



## **COMMUNITY COLLEGE-NORTHERN INLAND INC**

**Incorporating  
Barraba  
Bingara  
Gunnedah  
Narrabri  
Inverell  
Moree  
Warialda**

### **INFORMATION HANDBOOK FOR VOCATIONAL EDUCATION AND TRAINING STUDENTS**

#### **Purpose**

**Community College-Northern Inland delivers quality skills training and education for all learners in a supportive environment**

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# WELCOME

Welcome to the Community College Northern Inland Inc.(CCNI), thank you for choosing to enrol with the college. We sincerely hope we meet all your expectations and you gain the full benefits from this qualification.

The CCNI's Coordinators are available to answer any additional questions about the chosen qualification you need clarified.

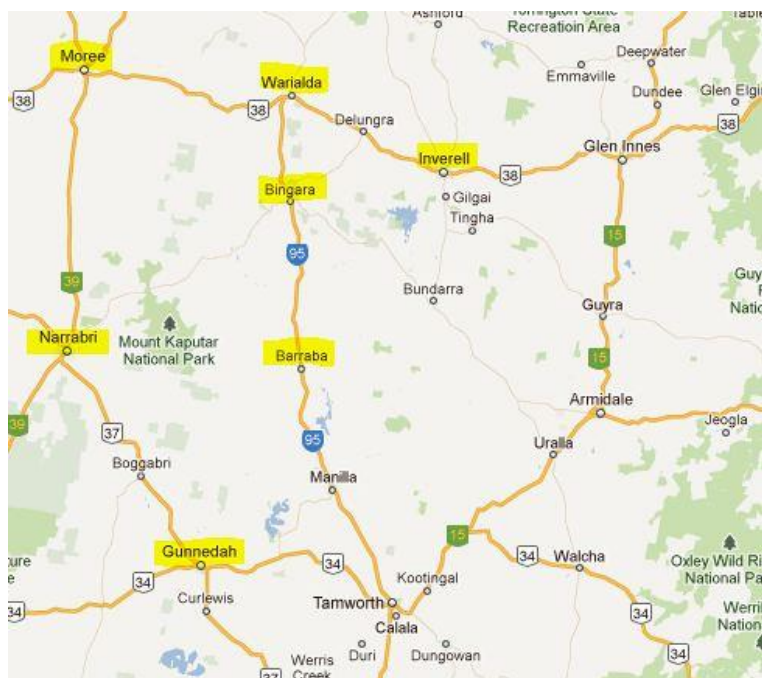
The CCNI staff can also assist you to develop skills and knowledge that will promote and assist you to meet your training goals.

Should you have any feedback for us this can be provided through, the CCNI's Program Coordinators, Course Trainers, and our feedback forms.

## About Us

Community College Northern Inland Inc started out as Barraba Community Learning Association Inc which was formed in 1981 after a public meeting in Barraba. People recognised that Adult and Community Education could fill an educational void in rural communities for adults. Since 1981 the College has grown with branches in Narrabri (1994) and Inverell (1996) and Wariakda (2003) and Moree and Gunnedah (2007) and Bingara (2011). We now enroll over 10,000 students each year in a variety of programs, both vocational and leisure

## Locations Map



## 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

## Nationally accredited qualifications on our scope of registration

- CHC14015 Certificate I in Active Volunteering
- CHC24015 Certificate II in Active Volunteering
- CHC34015 Certificate III in Active Volunteering
- CHC33015 Certificate III in Individual Support
- CHC32015 Certificate III in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC42015 Certificate IV in Community Services
- CHC43115 Certificate IV in Disability
- MEM20105 Certificate II in Engineering
- MEM30305 Certificate III in Engineering - Fabrication Trade

We also deliver these ACCREDITED LLN qualifications and courses

- 22235VIC Certificate I in General Education for Adults (introductory)
- 22236VIC Certificate I in General Education for Adults
- 22237VIC Certificate II in General Education for Adults
- FSK10113 Certificate I in Access to Vocational Pathways
- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways

We also registered to deliver and assess unit of competency

- HLTAID001 Provide CPR
- HLTAID002 Provide Basic Emergency Life Support
- HLTAID003 Provide First Aid
- HLTAID004 Provide First Aid in an Education and Care Setting

