



Macarthur Community College Inc RTO 6860 Participant Handbook

Vocational Education and Training



Macarthur Community College is committed to providing quality vocational, accredited and leisure courses to enable access to affordable lifelong learning needs of our community.

Please read in conjunction with the Term Brochure published by the College

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1. Community Colleges

Adult and Community Education is a sector of the NSW post-secondary education system, along with TAFE and universities. It is delivered primarily by Community Colleges which provide short accredited and non-accredited courses in community-based venues. This enables people to access learning and develop skills throughout their lives. Community Colleges are community-based education, owned and run by the community conducting a variety of courses from vocational to literacy, to workplace training as well as non-vocational courses.

2. Macarthur Community College Inc (MCC)

Macarthur Community College Inc operates as an independent incorporated non-profit organisation and has been in operation since 1989 - prior to this as Liverpool Evening College since the 1960s. Our mission is to provide a range of affordable quality courses to enhance and enrich people's lives.

MCC is a Registered Training Organisation (RTO 6860) with Australian Skills Quality Authority (ASQA) and is registered to:

- ❑ Deliver training and conduct assessments in accordance with the NVR standards
- ❑ Issue nationally recognised qualifications in accordance Australian Quality Framework (AQF)

The College receives some funding from the Department of Education and Training for vocational and accredited (formal courses).



Supported by the



2.1 What are the NVR Standards?

The NVR standards form part of the Vocational Education and Training (VET) Quality Framework. The standards are to ensure:

- ❑ RTOs provide nationally high-quality training and assessment services to clients within the VET
- ❑ RTOs issue nationally recognised qualifications in accordance within the Australian Quality Training Framework (AQF)

Training Packages and Accredited Courses

Training Packages are sets of training materials that have been developed by industry to standardise vocational education and training throughout Australia and provide pathways that lead to nationally recognised qualifications. Nationally endorsed standards (within these packages) describe the skills and knowledge needed to perform effectively in the workplace.

Accredited courses (formal) are structured and sequenced vocational education and training courses.

Nationally Recognised Training

A 'Statement of Attainment' issued by an RTO is recognition that the holder is competent in the standards set by the industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training (NRT) logo) means that holder has portable skills and qualifications that will be recognised Australia wide.



Courses

'Courses' are usually divided into various subject areas and depending on which course you are undertaking, these subject areas are called 'units of competency' (from a training package) or 'modules' (from an accredited course).

Within each unit of competency there are a series of learning outcomes, which reflect the skills or competencies you need to demonstrate competency, in order to satisfy the assessment requirements.

'Competence' is the skills and knowledge you require to perform the task to the standards set by industry.

'Competency standards' (also known as national/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry. Competency standards are an endorsed component of training packages.

2.2 Assessment of Competency based Training

'Assessment' against the competencies will be conducted in accordance with the assessment guidelines and 'competency standards' of the appropriately endorsed training package or accredited course. Assessment tasks are conducted using various methods such as assignments and practical activities. All participants will be issued with assessment requirements for their course from their tutor.

A participant is deemed to be competent when all outcomes within a unit of competency or module have been satisfactorily completed. The stated assessment outcomes in competency-based courses are:

Competent	when the participant can demonstrate they have the skills and knowledge to perform the task
Not Yet Competent	when the participant has not demonstrated they have the skills and knowledge to perform the tasks

A participant who does not demonstrate competency in an assessment task can re-attempt that assessment task once, without having to re-enrol in the course. Re-attempts must be organised by the participant with their relevant tutor or the College.

Appealing an Assessment Decision

If you are dissatisfied with the assessment outcome or process you are entitled to have your assessment task reviewed. Appeals must be made within 14 days of receipt of your assessment outcome. The procedure is as follows:

1. You may request a review of a marked assessment task by writing to the Vocational Education Training (VET) Manager, seeking a formal review of the assessment task. You will need to provide a copy of your completed assessment task.
2. The VET Manager will then arrange for the task to be reviewed.
3. You will be advised of the result of the assessment appeal in writing within 10 days.
4. If after the review, you are still dissatisfied with the assessment tasks result, you may appeal to the Principal of the College (again in writing).
5. The Principal will then arrange to review the assessment (in consultation with another member of staff) and advise you of the outcome in writing within 10 days.

