.
- Progressive assessment during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- Final assessments, which are delivered when the Trainer/Assessor decides the student is ready.

5.4 Assessment of competencies

Assessment tasks for accredited units are designed to evaluate a student's skills and knowledge required to perform particular tasks within a workplace. The skills and knowledge are underpinned by foundation skills which encompass literacy and work skills to varying degrees.

When you undertake a competency based assessment your results are either Competent or Not Yet Competent meaning that you have either successfully demonstrated the required skills or knowledge, or you are still working towards successful demonstration. Competencies are not 'scaled' or 'graded'. The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set. At Macquarie Community College your Trainer/Assessor will advise you if you need more practice at particular aspects of your study and will assist you to reach competency by course completion.

During assessment your Assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as "C" - Competent or "NYC" - Not Yet Competent". Competencies are not 'scaled' or 'marked'.

Assessment may attract both direct (show and tell) and indirect (show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate your skills and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills (such as problem solving, working in teams and understanding etc.) can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, case studies, and third party reports, written and oral questions.

If your evidence fails to demonstrate the level of competency for any unit or performance criteria appropriate to the qualification the Assessor can design a flexible training plan /pathway.

Submitting your Assessments

An Assessment Cover Sheet is provided to the student to complete and attach to each of their completed Assessment Tasks prior to submission to their Trainer/Assessor. These cover sheets will be provided to you and are also available from customer service, the student portal or your Trainer.

The cover sheet provides a mechanism for the student to sign a declaration that the work submitted is “all their own work” and that they have kept a copy of their assessment task for their reference. The cover sheet also provides a mechanism for the Assessor to provide feedback to the student as well as their result for work completed.

Plagiarism

Plagiarism is the use of other people’s work pretending that it is your own work.

Plagiarism is not permitted because:

- It is a breach of the intellectual property rights and the copyright of the writer. Breach of copyright is illegal.
- The work of a student presenting another person’s work for assessment cannot be assessed, and the student cannot be deemed competent. Certificates and Statements of Attainment cannot be issued.

If you are quoting the work of others, include the following information:

- Text / words. Put the words in quote marks “ “. In brackets () write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website found the words.
- Images / photos. In brackets () write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.

If you want to use particular video / audio / music, please contact your Trainer for advice.

5.5 Demonstrated competencies in some areas and not in others

If you are enrolled in a qualification and can only demonstrate competencies in some but not all Units of Competency (UOC) a Certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and the Transcript will identify the qualification name, Units of Competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your Assessor will work with you on a training pathway and develop a plan for completing your course of study.

Students who are unable to demonstrate competency at any given time, or who successfully appeal assessment results may be reassessed at an appropriate later date. Reassessment may attract an additional fee.

5.6 Recognition of prior study and learning

The College can assist students who can demonstrate prior learning through both formal and informal training. We do this in two ways - with Credit Transfer (CT) and Recognition of Prior Learning (RPL). All students are eligible to apply for (RPL) and/or CT and are advised of this in the enrolment process and on electronic and print marketing collateral. Successful application for CT and/or RPL will be factored in to the fees payable by a student.

Credit Transfer

Credit Transfer (CT) is granted as a result of identifying learning outcomes already achieved through formal training. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

Credit Transfer given may reduce the time required for a student to achieve the qualification. To apply for Credit Transfer the prospective student will need to provide original or certified copies of certificates previously attained through formal training prior to completing the enrolment process.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To apply for RPL the prospective student should indicate their decision to apply for recognition as soon as possible after enrolment and the induction program. We will be happy to provide you with an RPL kit after speaking directly with you to ensure you understand the requirements of this process.

In consultation with the Trainer/Assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence

- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Package.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the Assessor to make clear judgements.

Students are required to sign an **RPL Assessment Kit**, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

6. Work Placement

Work placement is an unpaid experience in an accredited facility in which real-life experience is gained prior to the issue of a qualification.

There are two main types of work placement requirements. There are some Compulsory Work Placement requirements for some programs and Macquarie Community College may also, at times, offer work placement as part of training to assist students to gain employment or to provide a simulated environment for practical activities.

In many Community Services accredited training courses work placement is a compulsory component of the course and students will be required to complete a set number of hours in order to meet the minimum requirements of a qualification, for example: 120 hours for Certificate III in Individual Support.

Macquarie Community College has a responsibility to protect members of the public (and students) from being harmed when taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

All students should speak with their Trainers if they have any questions or require any assistance with regards to their work placement.

A Working with Children Check is required by a student in courses where contact will be made with children, young people and those with a disability. See: <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check> for more information.

A National Police Check will also be required by some facilities prior to work placement. See: <https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks> for information.

A complete vaccination record will also be required by some facilities prior to work placement. See: <https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement> for more information.

6.1 Student Responsibilities

For Compulsory Work Placements, students are required to complete a set number of hours in order to meet the minimum requirements of a qualification according to the Training Package requirements. While in a work placement you will have a designated workplace Supervisor. While on work placement your achievement of competencies will be assessed by your workplace Supervisor and an MCC Assessor.

To help you understand your responsibilities in the workplace, you will be given a reflective journal that includes a code of practice, which indicates expected standards of behaviour. Your Trainer will explain to you and your workplace Supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your Trainer.

You need to take particular care if workplace clients are people who may be in vulnerable circumstances – for example, people who are frail, children, young people, and people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (e.g. massage therapy or nursing care).

A *Working with Children Check*, A *Police Check* and a *Vaccination record* may be required before you commence your placement. Your Trainer will give you more information about this if required.

Your Workplace will also require you to understand and adhere to their policies and procedures, including about their Work Health and Safety procedures. If you will be absent from any part of work placement you must notify your Workplace Supervisor and your Trainer.

The Student is responsible for following the instructions of the Workplace Supervisor, as well as demonstrating to their Assessor that they are competent in each of the tasks they are required to complete as part of their Work Placement requirements.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your Trainer can provide you with more information about this policy. If you are unsure about whether it may prevent you from completing a course you should discuss the matter with your Trainer.