## Enrolment Process

To enroll in a Vocational Education Training (VET) course you are required to:

- Complete a CCNI enrolment form and pay course fees to your local college coordinator or this may be completed on line.
- Be 14yrs & 9months old at time of enrolment.
- You must adhere to CCNI's code of practice and student's rights and responsibilities codes.
- Provide proof of identity (drivers license, birth certificate).
- Obtain or provide us with your Unique Student Identifier (USI) number prior to completion of the training to enable us to issue the qualification. Go to [www.usi.gov.au](http://www.usi.gov.au)

## Induction Process

CC-NI conducts an induction and orientation program for all clients. This program reviews the Code of Practice and also includes any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- venue safety and facility arrangements;
- relevant legislative requirements and accessibility;
- review of the training and assessment program and flexible learning and reasonable adjustment for assessment if required;
- client support, welfare and guidance services arrangements;
- appeals and complaints procedures;
- disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

## Workplace Health & Safety

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

Participants are required to:

- Be responsible for their own personal property whilst attending to training
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the tutor when she/he is informing you of WHS matters
- Inform the trainer of issues relating to WHS regulations or any practices you believe to be unsafe.
- Abide by WHS rules.
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.

CCNI is required to:

- Provide an environment that ensures student's and volunteers health and safety is not affected by anything occurring or not occurring within the college environment.
- CCNI will ensure all students and volunteers have access to First Aid equipment within the college environment in accordance to WHS Act.

An incident book is kept at the administration office in all locations of CCNI. All incidents/accidents must be recorded as soon as practicable with:

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

## Code of Practice

Community College – Northern Inland Inc believes that education is the foundation of an informed, cohesive and progressive community.

Our community comprises people from all backgrounds and circumstances sharing access to education training to assist them to participate fully and successfully in our community.

All people should have the greatest possible opportunity to make use of and participate in relevant activities and programs offered by our organisation.

Community College – Northern Inland Inc supports:

### **The NSW Charter for Equity in Education and Training principles which are:**

- 1** Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and life long learning. The outcomes of education and training should not depend on factors beyond the learner's control and influence.
- 2** In the allocation of public resources, priority is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequities.
- 3** All young people are entitled, as a minimum, to be able to complete their school education to year 12 or a vocational education equivalent.
- 4** The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
- 5** A demonstrated commitment to these equity principles and practices is a core responsibility for all those working in education and training.

Students will be given every opportunity to achieve a satisfactory learning outcome including the development of educational pathways. Where we cannot assist, referral to other agencies will be made.

## Legislation

Community College Northern Inland Inc. as a registered training organisation has to comply with legislation that is governed by and not limited to the following:

- National VET Regulator Act 2011 and the Standards for Registered Training Organisations (RTOs) 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](http://www.legislation.nsw.gov.au)
- Disability Discrimination Act 2005 Education Standards – ensure equal access to training for students with a disability. See [www.hreoc.gov.au](http://www.hreoc.gov.au)
- Federal Privacy Act – relating to the collection, use and storage of personal data. See [www.privacy.gov.au](http://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](http://www.hreoc.gov.au)

Legislation specific to individual training packages and qualifications may apply and will be addressed during the relevant training.

We have listed some of this legislation below:-

- 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



# Statement of Principles

## Equity

Community College – Northern Inland Inc will ensure that all persons have access to our education programs regardless of age, gender, sexuality, ethnic origin, political belief, religious belief, disability or disadvantage.

## Empowerment

Community College - Northern Inland Inc will work to ensure the education programs and environment assist participants in their efforts towards self determination, self responsibility and to improve their ability to make informed choices.

## Independence

Community College - Northern Inland Inc is an independent, autonomous, community based organisation working for the local community.

## Consultation

Community College - Northern Inland Inc will consult fully with all its stakeholders in its planning, directions and service provision.

## Co-operation

Community College - Northern Inland Inc will work closely and co-operatively with existing and future agencies within our community

## Consolidation

Community College - Northern Inland Inc will not duplicate the work of other education providers by offering direct or similar education services in competition.