Completion of assessment tasks (outside course time)

When an assessment task requires completion out of course time, the tutor will set a final date for submission of the task and provide an Assessment Cover Sheet to be returned with your assessment task. If a participant is unable to submit their assessment task by the due date, **a request to the Vocational Education and Training Manager (email: alison@macarthurcc.com.au or PO Box 71 Liverpool NSW 1871) to seek approval for an extension must be made in writing prior to the due date. Extensions may be granted due to extenuating circumstances.**

All assessments must be submitted to Macarthur Community College PO Box 71 Liverpool NSW 1871 (or at the office). The assessment must be a single-sided and loose (not stapled or fastened document) with an assessment cover sheet stating the work is your own and not the work of any other participant or person.

Plagiarism

Plagiarism is the act of passing off another person's work as their own. Examples include copying the work of another person or summarising the work of another. Any participant found plagiarising work will receive a 'not yet competent' result in the unit of competency or module attempted.

2.3 Recognition

Macarthur Community College recognises that you may be able to demonstrate a particular competency on the basis of prior learning, skills gained in the workplace or in some other way.

Recognition can be granted if you can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

If you think you may be eligible for Recognition in a prospective course you can request a Recognition Package from the College.

Macarthur Community College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). If you have a current qualification from another RTO that you wish to seek recognition for, (towards a course offered by MCC) you may apply to the College for '**Recognition**' of this achievement including Credit Transfer where appropriate. You must lodge this application within at least one week of the commencement of the course. Supporting evidence must be submitted with your application. Original documentation must be **sighted and may be verified** by the College with the issuing organisation.

3. Rights & Responsibilities of Participants

3.1 Participants have a right to:

- ❑ Be treated fairly and with respect by MCC staff and other participants in line with equity and anti-discrimination legislation
- ❑ Privacy, dignity & confidentiality
- ❑ Quality provision of courses that recognises and appreciates individual needs and learning styles and contain no hidden costs
- ❑ Complain through appropriate channels
- ❑ Appeal for a review of the results of an assessment
- ❑ Be protected from all forms of harassment
- ❑ Expect truth in advertising
- ❑ A clean and safe learning environment

3.2 Participants have a responsibility to:

- ❑ Treat other MCC staff & participants with respect and fairness
- ❑ Behave in an acceptable and appropriate manner towards other participants and staff and to respect the property of the College and host schools
- ❑ Refrain from swearing in the classrooms and other learning areas
- ❑ Not behave in any way that could offend, embarrass or threaten others
- ❑ Provide your own course requirements where applicable
- ❑ Be punctual and regular in attendance
- ❑ Provide accurate information (including proof of legal name for accredited courses) about themselves and advise the College of any changes
- ❑ Not to use mobile phones, pagers or similar devices at any time in the class
- ❑ Not engage in plagiarism, collusion or cheating in any assessment task
- ❑ Submit all assessment tasks by the due date or request an extension of time if there are exceptional circumstances
- ❑ Follow normal safety practices (including both written and verbal directions given by MCC staff)

4. Participant Support Services

4.1 Access and support for people with special needs

Access for people with disabilities is dependant on the access and facilities/resources available at the venue used by the College. Most venues have limited access but the College will make whatever special arrangements are practicable to meet the needs of people with special needs.

Adjustment of assessments for accredited courses may be requested. Please discuss with your Tutor who will organise (if appropriate) with the College VET Manager.

4.2 Learning Pathways

Participants may discuss pathways and avenues for further training with their tutor or by contacting the VET Manager on 9826 6455.

5. General Information

5.1 Access and Equity

Equity in vocational education and training means that there is equitable access to vocational education and training opportunities and that all people have the opportunity to participate and gain successful outcomes.

The NSW Charter for Equity in Education and Training provides principles that are the basis for achieving equity in vocational education and training. These principles include:

- ❑ Everyone being entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning.
- ❑ The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs
- ❑ A demonstrated commitment to these equity and principles is a core responsibility of all those involved in education and training.

Macarthur Community College Inc has an open access policy and encourages participation from the entire community.

5.2 Austudy/Abstudy

You may be eligible for Government Assistance. Forms are available from Centrelink for full-time participants of accredited courses. Contact Centrelink for more information.