All students should refer to their Trainer if they have any questions or require any assistance with regards to their work placement.

6.2 Supervisor's Responsibilities

If an employer agrees to take on a student for work placement, the employer is responsible for providing the appropriate facilities and a qualified person to support the training and supervision of the student in the workplace. Where applicable the Supervisor should hold a current qualification for their role and/or skills and knowledge as deemed appropriate for their industry.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each student. This level of supervision should be reassessed on a regular basis, by taking into account the stage of the student and the knowledge, previous experience and training the student has received in a particular area.

The Workplace Supervisor is required to provide opportunities for the student to develop their skills and knowledge and may be involved in coaching or mentoring of the student but does NOT assess the student.

The Supervisor may be asked to complete a "*Work Placement Supervisor's Third Party Report*" in consultation with the Assessor. The *Third Party Report* provides information on what the student is required to demonstrate on the job, including the required skills and knowledge for the qualification that the student is undertaking, as well as following or providing feedback on relevant policies and procedures of the workplace.

Depending on the qualification being undertaken workplace policies and procedures may include:

- WHS Policies and Procedures
- Operation of relevant equipment used in the workplace
- Participating in workplace meetings
- Grievance procedure
- Confidentiality and Privacy
- Respecting others
- Property and resources
- Reporting procedures

The Supervisor is provided with a Checklist prior to undertaking an outline of their responsibilities supervision of a Trainee or Student to ensure that the Supervisor understands their responsibilities.

Supervisors also complete a "*Work Placement Supervisor's Third Party Report*", which will include the relevant units that will be required to be completed in the workplace, including the responsibility of the Supervisor for monitoring the students competency against these units. This will be completed under the supervision of the Assessor from MCC.

If a Supervisor requires assistance with their role as a Supervisor, they should contact MCC Senior Management or Assessor, who can provide you with further assistance.

7. Traineeships

Traineeships combine paid work and structured training. They allow trainees to learn a workplace skill and receive a nationally accredited qualification while earning a wage.

Traineeships usually last for one to two years and are available in a wide range of careers. They may be undertaken in a full or part-time capacity, including if you are still at school.

Government subsidies are available for the formal training component of apprenticeships and most traineeships. Under [Smart and Skilled](#), all apprenticeship and most traineeship qualifications are now 100% subsidised. Training for existing-worker trainees is generally not subsidised. More details are available on our website and specific information is provided to Trainees and their Supervisors.

See more detail here <https://www.macquarie.nsw.edu.au/traineeships>

7.1 Monitoring Traineeship Supervision

The State Training Services guide '[Supervising your Apprentice or Trainee](#)' is provided at induction for Trainees; this guide is used to explain to Supervisors their role as a Workplace Supervisor and tips on coaching.

7.2 Supervision Arrangements for Traineeships

An employer must provide the appropriate facilities and a qualified person/s to support the training and supervision of Trainees in the workplace. Where applicable the Supervisor should hold a current occupational licence and /or skills and knowledge as deemed appropriate for their industry.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each individual. It should be reassessed on a regular basis by taking into account the stage of the Trainee and the knowledge and previous experience and training the Trainee has received in a particular task.

The Workplace Supervisor will provide opportunities for the Trainee to develop skills and knowledge and may be involved in coaching or mentoring of the Trainee but does NOT assess the Trainee.

The Supervisor will be required to complete a third party report in consultation with the Assessor. The third party report provides information on what the Trainee does on the job to demonstrate the required skills and knowledge for the qualification that the Trainee is undertaking as well as following / providing feedback on relevant policies and procedures of the workplace.

Depending on the qualification being undertaken policies and procedures include:

- WHS policies and procedures
- Operation of relevant equipment used in the workplace
- Participating in workplace meetings

- Grievance procedure
- Confidentiality and Privacy
- Respecting others
- Property and resources
- Reporting procedures

8. Support Services

Macquarie Community College is committed to creating an environment where our students feel welcome, respected and supported.

Macquarie Community College caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment and induction stage to completion stage. Macquarie Community College is committed to providing students with additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Macquarie Community College will assist and support students as appropriate and/or refer them to qualified counsellors. Staff will respond to and attempt to alleviate any signs of distress or discomfort of students.

Additional support and services may include:

- Education and Careers Pathway advice
- Assistance when applying for RPL
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to a candidates training
- Mentoring
- IT support
- Referral to counselling services
- Literacy and numeracy support
- Grievance /conflict support
- Stress management
- Access and equity support

Macquarie Community College staff members understand the principles of access and equity and are familiar with learning options available to accommodate a variety of pathways to completing qualifications, which are identified within the Training and Assessment Strategy.

A learner experiencing genuine difficulties experienced in completing a program in the allotted time is encouraged to alert their Trainer and/or bring this to the attention of the Program Manager at the first available opportunity.

Our continuous improvement processes gather feedback to monitor and improve services to meet student needs.

8.1 Reasonable Adjustment for Students with disability

The College is experienced at, and committed to, working with students with disability and to meeting our obligations under relevant legislation.

Students with a disability are strongly encouraged to discuss their disability with their Trainer or the Program Manager so that we can work with you to participate in our training programs on the same basis as those without disability. All information discussed will be treated with privacy and confidentiality. Examples of reasonable adjustments may be to adapt learning resources, modify delivery strategies and/or activities, and/or vary the pace or process of assessment.

8.2 Support Services List

Sometimes our students find they need expert advice, counselling or additional services to deal with personal, family or other issues. The Support Services List at the end of this handbook provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for your need.

This list includes website addresses and phone numbers to assist students to access these services. Correct at the time of publication, these contact details may change from time to time.

If you are unsure of the service you may require, please do not hesitate to contact your Trainer or an MCC Manager to discuss further.

