



**Community College-Northern Inland Inc.**

**Barraba Bingara Gunnedah Inverell Moree Narrabri Wyallda**

# **TRAINER/ASSESSOR HANDBOOK**

## **VOCATIONAL EDUCATION and TRAINING**

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## Welcome

Thank you for agreeing to join Community College-Northern Inland Inc. (CC-NI) as one of our VET Trainer/assessor's. CC-NI is committed to providing accredited vocational education and training throughout Northern New South Wales.

CC-NI is committed to delivering quality skills training and education for all learners in a supportive environment whilst ensuring the highest possible standard of outcomes for students.

The College employs about 70 trainers each year to support students to meet their learning needs. We are always open to new trainers who have knowledge in a broad range of topics and the skills and enthusiasm to share with other adults.

VET Trainer/assessors are required to meet minimum qualification standards which generally includes having equivalent or higher qualifications in the VET subject and Certificate IV Training and Assessment.

All trainers are engaged on a sessional basis under the terms and conditions of the [College Employee Collective Agreement](#). All trainers are also required to complete the [Working with Children Check](#) documentation prior to commencement.

This Information Handbook has been designed as a guide to introduce VET trainers/assessors to the systems, standards and policies of CC-NI. Throughout your employment with CC-NI you will receive emails on up-dates to our policies and procedures to keep, along with this document, as a reference.

All trainers/assessors can also access the most recent versions of all CC-NI's documents on our website [www.communitycollegeni.nsw.edu.au](http://www.communitycollegeni.nsw.edu.au)

## 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:-

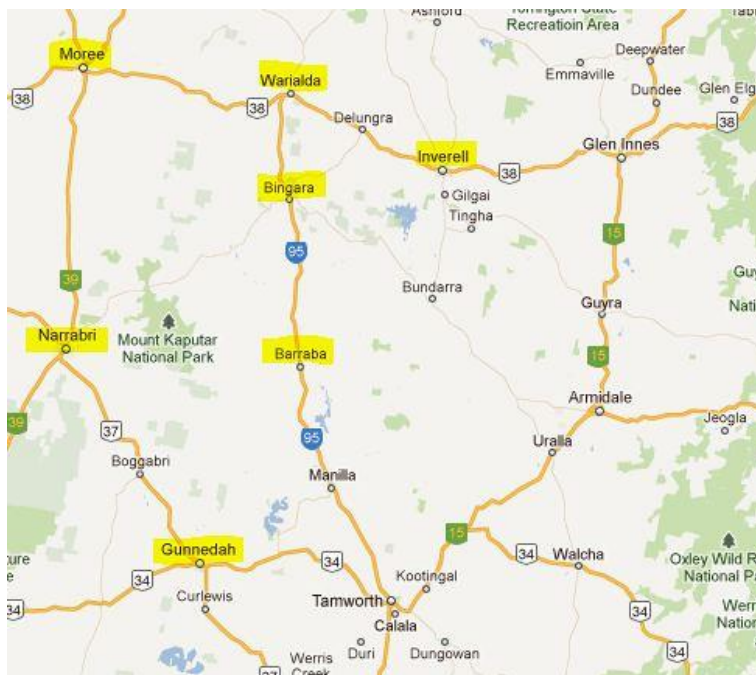
- Narrabri (1994)
- Inverell (1996)
- Warialda (2003)
- Moree and Gunnedah (2007)
- Bingara (2011).

We now enroll over 10,000 students each year in a variety of programs.

These enrolments can be placed into two main groups:

- Leisure and Hobby
- Vocational Education most of which is nationally accredited

## Location 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

## Employment

Community College-Northern Inland Inc. (CC-NI) is a Registered Training Organisation (RTO) this registration meets the Australian Quality Framework (AQF) this status is of critical importance to the organization and compliance with VET Quality Framework/SNR's must be observed in all situations.