5.3 Accurate Information

It is important that the College holds accurate and up to date information about you. Please inform the College if you make any changes to the following items of information:

- ❑ Your full name
- ❑ Your address
- ❑ Your e-mail address
- ❑ Your telephone/mobile number

5.4 Child Protection Policy

Although the College is largely an adult education facility, minors under the age of 18 may be periodically present on College or leased property. The College has a policy requiring all staff to sign a 'Working with Children Check' stating they have no prior convictions that would preclude them working with children.

5.5 Commitment of Quality

The College is committed to excellence and consistent standards of service and course delivery. MCC embraces Quality Assurance and supports the process of continuous improvement. We are registered as a National Regulator Registered Training Organisation (NRRTO) with the Australian Quality Skills Authority (ASQA). To obtain this endorsement the College must perform with excellence and be in a process of constant review and improvement in all quality areas. The College also holds the ACE Endorsed Quality Award.

Participants are able to view the College's policies and procedures by contacting reception at our Cartwright office.

5.6 Computer Use

If you are enrolled in a computer course please be aware of the potential dangers of computer viruses. Computer flash drives will be given to you for use at the College and these must not be taken home until the end of the course. Do not use flash drives (used elsewhere) in any College computers.

All users of College computer equipment should also be aware of the following:

- ❑ All computer software (other than labelled as 'public domain') is subject to the laws of copyright. The copying of or use of software without permission of the owner is illegal.
- ❑ MCC supports this legal principle and requires that copyright computer software is to be used only in accordance with the licensing conditions.
- ❑ MCC will not protect any person using illegal software on equipment owned by the College. Anyone caught using illegal software will not be permitted to use College equipment again.

5.7 Enrolments

Enrolments can be made by in person, by mail, purchase order or if you have a credit card – by fax, internet, or phone. The Cartwright office is open to take enrolments from 9:00am – 5:00pm Monday to Friday.

Receipts and Acceptance of Enrolments

Participants can expect to receive confirmation of their enrolment via email or letter (if you do not provide an email address). If your course is cancelled or details amended, you will receive advice either via email, letter, phone or SMS text message.

Refunds or Transfers

Refunds will be given where a course has been cancelled or is already full. The College however does not accept any responsibility for changes in your personal circumstances. Please choose carefully as refunds and transfers will not usually be given. Should the College, due to exceptional circumstances, approve a transfer or refund you will incur an administration charge. Requests for transfers or refunds (due to exceptional circumstances) must be made via letter/email to the Principal.

5.8 Feedback and Evaluation

The College welcomes your feedback on the quality of our courses and improvements to our services. It also welcomes suggestions of additional courses in various subject areas. The feasibility of your suggestions will always be investigated.

Please tell us if you are dissatisfied or unhappy with any aspect of the College's service. Alternatively please let us know if you are happy with our service. We will endeavour to rectify any problems immediately, as well as give any positive feedback to our staff where it is given.

5.9 Freedom of Information

Participants are entitled to access information such as their individual participant record. If you wish to view these records please submit a request in writing to the Principal.

5.10 Complaints

The College welcomes feedback from participants as part of its commitment to providing a quality service. The College will endeavour to respond to all participant complaints/enquiries/problems promptly and with courtesy. If you have a complaint or problem regarding your course please speak initially with your Tutor or Centre Coordinator. (Please refer to the section on course quality and suitability in the Brochure). If this is not appropriate or the problem has not been resolved please put your complaint in writing and forward to the VET Manager. Your letter will be acknowledged in writing.

6. Occupational Health & Safety

Relevant information on occupational health and safety will be given as part of your course. Your tutor will discuss evacuation procedures (displayed in rooms) with you on the first session of your course.

If you notice any potentially hazardous situation at any of the College venues please advise your tutor or site coordinator immediately (who will take appropriate action).

If first aid is required please report immediately to the Site coordinator or your Tutor.

Smoking

Smoking is not permitted in any College owned or leased properties or ground.

Other Policies

The College has specific policies regarding behaviour of staff, participants and visitor of Macarthur Community College. Sample policies include:

- No smoking
- Code of conduct, practice & ethical standards
- Harassment and victimisation Policy
- Access & Equity Policy
- Privacy Policy
- Child Protection Policy
- Participant Assessment Policy
- Grievance/refund Policy
- CUSTCARE because we do policy

These policies are available from the College office.