9. Training Evaluation

The purpose of Training Evaluation is to collect feedback from students on the delivery of training and assessment, including training facilities, the Trainers' skills and training ability, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the mid-way point and completion of each training program a Training Evaluation Form is handed out to participants for completion. The Training Evaluation Forms are collected and the relevant Trainer will prepare a summary of the evaluations of the program. MCC will report both positive and negative feedback to the relevant people for discussion. Feedback to Trainers is provided to assist in the revision and adjustment of training material and delivery methods and for the professional development of our Trainers.

Any complaints or issues that are identified from feedback are recorded and reviewed as part of our quality, risk and compliance processes.

In addition to training evaluation, MCC conducts random surveys and interviews with industry leaders, clients, learners and other community bodies to identify future needs in training.

10. Certification

Students in accredited courses are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Package. In determining whether a client is Competent/or Not Yet Competent, the client is assessed against the requirements of the qualification, including the Units of Competency, and the elements within the Units of Competency.

These documents are called testamurs. The testamur statement for all AQF qualifications issued will identify the qualification as an AQF qualification with the words “The qualification is recognised within the Australian Qualifications Framework” or display the AQF logo.

The testamur will contain sufficient information to identify correctly the:

- Issuing organisation
- Graduate who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation and
- Authenticity of the document, in a form to reduce fraud, will be utilised in the form of a watermark of the logo or unique stamp or seal

All Certificates and Statements of Attainment identify Macquarie Community College by its national provider number from the National Register and includes the Nationally Recognised Training (NRT) logo.

See a sample of the information certificates are required to have here: [Sample AQF documentation](#)

MCC will issue Certificates and Statements of Attainment within 28 days of course completion providing the following have been met:

- Compulsory work placement requirements completed
- All assessments have been submitted by due dates
- All student course fees have been paid

If you do not receive your Certificate or Statement of Attainment as expected please contact us ASAP.

If you lose or damage your testamur you can apply for a copy or a replacement by contacting our Customer Service team. An administration fee and identification process applies for replacement testamurs.

11. Course Fees, Withdrawals, Transfers and Refunds

In summary:

- Your fee is based on:
 - the course fee
 - your eligibility for subsidy (if any) and/or
 - recognition of previous learning
- Your eligibility is assessed on the basis of the accuracy and completeness of information you provide.
- We do not accept more than \$1500 in advance.
- We can assist you with payment plan options.
- If you are seeking to withdraw from your course we will discuss your options with you depending on whether you are able to withdraw with or without penalty. This may include transferring to another scheduled class, deferring enrolment, or eligibility for a refund of fees for services not yet delivered.
- You will be required to complete a request for withdrawal form and/or a request for refund form.

The College has two separate policies on fees, withdrawals, transfer, credits and refunds.

- One for **fee paying students** participating in non-accredited and accredited training. This can be accessed at any time on our website here: <https://www.macquarie.nsw.edu.au/Refund-policy-FFS>
- One for students participating in **government funded and subsidised programs**. This is provided below:

11.1 Principles and practices underlying this policy

- The College strives to assist its students to carefully choose and enrol in the course that is right for them. It is the student's responsibility to choose their course carefully on the basis of information and/or advice provided by the College through various mediums – website, brochures, email, phone or in person.
- The College is a not-for-profit organisation committed to creating and providing affordable and inclusive learning opportunities. To be sustainable we require a minimum number of students in our face to face small group training courses. When a student elects to withdraw from a scheduled course it can lead to inconvenience or costs to fellow students, teachers and the College.
- The College is committed to the provision of quality training and to upholding the rights of our students with respect to our obligations as a Registered Training Organisation (RTO), our contractual requirements as a provider of government funded or subsidised accredited training, and consumer protection. On the rare occasions that a student seeks to withdraw from a government funded or subsidised course, seek a full or partial refund or credit of their enrolment fees the College will assist as per this policy.
- Students are responsible for providing complete and accurate information about their eligibility for subsidy and/or enrolment.

11.2 Fees for government funded and subsidised courses

- Fees will be applied as per the contractual requirements of government funding and on the basis of information provided by the Student at the time of enrolment.
- Under some contracts, such as Smart and Skilled, the relevant government funding body sets the course fee and also contributes to the cost of each course with the student paying the balance. The amount payable depends on the student's eligibility and personal circumstances, the specific course being undertaken, and the listed course fees. For any given student the amount payable ranges from being fee-free (\$0) to a modest co-payment of \$240 and up to \$5000 for higher level qualifications.
- In order that students are aware of the fees they may be required to pay, the College assists students to determine their eligibility and to estimate their course fees under subsidised training and to find the right course for them, including the mode and location of training.
- Course fees payable by a student may be reduced for Units of Competency already completed and recognised through formal Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes.
- The College will not accept more than \$1500 in tuition fees in advance from any student.
- The College offers students the opportunity to pay their fees through a payment plan, subject to a minimum payment amount and the terms and conditions of the payment plan agreement.
- The College does not offer student loans or participate in the Commonwealth's VET Student Loans (VSL) scheme.
- The College will notify students who have outstanding fees every 28 days. Bank charges or exclusion from tuition may apply to students who are behind on payment of fees.
- Testamurs, Certificates and/or Statements of Attainment will not be released to students that have outstanding fees.
- The College may levy a fee for incidental expenses such as specific resources (eg published text books) excursions and training resources (eg kits, tools) that are not consumed during training and become the physical property of the student after they complete or withdraw from a course.

11.3 Withdrawals, refunds and deferment - government subsidised courses

- Different criteria apply and the amount refunded will vary when a student elects to withdraw from a government subsidised course before or after course commencement. This is known as withdrawal with or without penalty.
- In the event that the College cancels a course prior to commencement students will be contacted about their availability and interest in transferring enrolment and related fees to a future Course enrolment, or a refund.
- Students considering withdrawing from the course they are enrolled in at any time should first make enquiries by phone, email in person or via the website.
- A decision to withdraw must be submitted in writing using the *Request for Withdrawal Form* available at info@macquarie.nsw.edu.au.