Your employment is in accordance with the Community College-Northern Inland Employee Collective Agreement. *Please refer to your job description or access at [www.communitycollegeni.nsw.edu.au](http://www.communitycollegeni.nsw.edu.au)*

As a trainer and assessor in nationally recognized training your employment is by Community College-Northern Inland Inc. on a sessional basis and there is no guarantee of work outside the contracted time frame on the Employment Contract for the training for which you've been engaged.

In most cases the training day commences at 9am and finishes at 3.30pm. In line with that start and finish time and in recognition of the AQF requirements we will pay wages which include the following hours:

- Seven(7) hours/day for delivery, assessment and record keeping time for each unit of competence/s plus
- An additional seven (7) hours, if you have been employed for a full qualification, at the end of the full qualification for completion of documentation and collection and copy of student work samples to meet the standards.

As a trainer and assessor in nationally recognized qualifications and units of competence we acknowledge the additional time required for preparation, assessment and completion of documentation required to meet VET Quality Framework/SNR's.

In the event a student, or group of students, requires additional tutorial time to ensure they have sufficient subject knowledge to complete assessment tasks we will, in most cases, approve additional training time.

However the request does need to be referred to your local Program Coordinator or the Executive Officer for approval.

On matters of local organization any queries should be directed to the local Program Coordinator.

On matters relating to the training package, the AQF or VET Quality Framework/SNR's requirements queries should be directed to:

- Bronwyn Clinch 02 67821221 as the nominated CEO of the Registered Training Organisation.

As a trainer CC-NI expects that you will use the most recent version of the Training Package, Curriculum and learning resources available.

Current versions of Training Packages can be downloaded from [www.training.gov.au](http://www.training.gov.au)

To ensure compliance with the taxation laws all new employees are required to complete an Employment Declaration Form.

This form is available from:

- Local Program Coordinator or
- Newsagencies displaying "N" and
- The Australian Tax Office in your area.

Wages are paid fortnightly into a nominated bank account with the lodgment of a Request of payment of wages form.

The college will pay superannuation for trainers/assessors employed on a PAYG basis as required by the Superannuation Act.

Some tutors may be employed as sub-contractors, to be in this category you must have an **ABN** and carry your own insurances which include **Public Liability (copy is required)**. If you think you fit this category please discuss this with CC-NI's Executive Officer, Bronwyn Clinch.

Where a tutor advises CC-NI that they are operating as a business or contractor then CC-NI will not contribute to superannuation.

## Class Induction Session

The following is a guideline for an introduction and welcome for you to use at the beginning of the course. It can be changed and adapted as necessary.

- ❖ Ensure your name and course title is written **CLEARLY** on the whiteboard.
- ❖ Welcome everyone to your course.
- ❖ State your name as the trainer of this course
- ❖ Explain the length of the course, the starting and finishing times, breaks that you will be having eg school holidays, also any other information relevant at this stage.
- ❖ On behalf of CC-NI thank the students for their support in participating in this course.
- ❖ Supply some general information on the college ie, it is a Registered Training Organisation (RTO) with Australian Quality Framework providing accredited vocational education training.
- ❖ If the course is accredited then give a brief explanation as what this means for students which includes that:
  - ◇ An accredited course is one which is endorsed by industry and by the accrediting body AQTF.
  - ◇ The course credential issued for successful completion will be recognised at a national level
  - ◇ Every Registered Training Organisation (RTO) must recognise this qualification.
- ❖ For accredited courses explain the paperwork requirements for the course. Distribute and collate all necessary paper work.
- ❖ Explain the assessment method of the course that is applicable. **That all written assessment tasks are due for assessing seven (7) days after the completion of the relevant unit.**
- ❖ Inform students of the facilities of the college (or current training venue) describe where the toilets, kitchen and refreshment facilities, disabled toilet, fire evacuation plan and there is a no smoking policy on the college premises.
- ❖ **Please advise your students of the fire evacuation procedures**
- ❖ At any time during the course, inform your students they should feel free to ask any questions or make relevant comments.
- ❖ Proceed with an ice breaker. This could be a small game or a handout which will 'break the ice' and lead into an introduction of each student. Acknowledge your student's introduction, try to find a supportive comment for each student which will acknowledge any existing experience and encourage their new learning undertaking. Thank them individually as they finish their introduction, use their name and then thank the class as a group for their participation in that activity.