## Flexibility

Community College - Northern Inland Inc will maintain flexibility in our operations and functions ensuring appropriate responses to the changing education needs of the community

## Excellence

Community College - Northern Inland Inc will strive for excellent in all of our areas of education service, accountability to the community and administration using the CC-NI Quality Strategy for guidance.

## 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](http://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](http://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](http://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](http://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.

**17** All students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment.

**18** Students, in accordance with legislation, have a responsibility to obtain and provide to the College their Unique Student Identifier number (USI) by registering through [www.usi.gov.au](http://www.usi.gov.au) prior to completion of training. The College is not able to issue any qualifications or Statements of Attainment until the USI is provided and validated.

**19** Any breaches of discipline will result in the student being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

## Refund Policy

**1** Students are entitled to a full course fee refund if:

a) Community College - Northern Inland Inc cancels a course for any reason prior to its commencement.

b) If the student has unique or extenuating circumstances which prevent their attendance. These cases will be assessed on an individual basis in discussion with the Executive Officer.

**2** Students are entitled to a refund, less \$50.00 administration charge, if they give the College 5 days notice of cancellation.

Should there be less than 5 days notice of cancellation by a student the case will be assessed on an individual basis in discussion with the Executive Officer.

The College will refund all student fees where a course does not proceed for lack of enrolments or other reasons. 5 days prior to a course commencing, the student fees are deemed to be off set against the course budget and cannot be refunded except in special circumstances when a deduction for administration and/or purchase of resources for the course will be made.

**3** There will be no refunds after the course has commenced unless, in the opinion of the Executive Officer, the course and/or its delivery has not met the reasonable

expectations of the students and Program Coordinator.

4 If the student is not satisfied with the conditions under which a refund or partial refund is paid or denied then the Associations Grievance Policy and procedure will be brought into being.

## Consumer Grievance Policy

Disputes may arise regarding the quality of service provided by Community College – Northern Inland Inc. This may include, but is not limited to, course content, teaching practices, presentation, venue, course fees and marketing information.

Community College – Northern Inland Inc. and its staff will attempt to establish an atmosphere of trust and open communication with students and the community so that any grievance is dealt with in a constructive manner.

Any consumer grievance will be taken seriously and dealt with promptly in order to resolve the issue.

All consumers have the right to have an independent advocate act on their behalf or to support them while the grievance is being resolved.

All grievances will be recorded in consultation with the consumer and confidentiality will be maintained by all parties.

All grievances and complaints will be used as a mechanism to review and improve our service and procedures will be amended if needed.

All Grievances and Complaints will be reported by the Executive Officer and Program Coordinators in their reports to the Management Committee.

The Executive Officer will also record the grievance and complaint in the Continuous Improvement Plan if any further action is required.

### Procedure.

- 1 In the first instance attempts will be made to resolve the issue to mutual satisfaction locally and informally.
  - 1a Verbal acknowledgement or an update must be given to the complainant within 1 working day of receiving the complaint
  - 1b There must be ongoing communication with the complainant, relevant to the progress towards resolution
  - 1c Completion of the Grievance and Complaints Form must be made as soon and practicable after receiving the complaint. A copy must be;
    - sent to the Executive Officer and
    - retained in the local College office and
    - reference must be included in the next Program Coordinator's report to the Management Committee.
- 2 If the dispute is not resolved at an informal level the following process should be followed;
  - 2a Involve the Executive Officer and again an attempt will be made to resolve the issue to mutual satisfaction informally within 24 hours.
  - 2b The client will be informed the College has a grievance policy and procedure. This is available on the College website, in the VET Student Handbook or will be made available to client on request.

- 2c The client is to write a letter outlining the complaint and send it to the College President.
- 2d The President shall acknowledge the letter by phone, within 48 hours, and attempt to resolve the grievance and reach a verbal agreement. The client may use the services of an independent advocate at this time. If unsuccessful;
- 2e The President will acknowledge receipt of the complaint in writing and advise the complaint will be brought to the next Management Committee meeting of the College for decision. The date of the next meeting will be included in the letter.
- e) The clients' written complaint will be considered at the first committee meeting after receipt of the complaint.
- f) The client will be notified in writing, by the President, of the decision of the Committee in regard to the complaint.
- g) The client has the right, if still not satisfied, to refer the complaint for mediation by an independent third party
- to a Community Justice Centre or
  - to the NSW Office of Fair Training or
  - The Department of Education and Communities, State Training Services, Customer Support Centre at Tamworth Regional office Noel Park House, Marius St Tamworth Tel: (02) 6755 5083
  - NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:  
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>  
and the College will accept the decision of the process.
- 3 Consumer complaints will be reviewed annually by the committee of the College as part of its review of service and customer satisfaction.

