



COMMUNITY COLLEGE-NORTHERN INLAND INC

Incorporating

Barraba

Bingara

Gunnedah

Inverell

Moree

Narrabri

Warialda

NEW TUTORS HANDBOOK

General College Program

Thank you for agreeing to be a tutor with Community College-Northern Inland Inc. Enclosed is a confirmation about the course you will tutor, information we required as an employer and other information to assist you in your role as a College Tutor. We request you complete the forms at the back of the booklet which confirm your agreement with the arrangements made for the course and return to us.

General Information

1 Would you please sign the duplicate of the Employment Agreement Form at the back of this booklet and return to your local Program Coordinator. Your signature will confirm your agreement with the course details as discussed and your understanding of the Workcover Rehabilitation Program.

Your employment is in accordance with the Employee Collective Agreement.

2 To ensure compliance with taxation laws all employees are required to complete an ATO Employment Declaration Form, including 'Your Tax File No.' We request you return this to us, completed, at the first session of your course to enable us to deduct the minimum amount of tax payable. If we do not receive the form fully completed we are required to deduct tax at the top marginal rate of 50%.

3 A copy of our WHS requirements and Rehabilitation Program is enclosed which, by law, you must read and understand. Should you have queries or you are involved in a work related accident please contact us.

4 A first aid kit is available at each of the venues the College uses for emergency use. It is not expected you will administer first aid to students if you don't have a current first aid certificate, however it is expected you will take appropriate action, such as, phone for an ambulance or seek other assistance.

5 At the first session of your course you will be supplied with a roll of students which is to be marked at all sessions, signed by you at the completion of the course and returned to us to enable processing of your wages.

6 We also have an Accident/incident Report Form, should there be any accident during the class please notify your Coordinator as soon as possible and complete the form to record the details.

We have also included in this booklet, for your information, copies of our Tutor Code of Conduct and Students Rights and Responsibilities.

Thank you for your co-operation with these matters, if I can be of further assistance or if you have any queries please contact me on phone number 02 67821221

Mission, Vision and Values

Community College Northern Inland provides innovative education and employment related training programs to meet the needs of our local communities.

The College's values are:

Responsiveness

- Consistently meet community needs
- Communicate regularly providing relevant information
- Assess the impact of decisions and external factors on our communities
- Listen, anticipate and act on community needs

Excellence

- Strive to continuously improve what we do
- Share our knowledge to support each other
- Collaborate with stakeholders to achieve the right outcomes

Integrity

- Adhere to professional and ethical standards
- We respect confidentiality
- Encourage staff and students and treat them with dignity
- Accept responsibility for our actions

Innovation

- Encourage and implement new ideas
- Find smart ways to deliver the best results
- Use our collective experience to seek out solutions to problems
- Recognise and realise new opportunities

Legislation

Community College Northern Inland Inc. is required to comply with legislation that is governed by but not limited to the following:

- National VET Regulator Act 2011 and the National Standards for NVR Registered Training Organisations 2015 – legislation to cover the vocational education and training system nationally.
- Workplace Health and Safety Act 2012 – provides for duties and obligations related to workplace health and safety.
- NSW Anti-Discrimination Act – provides for prohibition of discrimination and other specified conduct and provides for the investigation of complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation.
All of the above are available via www.legislation.nsw.gov.au
- Disability Discrimination Act Education Standards – ensure equal access to training for students with a disability.
See www.hreoc.gov.au
- Federal Privacy Act – relating to the collection, use and storage of personal data. See www.privacy.gov.au
- Equal Employment Opportunity (EEO) – all Trainers and Assessors are employed in line with EEO requirements and appointed on merit.
See www.hreoc.gov.au

CC-NI requires that all trainers have knowledge of the legislation that specifically relates to the qualifications and individual training packages they will be delivering. We have listed some of this legislation below that is covered but not limited to within qualifications of CC-NI's Scope of Registration:-

- Poisons and Therapeutic Goods Act 2008
- Aged Care Act 1997
- Disability Discrimination Act 1992
- Disability Services Act 1993
- Other Human Rights Legislation Amendment Act 2009.
- Home Community Care Act 1985
- Mental Health Act 2007
- Work Health and Safety Act 2012

Workplace Health and Safety

The Community College Northern Inland policy is to ensure, as far as practicable, the health, safety and welfare of all staff, employees, students and volunteers within the college environment.