## Legislation

Community College Northern Inland Inc. as a registered training organisation has 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 2011/15 – 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 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)

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 WHS required and adhere to directions given by staff.
- Ensure the Local Program Coordinator is aware 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.
- 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 WHS Act.

An incident book is kept at the administration office in all locations of CC-NI. 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:

**CRS Australia – Tamworth** PO Box 1233 Tamworth NSW 2340 (02) 6755.5555 or

**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](http://www.wcc.nsw.gov.au)

## Grievance and Dispute Resolution Procedures

CC-NI will ensure that all staff grievance handling is:

- \* **Confidential.** Only the people directly involved in making or investigating a complaint will have access to information about that complaint.
- \* **Impartial.** Both sides will have a chance to tell his/her side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.
- \* **Free of repercussions.** No action will be taken against anyone for making a complaint or helping someone to make a complaint. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.
- \* **Timely.** All complaints will be dealt with as quickly as possible. CC-NI aims to resolve all complaints within four weeks if possible.

The Executive Officer will investigate complaints on behalf of the Management Committee. In the event the dispute is with the Executive Officer the President of the Management Committee will investigate the grievance.

If there is a grievance, the employee is encouraged to resolve the dispute directly with the person/people concerned. If this fails, the employee should notify the Executive Officer of the substance of the grievance and arrange a meeting with the Executive Officer to discuss the grievance and possible solutions. At the meeting the Executive Officer will take a written record of the complaint.

The Executive Officer will talk separately and impartially to the other person/people involved to hear their side of the story, and then report back to the complainant and discuss what can be done to resolve the dispute.

If the Executive Officer is unable to resolve the grievance the employee may refer the issue to the President of the Management Committee.

The President and the Management Committee will ensure that the agreed action is carried out.

If the dispute cannot be resolved, it may be referred to the Australian Industrial Relations Commission. Once referred, the Commission may take such steps as it considers necessary so as to resolve the dispute as quickly as possible.

While a procedure is being followed, normal work must continue, unless the dispute is one concerning the health and/or safety of employees, in which case only work so affected may cease during the process.

Each employee has the responsibility:

- \* to take steps to resolve the issue according to these procedures
- \* not to make malicious or vexatious complaints
- \* to minimise interference with work responsibilities

## Copyright

CC-NI observes the requirements of the license for copying documents under Copyright Act, and the associated guidelines issued by Copyright Agency Ltd. In broad terms, if the copy is for educational purposes (including for student or staff) and not supplied to anyone for profit, a person may make multiple copies of:

- The whole or part of a single article, or a number of articles on the same subject from a newspaper or periodical.
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than ten (10) pages in length.
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of text books for students and 30 days in the case of other works) at a nominal commercial price.

## Intellectual Property

Training resources, templates, administration forms, assessment tasks are all the property of CCN and it is expected Trainer/assessors will only use them in the course of their work with CCNI and not make them available for use by any other person or organization without written permission of the RTO CEO.

## Quality Assurance

Community College Northern Inland Inc. (CC-NI) is a Registered Training Organisation (RTO) and we are committed to excellence and consistent standards of service. We embrace quality assurance and support the process of continuous improvement. Should you or your student's identify an opportunity for improvement we would appreciate your feedback by:-

- Provide feedback to the Local Coordinator
- Record your feedback on AQTF Survey
- Local Coordinator will forward to the Executive Officer
- The Executive Officer will record on electronic register
- The Management Committee will then action the request

## Mobile Phones

Unless for emergency reasons trainers/assessors and 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 any designated 'No Smoking' areas outside the building.

## 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.
- Accesses to LLN Practitioners to assist the student obtain their learning goals.