## How we Protect your Privacy

Community College-Northern Inland Inc is bound by the Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals.

### Collection of your personal information

There are many aspects of the site which can be viewed without providing personal information, however, to enrol online for a course at Community College-Northern Inland Inc you are required to submit personally identifiable information. The College is required by the State and Federal Governments to collect data on all our education and training activities and students in accordance with the Australian Vocational Education and Training Management Information Statistics System (AVETMISS). We submit this information monthly through the NSW Department Education and Communities, State Training Services. It is collected for Government statistical and planning purposes only and nothing is available to any third parties. This information, together with any training assessment outcomes, is stored for a period of 30 years.

In addition, should you choose to pay the course fee online, you will be required to enter your credit card details direct into the National Australia Bank (NAB) system. This information is not accessible to the College or our staff and is stored securely by NAB.

### **Sharing of your personal information**

We may occasionally contract with other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or conducting customer satisfaction surveys. Those companies will be permitted to obtain only the personal information they need to deliver the service. Community College-Northern Inland Inc takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

### **Use of your personal information**

For each visitor who reaches the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use information for these new purposes only, and data collected from the time of the policy change forward will adhere to our updated practices.

### **Changes to this Privacy Policy**

Community College-Northern Inland Inc reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the site.

### **Accessing Your Personal Information**

You have a right to access your personal information, subject to exceptions allowed by law. All your information is stored on a single, secure database, access is controlled and limited to the Executive Officer and Program Coordinators who manage the courses and have student contact. We have strict internal policies about confidentiality of student and staff information. No personal information is taken off-site or disclosed to third parties, except as described above. It is your right to know exactly what personal information of yours we hold. Student information is available at all times, either over the phone or in writing. To protect the privacy of students, our staff will confirm personal details before providing any information over the phone.

### **Contacting us**

Community College-Northern Inland Inc welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours.

Call: 0428498171  
Post: Attn: Lynne Sheather  
Community College-Northern Inland Inc  
PO Box 20  
Barraba NSW 2347 AUSTRALIA  
E-mail: [eo@communitycollegeni.nsw.edu.au](mailto:eo@communitycollegeni.nsw.edu.au)

## Marketing

Should CC-NI market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising.

CC-NI will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is available prior to enrolment.

## Ethical Marketing Practices

CC-NI will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

CC-NI will maintain an educational environment which allows all clients to achieve the pre-determined competencies.

CC-NI will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

CC-NI will always accurately represent training products and services to prospective clients.

CC-NI ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

## Accurate and Clear Marketing:

Where advertisements and/or advertising materials refer to CC-NI's RTO status, the products and services covered by the organisation's scope of registration are clearly identified.

CC-NI has agreements in place with other RTO's for some qualifications and units of competence. Advertisement for these courses will clearly identify the RTO who is responsible for the Training and Assessing and issuing of the Qualification/Statement of Attainment.

Advertisements and advertising materials utilised by CC-NI identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by CC- NI comply with the names/titles recognised by the National VET Regulator.

Full information on specific courses is available from CC-NI prior to enrolment.

## Assessment Process for VET

Community College - Northern Inland Inc undertakes to ensure at all assessments and evaluations of students in accredited VET courses will be done in accordance with the criteria laid down in the course curriculum, or if a training package, the assessment component of the training package.

Assessment Principles:

CC-NI ensures that all assessment conducted within the organization is:

- **Reliable** all Assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in combination of both or via recognition of prior learning/recognition of current competence. CC-NI will ensure all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair** Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid** Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

## Assessment Pathways:

CC-NI offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or full qualification under the Australian Qualifications Framework.