- Depending on the timing of the Request for Withdrawal and the specific circumstances this will then lead to a Deferment of Enrolment or a Request for Refund.
- Deferment of Enrolment to a later course will be followed up and actioned through discussion with senior training staff and all fees paid in advance will be carried over to the later course, with no administration fee.
- Withdrawals with no deferment to a later course may be eligible for a refund. All requests must be made on the **Request for Refund Form** available at info@macquarie.nsw.edu.au or can be found in your [student portal](#).
- If approved, refunds will be paid within 10 working days of the date the Request for Refund form is received.
- All refunds will be paid to the person or organisation that originally paid the fees.
- Students should note that changes to work commitments or personal circumstances outside of the following conditions will not be considered as grounds for a refund or deferment of enrolment.

11.4 Withdrawal, refunds or deferred enrolment before commencement

Withdrawal WITHOUT penalty

Request for withdrawal or deferred enrolment more than 5 days prior to course commencement:

Deferred enrolment: Subject to advance notice (> 5 days prior to commencement of the course) students may elect to transfer their enrolment and fees paid in advance to an alternative course, with no penalty or admin fee applied.

- Deferred enrolments will be limited to courses scheduled no more than 6 months after the date the request is made.
- Payment already received will be transferred to that future enrolment. This can be done by contacting customer service: in person at Carlingford or Chatswood; Email to info@macquarie.nsw.edu.au; phone to 1300 845 888 or via the [website](#).
- Students may only defer their enrolment once without penalty. An administration fee of \$33 incl GST will be applied to a second withdrawal being processed.

Refunds: Subject to advance notice (> 5 days) students may seek a refund by completing a Withdrawal Form and submitting a Request for Refund Form. The College will refund the student fees paid, within 10 working days and with no administration fee applicable.

Withdrawal WITH penalty

Request for withdrawal or deferred enrolment less than 5 days prior to course commencement:

- Where a student elects to withdraw from a course with less than 5 days' notice the student is withdrawing with penalty.
- The College will first seek to assist a student to defer their enrolment to a later course. A \$33 incl GST administration fee applies.

- In the event that the student is unable to defer the College will give consideration (depending on the circumstances) to refunding student fees paid in advance.
- Other than in cases of extreme hardship no refunds are available less than 5 days prior to course commencement.
- The refund amount will be at the discretion of the College and will be subject to an administration fee of \$33 incl GST.

11.5 Withdrawals, refunds or deferred enrolments after commencement

The College is not obliged to issue refunds to students who have commenced their course and choose to withdraw from their studies with the College. Exceptions to this may include overpayments, disruption to course delivery, substantive quality issues, and exceptional hardship.

Overpayments

If a student has overpaid their fee payable, due to error or change in eligibility, the College will refund the amount overpaid within 10 working days, and with no administration fee applied.

Disruption to course delivery after commencement

In the unlikely event that the College is unable to deliver your course in full:

- You have the right to choose whether you would prefer a refund of relevant (pro-rata) tuition fees, defer enrolment to a later course at the College or transfer to another provider.
- Deferred enrolment: The College will first seek to assist a student to defer their enrolment to a later course. No administration fee applies.
- Refund: The refund amount will be for the undelivered part of your course. The refund will be paid to you within 10 working days of the date on which the course ceased being provided.

Substantive quality issues

The College policy is that we will provide a quality learning experience and that all assessment, if applicable, will be in line with national standards. If a student believes that the course has not been a quality learning experience then redress and/or refund may be sought.

Circumstances may include if the course delivered does not match what was promised in the course description, the quality of teaching, venue or equipment is not up to a reasonable standard and (in VET accredited courses) a complaint regarding unfair assessment and/or unfair treatment is substantiated.

Students seeking a refund on the basis of a substantive quality issue should refer to our [Complaints Policy](#) and complete a *Complaints Form* in the first instance prior to lodging a *Request for Refund* or an *Academic Appeal*.

The Complaint matter will be reviewed by a staff member who may seek further information including the opinion of the tutor, an independent subject expert, and a survey of opinions of other class members. Depending on the resolution of the complaint, if the complaint is substantiated the College may issue a

full refund, a part refund or an offer of deferred enrolment to a future course or a reassessment of the student.

Refunds requested for hardship

In the event that a student does not commence a course due to sickness or personal crises or commences a course and due to sickness or personal crises cannot continue, that student may be given due consideration for a partial refund once they have outlined their reasons in writing on the *Request for Refund Form*. Any such refund is at the discretion of the College and may carry an administration fee of \$33 incl GST.

Substantiating evidence may be required. If a refund is approved, the refund will be paid within 10 working days of the date the *Request for Refund Form* is received.

Transfer to another provider: Should a student choose to withdraw or the College is unable to deliver the course in full the College will issue a statement of fees paid and a transcript of Units of Competency completed so that another provider can enrol the student and charge appropriate fees. The College is not responsible for the actions or pricing of another provider.

Completion of sufficient Units of Competency to be awarded a lower qualification: If in the unusual event that a student withdraws from a higher level qualification but has completed requirements for the award of a lower level qualification then any difference in student fees applicable, and paid, will be refunded. No administration fee will apply.

11.6 Your rights

This policy does not remove the right from a student to take further action under Australia's consumer protection laws. All students have the right to a statutory "cooling off" period if one applies.

Should a student not be satisfied with the decision of the College, the matter may be referred to the [NSW Department of Fair Trading](#).

In the case of an accredited/VET course the student may lodge a complaint to the [Australian Skills Quality Authority](#) and/or [Training Services NSW](#). Further information on these escalated complaints procedures can be found on their websites.

In the event that a student enrolls on a fee-for-service basis in an accredited VET course but is not eligible for subsidy they should refer to the related Fees (partial or Full) Refunds and Credit Notes Policy.