The College has a process designed to identify students with poor LLN skills at the time of enrolment, then at course commencement to enable us to provide support to the student. If you, in your trainer role, identifies a student requiring LLN support to succeed with the training please inform the Program Coordinator as a matter of priority.

## 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 by Trainers 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 the CC-NI are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Trainers/Assessor's should refer to the Reasonable Adjustment Policy and procedure located on web page [www.communitycollegeni.nsw.edu.au](http://www.communitycollegeni.nsw.edu.au)

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

Trainers/Assessor's should speak with their Local Program Coordinator or the Executive Officer, for further assistance in referring students.

## **Disciplinary Procedures**

All CC-NI clients and employees 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 the Trainer/Assessor Code of Conduct will result in the employee being given a verbal warning.

Further breaches will result in the Trainer/Assessor having to "show cause" as to why they should not be terminated from further Training and Assessing for the college.

## **Human Resources Training and Development**

All employees and volunteers within the organisation are to be given the opportunity to access professional development programs to improve their professional and teaching qualifications.

The Conditions of Employment should clearly state the arrangements and conditions of professional development subsidies, time off and any other entitlement.

Trainer/Assessor's are responsible for maintaining their own Professional Development and Training and Assessing Currency.

See the **Continuing Professional Development (CPD) Policy** on the college website [www.communitycollegeni.nsw.edu.au](http://www.communitycollegeni.nsw.edu.au) under Trainer Information

The College will make every effort to support the employee access training, which directly relates to their job, with a contribution, at the discretion of the Executive Officer, to the direct cost of participation and flexible work hours which will allow attendance.

## **Other Learning Opportunities**

Other learning opportunities for staff include:

- acting in a position during another's absence
- managing specific projects in a different area
- working with other staff as an assistant to learn new areas
- acting as a mentor to another staff member



## **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, race, 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 excellence in education administration with accountability to the community.

## **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 lifelong 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.
- 6 The mutual recognition of AQF qualifications and Statements of Attainment issued by other RTOs

Courses will be delivered primarily in a teacher directed classroom style however flexible delivery methods, including workplace experience and assessment, recognition of prior learning and distance education may also be used if appropriate and within the organisation's resources.

Assessments will be carried out in accordance with the National Principles against the stated learning outcomes or competencies in the Training Package and/or accredited curriculum.

Community College-Northern Inland Inc recognises the qualifications and statements of attainment issued by other RTOs under the mutual recognition requirements the National VET Regulator

## **Trainer/Assessor Code of Conduct**

Trainers 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 occupational health and safety requirements if necessary, and in keeping with the image of the College. Smoking is not permitted during class time.
- Prior to course commencement Trainers will supply to CC-NI a timetable for the delivery and assessing of each unit in the qualification.
- 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 course coordinator any resources which are required for the course in sufficient time for such resources to be obtained.
- Arrive at the class 30 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 each unit of competency.
- 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 with the Executive Officer and if still not resolved may refer the matter to the full Management Committee.

## Student Rights and 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

## **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**

Staffs 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 disability.

Staff are affirming of and value students and creates 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 CC-NI, 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.

CC-NI 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.

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

### **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 CC-NI with dignity and respect.
- Notifying and verifying their requirements to the extent necessary to ensure an appropriate response
- Being proactive in advising CC-NI of the difficulties they encounter in accessing aspects of the life at CC-NI 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 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.

## Access and Equity Policy

The Access and Equity Policy of Community College-Northern Inland Inc. will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of marital and parental factors, gender, race, social, sexual orientation, cultural, religious, disability or philosophical background, industrial activity and regardless of age other than that we offer courses for adults (defined as persons over 14 years and 9 months old)

Enrolment in courses for persons less than 15 years is at the tutor's discretion and on the understanding that insurance policies held by this organisation do not cover such participants. Enrolment priority is given to adults.

The College endeavours to provide access for all people with a disability whenever possible. Special arrangements will be made whenever it is practicable. *Ref .Disability Standards in Education Legislation and College Policy*

Numeracy and literacy support is available to assist students to meet course requirements.