The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment
- Workplace assessment



- Recognition of prior learning/recognition of current competence
- Credit transfer

### **Assessor Qualifications:**

CC-NI ensures that staff involved in assessment activities always meets the assessor requirements as set by either:

- Assessment guidelines of training packages; and/or
- Assessment requirements of accredited courses

If staff members of CC-NI do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. CC-NI may also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve CC-NI staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

### **Assessment Resources:**

CC-NI when designing assessment resources, ensures that all aspects of competence are covered, including:

- Task skills (performance of individual tasks);
- Task management skills (managing number of different tasks within the job);
- Contingency management skills ( responding to problems, breakdowns and changes in routine); and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace)

All assessment reporting systems will indicate the units of competency that the individual has attained.

### **Conducting Assessment:**

When conducting assessment, CC-NI ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Australian Qualifications Framework Standards for Registered Training Organisations.

CC-NI ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and assessing assessment outcomes. Assessment activities undertaken by CC-NI always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit/s of competence are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, CC-NI trainers/assessors record individual client assessment results. Copies of all student assessment work are kept by

- the College for seven (7) years.
6. Post-assessment guidance is always available to students.
  7. A fair and impartial appeals process is always available.
  8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by CC-NI include, but are in no-way limited to:

- Demonstration
- Questioning
- Workplace performance
- Role-play
- Simulation
- Oral presentation
- Graphic presentation
- Projects/assignments
- Audio/video display
- Written tests
- Skills portfolio/Journal.

## **Credit Transfer and Recognition Policy**

### **Definition**

**Credit Transfer** is the term that covers a process of recognising the qualifications and Statements of Attainment issued by other RTOs which have acknowledged the skills of students and competency achieved.

**Recognition** is the term that covers Recognition of Prior learning, Recognition of Current Competency and Skills Recognition. All terms refer to recognition of competencies currently held regardless of how, when or where the learning occurred. Under the AQTF, competencies may be obtained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in the AQF accredited courses. The evidence may take a number of forms and could include certification, references from employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Community College-Northern Inland Inc will conform to the obligations of all RTOs to offer Recognition which meets the requirements of:

1. Standards for Registered Training Organisations (RTOs) 2015 and
2. NSW Smart and Skilled Quality Framework.

### **Policy**

Community College-Northern Inland Inc recognises adults bring to their learning a wide variety of experiences and skills.

Assessments for Recognition will be made against the learning outcomes and assessment criteria specified in the accredited course curriculum or nationally endorsed training package in accordance with the following procedure.

We recognise the AQF qualifications and statements of attainment issued by any other Registered Training Organisation. We will provide credit transfer for any formal learning that a client has undertaken which meets the same criteria.

In granting Credit Transfer the National Code and Unit Name must be exactly the same as the code and name of the unit for which Credit Transfer is being granted. If there is a variation in the code and/or name of the unit a Recognition process can be undertaken to establish competency under the new code and/or name.

All students of accredited VET courses will be advised of the availability of Credit Transfer and Recognition in the VET Student Handbook and on the College website.

All College assessors must remain current in their professional knowledge and understanding of recognition processes.

### **Definitions**

**Assessment** – the process of collecting evidence and making a judgment on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace and in accordance with the training package competency standard or VET accredited course.

**Recognition** – refers to the process of evaluating the students skill level to the standard expected in the workplace and in accordance with the training package competency standard or VET accredited course.

Under the Standards all RTOs are required to have a policy and process in place to enable students to access recognition services.

Recognition is an important part of the assessment process and it should be designed to confirm the students competence and have the confidence of industry and other RTOs that the outcome is authentic, valid, fair, reliable and there has been sufficient evidence to provide an assessment of competence.

### **Recognition must**

- Meet the national standards
- Be tailored to the learning needs of students and not disadvantage students in their learning and career development
- Be relevant to jobs and workplaces
- Ensures confidence in the VET system is maintained
- Be rigorous, fair and benefit all stakeholders

### **Benefit to the student**

- Elimination of duplication of learning
- Increased self esteem and self confidence
- Validates the learning through work and lived experience
- Assists with career development and gap training identification

### **Benefits to the College**

- Allows increased flexibility in pathways to qualifications
- Potential direct cost and time saving in an efficient process
- Potential business opportunities to offer industry, better industry engagement, less industry disruption with staff absent

- Satisfied students and employers

### **Procedure**

There are 6 stages of the recognition process

#### **1. Establish the Context**

Establish the environment in which RPL takes place, including the industry, location, workplace or at the College, level of qualification, type and amount of employer support.