11.7 Fees Paid in Advance

The College is required to protect fees that a student pays in advance for nationally recognised training. This requirement protects individuals should the College cease to operate and consequently not be able to complete or offer a course of study in which that student has a pre-paid enrolment.

MCC requires a minimum deposit of payable course fees to secure your enrolment in a course (\$40 or 10% whichever is greater) per individual student, prior to course commencement.

Following course commencement, full fees will be required to be paid in full if the remaining fees are below \$200.

Fees for tuition and other services yet to be delivered can be made in amounts up to \$1500 in advance or by a payment plan (if remaining fees are over \$200).

The College does not accept more than \$1500 in advance.

For payments in advance the College will accept Cash, credit and debit cards.

Payment plans are credit card and direct debit.

11.8 Payment plans

The College can assist students with paying their accredited course fees by instalments, by direct debit. This option will be discussed with students during our enrolment process. An application process and Terms and Conditions apply.

If your application is approved you will be placed on a *Student Payment Plan* which will allow you to pay off your fees on a regular basis over the duration of your course. Macquarie Community College will calculate your repayment instalment amounts and due dates.

In general:

- Student Payment Plan applications must be made prior to the start of study.
- An applicant must be a domestic student at least 18 years of age (*or their parent/guardian if <18*).
- Student Payment Plans are only available where fees payable exceed \$200.
- Student Payment Plans are not available to employers or other third parties paying for the applicant's fees.
- Any applicant who has an outstanding debt from a previous enrolment will not be granted a subsequent Student Payment Plan.
- A minimum amount of \$40 per instalment applies.
- The total payments must be completed at least 30 days prior to the end of the scheduled student program of study for which the Student Payment Plan has been provided, this includes all Government and non-Government subsidised programs.
- Repayments or failed transactions not paid by the due dates will be deemed to be overdue and Macquarie Community College may pass on to you any dishonor fees or financial penalties as set by our financial institution, including collection and legal fees.

- It is your responsibility to contact Customer Service if any circumstance arise that may affect the agreement details and the payments being processed as per the plan.
- Default on the agreed Student Payment Plan will result in no certificate or transcript being released to the student.
- Macquarie Community College reserves the right to suspend the student from the current course enrolment if agreed payments are outstanding.

12. Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected) are kept within a secure area (both electronic and hard files). An electronic record of each student's enrolment and participation is kept for a period of 30 years, this record is password protected and is only accessible by employees of MCC.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to forward a request in writing to MCC's administration. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing. MCC will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

13. Complaints and Academic Appeals

MCC recognises that differences and grievances can arise from time to time and believe that the quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

At MCC we have different processes for General Complaints and Academic Appeals. We also manage complaints and grievances about and from staff through dedicated procedures.

We welcome feedback and input from students, staff, members of the College, stakeholders and members of the public as part of our continuous improvement processes. We are committed to the resolution of complaints in a fair and equitable manner, in a timely fashion.

Any general complaint in the first instance should be directed to our Customer Service team on 1300 845 888 or info@macquarie.nsw.edu.au

Prospective students not yet enrolled can provide feedback or make a formal complaint by phone, email or in-person.

We encourage all currently enrolled students to speak first with their Trainer about issues arising during their studies. Prospective and Past students who wish to raise an issue of concern should contact Customer Service.

The Trainer will generally speak with a senior staff member about the issue in order to resolve the issue promptly.

If the student prefers to speak to another staff member rather than their Trainer or lodge a formal complaint in writing they will be asked to provide details on a form.

If the matter is about an academic matter (about for example an assessment, progression) they will be asked to complete details about the appeal in writing.

Download our Complaints and/or our Complaints & Appeals Form which can be found in your Student Portal and available from our Customer Service team. Once the form has been completed it should be submitted to Macquarie Community College for actioning.

Macquarie Community College staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Trainer or staff member is experiencing any difficulties caused by a student's behaviour, they are encouraged to discuss their concerns with their manager or with a member of Senior Management. Depending on the nature of the issue this will be handled through the general complaints process or our staff grievance procedures.

Macquarie Community College recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned.

Complaints and Appeals will be treated as confidential, in order to protect the complainants. The documentation relating to a complaint or academic appeal will be retained as per our records management protocols. The College reviews all complaints and appeals as part of its continuous improvement processes for the purposes of monitoring and managing quality, risk and compliance.

Should a student enrolled in a State Government funded or subsidised course wish to escalate a complaint further they can contact State Training Services either

- via e-mail: enquiries@smartandskilled.nsw.gov.au
- phone on 13 28 11
- or in person at any [Smart & Skilled Customer Support Centre](#)

Clients of a Registered Training Organisation such as MCC (RTO 90033) may also make an escalated complaint to the [Australian Skills Quality Authority](#)

Clients can also contact Fair Trading NSW or the Ombudsman in some circumstances.

13.1 General Complaints

Definition: an expression of discontent, regret, pain, censure, resentment, or grief; against another person or against the systems set by MCC.

General student complaints can pertain to a number of areas such as venues, information, scheduling, pricing or concerns about quality of programs or teaching.

They may arise in the following circumstances and come from prospective, current and past students:

- Student to student grievance
- Student to staff grievance
- Student to work placement employer/Supervisor grievance
- Staff to work placement employer/Supervisor grievance

13.2 Academic Complaints and Appeals

Definition: an earnest request for an appeal against a result given by a Trainer/Assessor, as the student believes that the result given was unfair or unjustified.

Academic Complaints and Appeals can arise in the following areas:

- Student disagrees with the result given by their Assessor
- Student wishes to have their result reviewed by another Assessor

- Student wishes to be re-assessed for the same unit
- Student wishes to change the unit
- Student believes that they were discriminated against by the Assessor
- Employer/Supervisor believes a student was incorrectly assessed

All students have the right to appeal any assessment decision made by MCC if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with your Trainer in an attempt to reach a decision. Usually this process will commence with the completion of the Assessment Cover Sheet acknowledging disagreement with an assessment result of Not Yet Competent.