Trainers/ Assessors are required to:

- Be responsible for their own personal property whilst delivering training
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing.
- Ensure all students follow safety directions and request they think about their own actions so as not to endanger the safety of others.
- Be informed of WH&S matters and follow WH&S required and adhere to directions given by staff.
- Ensure the Local Program Coordinator is aware of issues relating to WH&S regulations or any practices you believe to be unsafe
- Abide by WH&S rules
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.
- Be sure to grab the attendance sheet prior to exiting to enable you to conduct an accurate head count at the designated evacuation area.

CC-NI is required to:

- Provide an environment that ensures staff, employees, students and volunteer's health and safety is not affected by anything occurring or not occurring within the college environment.
- CC-NI will ensure all staff, employees, students and volunteer's has access to First Aid equipment within the college environment in accordance to WH&S Act.

Any accident or incident must be recorded on the appropriate form and lodged with any College office. All incidents/accidents must be recorded as soon as practicable with:

- Date & Time
- Location
- Description of the incident/accident and immediate action taken
- If First Aid required
- Any further action taken

Workers Compensation

CC-NI's Workers Compensation cover will always remain in force. An appropriate insurance cover will be maintained for voluntary workers. A copy of the rehabilitation program is issued to all staff, including casual tutors, in accordance with the Workcover Small Business Rehabilitation Program to ensure all staff are given the support required to return to work as soon as possible.

Rehabilitation Policy



COMMUNITY COLLEGE-NORTHERN INLAND INC.

STANDARD RETURN TO WORK PROGRAM

Information for workers

You have the right to:

- Nominate your own treating doctor who will be involved in your injury management plan
- Choose your own approved workplace rehabilitation provider if necessary
- Be actively involved in the planning of your return to work

You must:

- Take care to prevent work injuries to yourself and others
- Notify the College of an injury as soon as possible
- Comply with your injury management plan
- Provide accurate information about any aspect of your claim
- Notify the College and QBE Workers Compensation (NSW) Ltd if you get a job or if you earn extra income from your job while you are receiving weekly benefits
- Attend medical and rehabilitation assessments
- Cooperate in workplace changes that will assist other injured workers

Employer commitment

Community College-Northern Inland Inc. is committed to the return to work of our injured workers and will:

1. prevent injury and illness by providing a safe and healthy working environment
2. participate in the development of an injury management plan and ensure that injury management commences as soon as possible after a worker is injured
3. support the injured worker and ensure that early return to work is a normal expectation
4. provide suitable duties for injured worker as soon as possible
5. ensure that our injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and approved workplace rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause
6. consult with our workers and, where applicable, unions to ensure that the return to work program operates as smoothly as possible
7. maintain the confidentiality of injured worker records
8. not dismiss a worker as a result of a work related injury within six months of becoming unfit for employment.

Procedures

1. Notification of injuries
 - Notify all injuries to the supervisor as soon as possible.
 - Record all injuries in the Register of Injuries.
 - Notify QBE Workers Compensation (NSW) Ltd of all injuries within 48 hours.
2. Recovery
 - Ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible.
 - Consult with the doctor nominated by the injured worker and who is responsible for the medical management of the injury and assist in planning return to work.
 - Arrange a suitable person to explain the return to work process to the injured worker.
 - Ensure that the injured worker is offered the assistance of a Workcover approved workplace rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices

Nominated Workcover approved workplace rehabilitation providers include:

Interact Injury Management – Tamworth Shop 2, 1 Kable Ave (02) 6766 6177

- Arrange for the worker's early return to work (subject to medical and rehabilitation provider advice).
3. Suitable duties
 - Develop an individual return to work plan when the worker according to medical advice, is capable of returning to work.
 - Provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition depending on the individual circumstances of the injured worker.
 - Suitable duties may be:
 - At the same worksite or different worksite
 - The same job with different hours or modified duties
 - A different job
 - Full time or part time.
 4. Dispute resolution
 - Work together with the injured worker and their union representative to resolve any disagreements about the return to work program or suitable duties.
 - If disagreements cannot be resolved, involve other parties such as the worker's treating doctor, the agent/insurer, an approved workplace rehabilitation provider or an injury management consultant.

Contacts

Workplace contact for return to work program

Name Lynne Sheather Telephone 0428498171

Workers compensation agent/insurer

Name QBE Workers Compensation (NSW) Ltd Telephone 02 66275999

Address Lismore Branch 70-72 Carrington St Lismore NSW 2480

Postal Address PO Box 1207 Auburn NSW 1835

Website: <http://www.qbe.com.au/Workers-Compensation/Insurance.html>

Workcover Claims Assistance Service 13 10 50

Workers Compensation Commission for resolution of disputes

www.wcc.nsw.gov.au

TUTOR CODE OF CONDUCT

Tutors are required to -

- Treat each student with dignity and fairness. Recognise we are all different and have different views on politics, religion and matters of community interest. Acknowledge the adult environment and the experience and life skills which adults bring to the class. Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.
- Wear clothing that is clean, tidy and appropriate for the type of course, including and workplace health and safety requirements if necessary, and in keeping with the image of the organisation. Smoking is not permitted during class time.
- Have prepared a course outline which details the proposed course outcomes, resources which are required and any additional costs which may be incurred by the students or the organisation.
- Be prepared for each class with adequate copies of notes and/or resources.
- At the first session discuss the proposed course outcomes with the students and seek their input to the program to ensure they achieve the desired learning outcomes.
- Discuss with the Program Coordinator any resources which are required for the course in sufficient time for such resources to be obtained.
- Arrive at the class at least 10 minutes prior to the advertised time to ensure the room is ready for the class
- Commence the class on time, because some students are late the rest should not miss out on scheduled time.
- Complete the class roll each session and sign and return it to the coordinator at the completion of the course.
- Be watchful for any student being harassed by another and any such incidents are to be reported immediately to the coordinator.
- In the event of an unresolved grievance with a student, advise the coordinator who will mediate the issue
- Do not sell, or allow for sale within the class time, raffle tickets or other fundraising activities

- Do not sell or promote the sale of materials during class time without prior thorough discussion with and permission from the coordinator
- Advise the coordinator as soon as possible verbally, and follow up in writing, any incidents and/or potential hazards that have occurred or could occur involving staff or students.

In the event of an unresolved grievance with the coordinator, the tutor may seek a resolution to the matter, in the first instance with the Executive Officer, if unresolved then with the tutor representative on the Management Committee and if still not resolved may refer the matter to the full Management Committee.

Student Rights & Responsibilities

Community College - Northern Inland Inc requires that:

- 1** Students recognise other peoples' human worth and dignity
- 2** Students are able to request their password and log in to the College Student Management Systems to view their training progress and history with the College. This must be undertaken in accordance with the Privacy Policy see *pages 13-15* of the VET Student Handbook or the College website www.communitycollegeni.nsw.edu.au Proof of ID may be requested to confirm your identity and protect the privacy of other student's information. Once this has been issued the Student is responsible for the security of the Log In.
- 3** The student's right to learn in an appropriate environment and that all people using the CC-NI service have a right to be free from any form of harassment and/or discrimination.
- 4** Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
- 5** Students should come to class sober and drug free and smoke only in open areas away from other people.
- 6** Students with a disability have a right to access CC-NI programs and activities without discrimination, however they also have a responsibility to disclose their disability to ensure their learning needs known and addressed by the organization. CC-NI's website for Policy & Procedures and forms for Policy on Disabilities www.communitycollegeni.nsw.edu.au.
- 7** Students pay all fees and charges associated with the course. Should this cause hardship the student can discuss the matter with the Program Coordinator where other payment arrangements may be possible.
- 8** Unless otherwise stated, the course fee will include all learning resources, text books and workbooks. If a student misplaces or damages any resource which has been supplied, and requires replacement, CC-NI reserves the right to charge the cost of replacement to the student.
- 9** Students have the right to expect a competent tutor and achieve the expected course outcomes.

10 Students have the right to be re-assessed if the competency is not achieved first time

11 Students are responsible for personal possessions while attending the course.

12 Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying.

13 Students have the rights to normal privacy afforded all citizens in personal matters. Refer to CC-NI's Privacy Policy on page 13 or website www.communitycollegeni.nsw.edu.au

14 Students have a right to a prompt refund of course fees in accordance with the refund policy. Refer page 11 or website www.communitycollegeni.nsw.edu.au.

15 Students should report all injuries or incidents of harassment by another student or tutor promptly to the Program Coordinator to allow a written report to be entered in the incident record book and further action undertaken.

16 Students have access to College IT facilities at no cost while they are training and by arrangement with Program Coordinator.

Disability Support - Rights and Responsibilities

Staff

All staff take responsibility to ensure equity for students with disabilities and discharge their duties in a non-discriminatory manner.

Staff rights

Staff have a right to expect that students seeking reasonable adjustments to the learning program will be willing to discuss their specific requirements (with assistance if required) and share responsibility in negotiating solutions.

Staff responsibilities

Staff are encouraged to undertake development activities which ensure they become familiar with the general requirements of students who have a disability.

Staff are affirming of and value students and create a climate that encourages students to approach them to discuss issues impacting upon their studies that arise from their disabilities.

While many students with disabilities may work through the Coordinator at the College, others may approach teaching staff directly. All staff can demonstrate their willingness to make adjustments for students by inviting them to discuss their particular requirements in private at a subsequent time.

The College requires that any arrangements made for reasonable adjustments are formally notified to the Coordinator and manager

Teaching staff and trainers need to respond to the particular requirements of students who have a disability by making reasonable adjustments within a flexible curriculum.

Staff need to understand and constructively manage behaviour arising from disability which impacts upon others in the class.

Students

Students with disabilities have the right to:

- Equitable access to courses, programs, services, activities and facilities at the College
- Reasonable and appropriate accommodations, academic adjustments, and/or additional support services
- Confidentiality of information pertaining to their disability
- Information to be made reasonably available in accessible formats
- Be treated with dignity and respect.
- The institution will establish an inclusive educational environment
- They can undertake their studies free from discrimination and harassment
- Staff will anticipate their need for reasonable adjustment, invite them to discuss their requirements, and treat the request promptly and seriously
- Their views will be sought in the development and review of institutional policies, procedures and practices affecting their lives at the tertiary institution

- Where required, they may be assisted by independent advocates
- Staff will be given appropriate training to become familiar with good practices for meeting the requirements of the students
- They will be given the opportunity to develop skills which will enable them to obtain maximum benefit from available services.

Students, and where applicable, prospective students with disabilities, have a responsibility to provide information which assists the College in the timely planning and implementation of appropriate services by:

- Identify themselves at enrolment as an individual with a disability when seeking an adjustment or service on the basis of their disability
- Provide documentation from an acceptable professional source that verifies the nature of the disability and impact on access to the learning environment and/or experiences
- Follow the procedures for obtaining reasonable services as outlined in student handbook
- Treat staff at the College with dignity and respect.
- Notifying and verifying their requirements to the extent necessary to ensure an appropriate response
- Being proactive in advising the College of the difficulties they encounter in accessing aspects of the life at the College and how to overcome those difficulties.
- Ensuring that specialised services provided are utilised in a fair and effective manner
- Respect the efforts of others, observing conditions placed on adjustments made
- Advising absences to obviate unnecessary attendance of service personnel such as interpreters.