A budget allocation will be available each year to support the costs of meeting the learning needs of equity target groups within each community.

All staff and Management Committee members will

- uphold best practice principles and have a commitment to quality and excellence in administration and teaching activities
- develop and implement curriculum designed to meet the individual needs of the student
- promote a positive image of people with disabilities
- provide a service which does not over protect or under support the student
- assist the student to develop and maintain skills that will enhance their independence and participation
- ensure the skills and competency development take place in real settings
- provide a service that is designed and administered so as to promote the competence and self reliance of the student
- develop a positive learning environment
- evaluate and monitor all courses
- respect and value the rights of the student
- encourage and assist staff to access training and develop expertise in the field
- develop sensitive and co-operative relationships with all stakeholders

## How We Protect Your Privacy

Community College-Northern Inland Inc is committed to protecting the privacy of staff, employees, students and volunteers.

The personal details we collect include your name, address and phone number and information required by the Australian Taxation Office, your Superannuation Fund and the Working with Children Check in accordance with the Child Protection Legislation. We also keep your CV and work history on file. This information is the minimum required by law as your employer.

We keep the information in a locked filing cabinet and it is only accessed by the Executive Officer, the VET Manager and the Financial Officer.

## Collection of your personal information

There are many aspects of the site which can be viewed without providing personal information, however, to enroll 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 annually through the NSW Department Education and Communities in accordance with national legislation covering Registered Training Organisations.

It is collected for Government statistical and planning purposes and nothing is identifiable 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.

As a trainer/assessor with CC-NI it is also your responsibility to be diligent in respecting the privacy and confidentiality rights of your students, colleagues and clients. Breaches of privacy and confidentiality will be dealt with swiftly and may result in termination of your contract or employment if you are found to have compromised this right of others.

Similarly, you are expected to deal swiftly with any matters of breach of privacy or confidentiality that are witnessed or brought to your attention in a professional manner. All such matters must be advised to the Executive Officer.

## Assessment Process for VET

Community College – Northern Inland Inc undertakes to ensure at all assessments of competence in accredited VET courses will be done in accordance with the criteria laid down in the course curriculum, or training package qualification assessment guidelines.

All assessment tasks and processes will recognise equity issues without compromising the integrity of the assessment outcome



## **Procedure**

Assessment may take place at any time, including at the beginning of a course. Some students/clients may enroll for assessment only.

Assessment will be provided when the student/client feels he/she is ready for the assessment.

Assessment will be undertaken in an environment as close as practical to the normal work environment. Wherever possible, assessment of competence will be carried out in the workplace whilst the candidate performs an actual job or task as appropriate to the level of development.

Assessment-only candidates will be informed of the criteria for assessment and the appeals process prior to the assessment event.

As a CCNI trainer/assessor you are required to ensure all assessments are assessed within two (2) weeks of completing a unit of competency in a qualification. With all students' results being returned to the Community Services Coordinator for results to be recorded within the electronic file of each student

All requirements of the Training Package for assessment will be observed.

Students/clients wishing to appeal any assessment decision have the right to the VET Assessment Appeals Procedure and the Complaints Procedure.

Information on assessment decisions is only released to a third party with the written permission of the client.

## **Plagiarism**

CCNI 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. It is your responsibility as Trainer/Assessor to ensure students are advised of this, and they understand the consequences. Trainer/Assessor's are required to report any plagiarism concerns to the Program Coordinator.

## **Recognition Policy**

### **Definition**

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 AQF, 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.



## **Policy**

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

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.

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.

CC-NI reserves the right to validate all qualifications/statement of attainments with the issuing RTO

For a full copy of the College Policy and Procedure for Credit Transfer and Recognition contact your local Program Coordinator or the Executive Officer on 0428498171 or go to [www.communitycollegeni.nsw.edu.au](http://www.communitycollegeni.nsw.edu.au) under Trainer Information