If you are still not happy and cannot reach resolution with your Trainer/Assessor and/or the Program Manager and a formal appeal is lodged a new Assessor may be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

14. Opportunities for Improvement

A key process for managing continuous improvement and quality throughout MCC is through staff and students or employers identifying opportunities for improvement.

All staff and students are encouraged to complete an *Opportunity for Improvement Form* if they identify a system, process or procedure requiring improvement. These can be improvements to Training and Assessment, Client Services or Management Systems.

The implementation of the actions identified in the *Opportunity for Improvement Form* will be reviewed and discussed as part of our quality, risk and compliance processes.

Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment
 - Reviewing a Training and Assessment Strategy
 - Feedback
 - Industry Consultation
 - Assessment Validation
 - Internal Audits

- Client Services
 - Opportunities for Improvement
 - Training Evaluation Form
 - Enrolment Forms
 - Internal Audit Reports
 - Complaints and Appeals Forms

- Management Systems
 - Meeting minutes relevant to quality, risk and compliance Meeting minutes
 - Review of Continuous Improvement Cycle
 - Conducting Annual Internal Audits

15. Other important policies

In consideration of all MCC clients and students it is important that adherence to our policies and that all legislative acts and regulations are observed while undertaking training.

Students must observe MCC's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook. Some of these are outlined below.

When undertaking work experience, students must observe the employer's Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

15.1. Access and Equity

Macquarie Community College aims to provide the community with life-long learning opportunities that are relevant, accessible and affordable. Accessibility extends across all areas at MCC and the measures and actions we take to manage accessibility ensure there are no barriers to education.

Macquarie Community College provides adult education courses that are inclusive and demonstrate our commitment to equity, adherence to our quality principles and are centred around students and customer responsiveness.

Our programs are designed to maximise inclusion and we oppose all forms of unlawful or unfair discrimination on the grounds of age, disability, skin colour, race, nationality, ethnic origin, sex or sexual orientation, marital status, religious or political convictions.

All training and assessment materials, either purchased or developed by MCC, are to meet the needs of a diverse range of learners including:

- Existing industry or enterprise employees
- School leavers and/or new entrants to the workplace

- Apprentices or Trainees
- Individuals learning new skills and knowledge
- Individuals changing careers
- Unemployed people
- Clients who have a disability
- Clients who are members of target groups such as Aboriginal and Torres Strait Islanders
- Recent migrants
- Individuals or groups needing to meet licensing or other regulatory requirements

Training and Assessment materials:

- use plain English
- avoid using words that could invoke stereotypes, are culturally inappropriate or, create other barriers
- include culturally specific competencies where required to achieve a workplace outcome
- ensure range statements are sufficiently flexible to take into consideration differing work environments and individual needs
- include non-discriminatory wording and requirements in evidence guides
- provide advice on reasonable adjustments for people with disabilities.

15.2 Privacy

Students should refer to the [Privacy Statement](#) on our website for the most up-to-date version at any time, and may request a copy of the Privacy Policy at any time.

Keeping information secure is a priority for Macquarie Community College (The College or MCC). The College respects the privacy of its current, former and prospective students, staff, contractors, clients, members and volunteers (participants).

Information provided by individuals and organisations to the College is generally provided for the purposes of facilitating access to (including enrolment) and participation in MCC's education and training courses and community-based activities.

MCC adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC). MCC also adheres to the National Standards for Disability Services in keeping personal information secure and confidential.

Privacy and record keeping

The College takes all reasonable steps to ensure that the personal details of its participants are not released to un-authorized persons or organisations. We protect any personal information received by MCC by keeping it secure in appropriate filing systems and record repositories whilst in use. We adhere to a comprehensive archiving and destruction schedule.

If you have an urgent concern that the personal information collected by the College is incorrect and/or is not properly secure please notify us by phone 1300 845 888 or via the Contact Us page.

Privacy and College websites and social media accounts

All MCC websites and social media accounts automatically collect a certain amount of personal information about you when you are browsing or otherwise using them.

Our website uses cookies to provide a better browsing experience. If you prefer not to have cookies collected you can disable this option in your browser settings.

The College uses the data collected for statistical and business purposes such as diagnosing a fault and improving our services. The College may use products such as Google Analytics to analyse the audience statistics of our website and improve its content.

The College uses digital tools in its marketing processes from 3rd party vendors (eg Google Adwords, Facebook advertising) to promote our services on the internet. These tools also enable remarketing and re-engagement to reach people who previously visited our website. These 3rd party vendors use cookies and/or device identifiers to serve ads based on someone's past visits to our website. Information about how you can opt out of Google's use of cookies or device identifiers can be found at Google's Ads Settings.

Any information collected by the College through automated mechanisms does not identify individuals and will only be used for the purpose for which it was collected in accordance with this Privacy Statement. The data is not accessible except to authorised staff and/or contracted 3rd parties that provide support to college ITC or marketing operations.

The College has in place security measures based on a risk assessment process to protect against the loss, misuse, and alteration of the information. The College also encrypts some information and transactions.

Where you can access a College website only by using a secure login issued to you (teaching staff and students) the information about you which is held, or you add or amend, on that website, is protected by restricting access through that login. Accordingly, you must ensure that your password is not disclosed or made available to others.

Relevant technical staff are able to access the logs created by servers for the purposes of collecting statistics, dealing with faults and improving the service and investigations.

If you have an urgent concern that the College ITC system has been breached and personal information is not properly secure please notify us by phone 1300 845 888 or via the Contact Us page.

Privacy and collection and supply of statistics

The Australian Government requires the College to provide certain encoded student information for statistical research purposes to the National Centre for Vocational Education Research (NCVER). With the exception of the NCVER, no personal details identifying individuals is requested or will be divulged. Data is supplied at times to other Government agencies through standard reporting and accountability requirements and is generally anonymous.

Government agencies may contact participants to independently verify student training outcomes and/or compliance by the College to regulatory and funding requirements.