Consider the students' situation, the industry they work in, what units of competence are relevant

The Assessor will also try to establish any barriers to the process to enable reasonable adjustments to be made.

Provide information to the student and gather information about the environment, students' aspirations and ensure accurate and relevant information can be provided.

#### **2. Provide Information**

Ensure everyone involved has consistent information and expectations about the process. The College will provide information relevant to the student and the context of the workplace from the information gathered in preparation for the RPL process.

Students will be provided with a cost for the recognition service.

#### **3. Gather Evidence**

Assessor and student to agree about which forms of evidence are to be collected to enable the RPL process to commence and provide proof of competence.

Students who request a Recognition assessment will be given an interview to explain the evidence required, suggestions of how to obtain the evidence, an authority, signed by the student, is required to validate the information.

#### **4. Assess the Evidence**

Measure the evidence against the performance standards and record. Evidence must be relevant, sufficient, current and authentic.

#### **5. Make an Assessment Decision**

Once all evidence has been collected the Assessor evaluates this and makes a decision about competence and reports back to the student. The report back may be conducted face to face, by phone or email. The opportunity for re-assessment by the same or another Assessor will be provided.

The student will be advised within 7 working days of the outcome of the RPL process.

The student will have the opportunity to provide feedback to the Assessor and RTO Manager about the RPL process. Any suggestions for improvement will be noted in the Continuous Improvement Plan.

Clients wishing to appeal any assessment decision should refer to the Assessment Appeals Policy and Procedure.

## 6. Issue Credentials or Plan Next Step

The RTO Manager to be provided with an assessment outcome report to allow the credential to be issued for those qualifications or Units of Competence assessed as competent.

A record of the students' competency outcome, Qualification or Statement of Attainment number and date will be entered into the AVETMIS compliant database for reporting.

Archiving of the evidence is required to be kept for 2 years.

If there are gaps identified in the recognition process between where the student is currently competent and where they wish to be a program of training will be offered and a cost advised for that training.

## **Recognising qualifications issued from another Registered Training Organisation.**

Community College Northern Inland recognises certificates and statements of Attainments that have been issued by other Registered Training Organisations (RTO's), in accordance with the requirements of the Australian Quality Framework (AQF) Standards.

Students seeking recognition or credit transfer of units should be advised to contact their Community College-Northern Inland Inc local office coordinator at enrolment or at the earliest opportunity prior to the commencement of their course.

A copy of the Certificate/Statement of Attainment and academic transcript will be retained by the College.

Students should note that verification from the issuing RTO of the Certificate or Statement of Attainment will be requested.

Credit Transfer can only be granted if the National Code of the unit of competency on the transcript provided is exactly the same as the current national code for that unit.

## **Plagiarism**

Community College-Northern Inland Inc. regards plagiarism and cheating as serious offences. Students using answers or work other than their own will not be granted competency and may face disciplinary action.

## **Language, Literacy and Numeracy**

CC-NI recognises that all vocational training includes language, literacy and numeracy tasks and all CC-NI trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task.

- Opportunities for repeated and supported practice.
- Opportunities for independent practice.

Where some clients require additional practice and training CCNI arranges appropriate language, literacy and numeracy support.

## **Delivery**

CC-NI ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications,

CC-NI affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.
- Work placement and Training Facilities environments are safe and provide suitable support for all students.

Delivery strategies utilised by CC-NI are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

## **Client Welfare, Guidance and Support Services**

All clients of CC-NI are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

If you require this assistance please speak with either your Trainer or Local Program Coordinator.

CCNI does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

## **Disciplinary Procedures**

All CC-NI clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment.

Any breaches of discipline will result in the client being given a verbal warning.

Further breaches will result in the client having to “show cause” as to why they should not be excluded from further participation in the program.

## **Mobile Phones**

Unless for emergency reasons students are requested to turn mobile phones off whilst in the classroom as unnecessary calls become a distraction to learning.

## **No Smoking Policy**

Community College Northern Inland is a smoke free workplace. Smoking is not permitted in any part of the college buildings or on the designated ‘No Smoking’ areas outside the building.