The College has the responsibility to:

- Ensure that our courses, facilities and activities are designed to be accessible to students with disabilities
- Provide to students with disabilities information regarding policies, procedures and services and ensure their availability in alternative formats where required
- Assess students on their abilities, not their disabilities
- Provide reasonable and appropriate accommodations and services for students with disabilities
- Offer a range of services in keeping with the provisions and responsibilities outlined in the Disability Discrimination Act(1993) and relevant College policies and procedures
- Assist students to inform staff within the College regarding the impact of the student's disability and arrange appropriate services and accommodation
- Maintain appropriate confidentiality of personal, health and disability information provided to the service by students
- Inform students of the College policies and procedures relating to students with disabilities where required
- Seek feedback from students regarding the services being provided, work toward continuous improvement of services and respond appropriately to difficulties where they arise
- Provide students with disabilities information about complaints processes where required

Points to take into account as a College tutor

At the commencement of the course.

- Introduce yourself and give a brief outline of your experience relating to this course.
- Discuss the objectives of the course and the outcomes you expect.
- Establish if the students have any barriers to learning.
- Explain the sequence of activities you have planned in the course.
- Explain how you will be assessing the competencies of the students throughout the course.
- Give the students the opportunity to have input about their learning needs and expectations for the course and if practical incorporate their requests within the course.
- Brief the students on your expectations of them.

Throughout the course

- Structure the program, use a practical approach and training methods to ensure you pass on the competencies you wish the students to learn.
- Provide a variety of different training methods, encourage student participation and reinforce key points.
- Continually review your training methods to ensure you meet all the students learning needs.
- Use equipment and materials which improve learning outcomes.
- Ensure the information is clear, accurate and presented in the correct sequence.
- Encourage students to ask questions and contribute to the discussion at appropriate stages in the course.
- Use summaries of key points at appropriate times to reinforce learning.
- Ensure health and safety hazards are pointed out to students.
- Give additional assistance to those who require help.
- Give the students opportunities to make choices and decisions when appropriate.

Extract from Community College-Northern Inland Inc Employee Collective Agreement 2008

All tutors will be employed on a sessional basis for the duration of the course or program. Employment is subject to sufficient enrolments and there is no guarantee of ongoing work.

Level 1 Tutor

A Level 1 Tutor has appropriate subject knowledge and skills (without formal subject qualifications) as determined by CC-NI.

The Tutor prepares, delivers and reviews course material in accordance with accepted CC-NI General program standards

Level 2 Tutor

A Level 2 Tutor has a Diploma or Degree in the particular subject they are employed to teach.

The Tutor prepares, delivers and reviews course material in accordance with accepted CC-NI General program standards

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EMPLOYMENT AGREEMENT FORM

Duplicate
Retain for your records

I, _____, agree to be employed as a tutor with the Community College-Northern Inland Inc. under the terms and conditions of the Employee Collective Agreement. I have read and accept the policies and procedures of the Association and agree to work within those policies.

JOB DESCRIPTION To design, deliver and demonstrate skills and interests for an adult education course to a group of people in a class. Delivery may include written information, presentation and demonstration, practical work by students, field trips.

COURSE NAME

DATE / TIME

TUTOR WAGES

TUTOR TRAVEL REIMBURSEMENT

VENUE

COURSE MATERIALS

Minimum number of students
Maximum number of students

Students to supply

Signed

Date

Community College-Northern Inland Inc

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EMPLOYMENT AGREEMENT FORM

Original
Please sign and return

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