Privacy and program marketing and data storage

The College will from time-to-time contact participants (prospective, current and former) by phone, mail, email and other electronic messages for the purpose of marketing.

Participants may at any time opt out and request that all such marketing contact cease. All requests will be promptly complied with and they will be removed from any marketing lists.

The College does not allow for the use of student information for any secondary marketing not related to the College.

MCC will not transfer information about you to someone in a foreign country unless we are legally required to do so or are allowed to do so under privacy laws. Some information may be collected and held overseas as a result of online, email and social media activities.

15.3 Workplace Health and Safety

MCC is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

MCC monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of MCC management this generally occurs through the Trainer / Assessor.

MCC's health and safety objectives are:

- To provide a safe and healthy work environment for all our employees, students, contractors and other persons.
- To provide safe and healthy methods of work.
- To provide programs of health and safety activities and procedures which are continually updated and effectively carried out.
- To identify and eliminate or reduce hazards and risks to health and safety.
- To continually monitor and improve work health and safety.

- To provide appropriate education and training resources
- To comply with all relevant laws, rules, standards and codes of practice.

All students are required to be safety aware and report all hazards and incidents, including an identified hazard or an injury that has occurred on MCC premises or whilst on work placement.

These should be either reported to your Trainer or to the administration office at MCC.

In the event that a student is injured or a WHS incident occurs within MCC or on a work placement a *WHS Incident Report* will need to be completed. Staff will assist you with this. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken. The College reviews and logs all incidents as part of our risk, compliance and continuous improvement processes.

- Staff log the “*WHS Incident Report*” into the “*WHS Register*” and file.
- All incidences to be discussed at the next quality, risk and/or compliance meeting.
- In the case of minor incidences and “*Opportunity for Improvement*” form should be completed.

First Aid and emergencies

First Aid Kits are located in our campuses.

Ask at the Customer Service or administration offices if you need first aid.

Some MCC staff have first aid training.

If assistance is required for an emergency situation outside office hours students or Trainers should ring 000 (zero, zero, zero) and request police, fire or ambulance.

15.4 Fire Emergency

MCC has fire wardens and emergency management tools and procedures, including evacuation procedures and fire extinguishers.

In the unlikely event of a fire emergency you must follow all instructions of MCC staff.

Your Trainer will generally be the person whose instructions you should follow.

Never take any unnecessary risks in attempting to control the situation. Evacuate first.

If an emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

- When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
- Do not stand down wind or downhill of a fire.
- If there is any chance of chemicals or explosives in the fire, evacuate the area.

- If there is any doubt about it being an electrical fire, treat it as an electrical fire.
- If unable to immediately control the situation it must be reported by available means such as telephone.
- You must notify your name, type of emergency, location of the emergency and assistance required.
- You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

15.5 Evacuation Procedure

In the event of an emergency situation (e.g. a fire, bomb threat, gas leak etc.) staff will take the lead in managing Evacuation Procedures.

- Upon notification to evacuate, (e.g. alarm or a warning from the Fire Warden) await further instructions from the Fire Warden.
- Once the Fire Warden has given instructions to evacuate each staff member and student should:
 - Follow the Fire Warden to the Evacuation Meeting Point
 - Leave the building in an orderly manner, and
 - Meet at the Evacuation Meeting Point indicated on the signs located around the building.
 - Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
 - Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no students, employees/contractors or visitors left behind in the building.

15.6 Anti-discrimination

MCC is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.

MCC and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

Students are expected to behave in a manner that is in keeping with the College's values of Collaboration, Commitment, Diversity, Integrity and Respect and are required to comply with the relevant anti-discrimination laws with respect to the treatment of their Trainers/Assessors and Workplace Supervisors, MCC staff and fellow students.

All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.

Trainer/Assessors are accountable for the implementation of this policy.

15.7 Sexual Harassment

All representatives of MCC are required to note, and agree to comply fully with, the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

As a student you should be aware of, and comply with, the College policies and guidelines about Sexual Harassment.

The guidelines are:

Sexual Harassment includes but is not limited to:

- Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example: jokes, slurs, assault, touch or posters)
- Continuing to express sexual interest after being informed that the interest is unwelcome
- Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
- Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
- Offering favours and benefits (such as promotions, preferential reviews or assigned tasks, etc in return for sexual favours).

MCC strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

15.8 Harassment, Victimization and Bullying

We all have a right to feel safe and respected.

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated.

This includes harassment, victimisation and bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers
- Bullying can also take place in cyberspace: over the internet and on mobile phones.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties.

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

We all have a responsibility to create a safe environment by standing up against, harassment, victimisation and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of MCC'S harassment, victimisation and bullying policy, please report the situation to your Training or escalate this to Senior Management. All complaints will be promptly and confidentially investigated.

15.9 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:

www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

15.10 Industrial Relations Act 1996

The principle objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/>

15.11 Anti-Discrimination Act 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MCC, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

15.12 Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practises, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

15.13 Child Protection (Working with Children Act) 2012

The College has a range of different obligations relating to the safety, protection and welfare of any enrolled students aged under the age of 18 including:

- A Duty of Care to ensure that reasonable steps are taken to prevent harm to students
- Obligations under child protection legislation
- Obligations under work health and safety legislation

For more information visit:

<https://www.legislation.nsw.gov.au/#/view/act/2012/51>

New legislation establishing the Office of the Children's Guardian comes into effect on 1 March 2020.

16. Insurance

MCC maintains public liability Insurance throughout its registration with adequate cover suitable for MCC's size and scope of registration, which is generally set as \$50,000,000. Macquarie Community College maintains volunteer worker coverage which covers our students whilst completing compulsory work placement. The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO. Other insurances relevant to MCC's operations may include Professional indemnity; workers compensation (as required); Building and contents (where appropriate).

Appendix A: SUPPORT SERVICES LIST

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Beyond Blue	https://www.beyondblue.org.au/	1300 22 46 36	Available on website	For clients who may need assistance for depression, anxiety or to maintain good mental health
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the Trainer who might require an interpreter for clients who are deaf or have hearing impairments
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
Family and Community Services (Communities and Justice)	https://www.facs.nsw.gov.au/	(02) 9377 6000		Support for family, ageing, disability or home care, domestic violence
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues
Men's Helpline Australia	www.menslineaus.org.au	1300 78 79 78	talkitover@menslineaus.org.au	For male clients who have male related health issues
NA- Narcotics Anonymous	www.naoz.org.au	0466 663 979	info@na.org.au	Clients who are/or have been affected by drugs
National Council for Single Mothers and their children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
National Disability Service	http://www.nds.org.au	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
National Disability Abuse and Neglect Hotline	http://www.disabilityhotline.net.au/	1800 880 052	hotline@workfocus.com	For clients who have a disability who may have

				suffered abuse or neglect
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	(02) 4924 6333	Available on website	To assist clients who have been raped
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/			Access to LLN assessment tasks that can be used for a variety of industries
The Reading Writing Hotline	http://www.literacyline.edu.au/	1300 655 506	info@literacyline.edu.au	If a clients is having difficulty with reading, writing and numeracy who require training to assist them.
Salvo care line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Workplace Bullying Helpline	www.workershealth.com.au	(02) 9749 7666	crew@reachout.com.au	For clients who have been affected by bullying
Wesley Mission Aust. (Poverty Helpline)	www.wesleymission.org.au	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues

Appendix B: MCC STUDENT PORTAL



Realise Your Potential



ACCESSING YOUR STUDENT PORTAL

The Student Portal is a tool to provide additional information to MCC students after enrolment.

When a student enrolls in an accredited course for the first time they are sent a link to MCC's Student Portal.

This portal allows each student to access the student handbook, invoices, course notes, assessment resources, course and class details including a real-time class schedule, USI information, additional AVETMISS data questions, and certificates issued on the successful completion of their course.

TO ACCESS YOUR STUDENT PORTAL FOLLOW THESE INSTRUCTIONS:

1. Go to the Student Portal login via the Macquarie Community College homepage <https://www.macquarie.nsw.edu.au/>
2. Click on the Login button
3. Toggle the button to "As Person"
4. Add your First Name, Last Name and Email address as they were on your enrolment
5. Click on the "Forgot Password" link
6. You will receive an email providing you with a link to reset your password

You now have access to your student portal.

Log In

as person

first name

last name

LOGIN

Email

Password

Forgot Password?

SUBMIT

Login to skillsOnCourse if you are a tutor or a student. Manage your classes, view your timetables and much more.

For assistance please contact our friendly Sales & Service team on **1300 845 888**

/MCCMacquarieCommunityCollege

/macquariecommunitycollege

/MCCMacquarie

Appendix C: More information about the RTO standards and regulatory compliance

1.1 Standards for Registered Training Organisations 2015

There are 8 Standards for Registered Training Organisations that the College must comply with. The wording of each standard is shown below with a short summary of the benefits for our learners from the proper application of these standards across our operations.

1.1.1 Standard 1 – Training and Assessment

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Benefits for our learners

- Learners benefit from high-quality training that equips them for employment and/or further study in their chosen field.
- Learners are confident they hold the skills and knowledge their certification describes and are well-equipped to undertake relevant tasks safely and productively.
- Graduates have enhanced employment prospects because employers are confident in their abilities.

1.1.2 Standard 2 – Quality Assurance Strategies

The operations of the RTO are quality assured.

Benefits for our learners

- Learners are confident that the quality of training is monitored to ensure it meets their needs and the needs of employers.

1.1.3 Standard 3 – Certification

The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Benefits for our learners

- Learners receive certification that clearly documents their skills and knowledge in a timely manner.

1.1.4 Standard 4 – Marketing

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Benefits for our learners

- Learners can make informed choices that the RTO has training that meets their needs with clear and accurate information including information about the performance of the RTO

1.1.5 Standard 5 – Students rights and obligations

Each learner is properly informed and protected.

Benefits for our learners

- Learners can make informed choices about the RTO and the training program that best suits their needs

- Learners know who is delivering their training and who is issuing any qualification or statement of attainment
- Learners are aware of their rights and responsibilities

1.1.6 Standard 6 – Complaints and appeals

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Benefits for our learners

- Learners have any concerns about their training or assessment addressed promptly and equitably

1.1.7 Standard 7 – Governance

The RTO has effective governance and administration arrangements in place.

Benefits for our learners

- Learners know their provider is stable and well-governed, so are confident it will continue to operate and be properly resourced to deliver training
- Learners know that their exposure to financial loss is limited in the case of a provider closing or not being able to provide the training

1.1.8 Standard 8 – Compliance with legislation

The RTO cooperates with the VET Regulator and is legally compliant at all times.

Benefits for our learners

- Learners are assured that our RTO is monitored by a regulator that has accurate, up-to-date information about the provider
- Learners are confident our RTO complies with relevant legislation and regulatory requirements
- Learners are aware of requirements that relate to their training
- Learners can make informed choices about the RTO using accurate and up-to-date information

1.2 Australian Qualifications Framework:

As a Registered Training Organisation the College will:

- Adhere to the requirements of the [AQF Qualifications Issuance Policy](#)
- Adhere to the requirements of the [AQF Qualifications Pathways Policy](#)

1.3 Fit and Proper Person Requirements

The College complies with a range of regulatory, governance and contractual requirements about its key personnel.

To meet these obligations all senior management, or persons who would have a significant impact on the RTO, such as members of the Board of Directors, must meet the prescribed requirements including the completion and submission of appropriate forms.

1.4 Data Provision Requirements

The College must report training data on enrolments, progression and completion to a number of organisations. These requirements include:

- Collect and store student and training records within an AVETMISS compliant student management system (DPR 4)
- Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
- Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
- Submit annual reports to the National VET Regulator on data collected (DPR 7)