



Macarthur Community College Inc.
RTO 6860

Learner Handbook

Vocational Education and Training



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

To be read in conjunction with the Term Brochure
and
College policies published by the College on the website.
This document is a Web Only Access Document.

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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 including literacy and workplace training as well as lifestyle and leisure courses.

2. Macarthur Community College Inc. (MCC)

Macarthur Community College Inc. operates as an independent incorporated not-for-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 the Australian Skills Quality Authority (ASQA) and is registered to:

- ❑ Deliver training and conduct assessments in accordance with the RTO Standards 2015
- ❑ Issue nationally recognised qualifications in accordance with the Australian Quality Framework (AQF)

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



Supported by the



2.1 Confidentiality and privacy

Information, including that submitted on enrolment forms, is used by Macarthur Community College or other authorised organisations for administration, communication, State and National reporting, program monitoring and evaluation purposes. Information is disclosed to the National Centre for Vocational Education and Research (NCVER) and is necessary when enrolling and re-enrolling. Information will be held securely and disposed of securely. Learners may access their personal information by contacting the College office.

2.2 What are the RTO Standards 2015?

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

- ❑ RTOs provide nationally recognised high-quality training and assessment services to clients in the VET sector
- ❑ Consumers are protected and provided details of their rights and obligations
- ❑ RTOs issue nationally recognised qualifications in accordance within the Australian Quality Training Framework (AQF)

2.2.1 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.

2.2.2 Nationally Recognised Training (NRT)

A ‘Statement of Attainment’ or a full qualification 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 a qualification is recognised Australia wide.



2.2.3 Unique Student Identifier

From 1st January 2015 anyone undertaking accredited training must have a USI (Unique Student Identifier). The College will require you to apply for one before it can issue any qualifications or Statements of Attainment. Some government supported programs require a validated USI before training can commence. If you do not have one you can go to www.usi.gov.au and apply for one. It takes 5-10 minutes - entering your personal details with one form of ID (e.g. Driver's licence, Medicare card, passport, etc). Please forward the ‘Successful creation of USI’ email you receive to enquiry@macarthurcc.com.au with Your full name and “USI” in the subject field.

2.2.4 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 learning outcomes, which reflect the skills or competencies in which you need to demonstrate competency, in order to satisfy the assessment requirements.

‘Competence’ is the set of 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 and assessment requirements are endorsed components of training packages.

2.3 Assessment of Competency Based Training

‘Assessment’ against the competencies will be conducted in accordance with the assessment requirements and ‘competency standards’ of the appropriately endorsed training package or accredited course. Assessment tasks will be valid, fair, reliable, flexible and contextualised and are conducted using various methods such as assignments and practical activities. Adjustments and support will be provided where appropriate for individual requirements. All Learners will be issued with the assessment requirements for their course by their trainer or workplace assessor.

A Learner 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 Learner can demonstrate they have the skills and knowledge to perform the task or tasks to required standards

Not Yet Competent when the Learner has **not** demonstrated they have the skills and knowledge to perform the task or tasks to required standards

A Learner who does not demonstrate competency in an assessment task may re-attempt that assessment task twice without having to re-enrol in the course. Re-attempts must be organised by the Learner with their assessor and the College.

2.3.1 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 and the feedback.
2. The VET Manager will then arrange for the task to be reviewed or an alternative task to be provided.
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 in writing to the Principal of the College.
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 20 working days.
6. Please refer to our “Complaints and Appeals Policy” on the website.

2.3.2 Completion of assessment tasks (outside course time)

When an assessment task requires completion out of course time, the trainer 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 Learner is unable to submit their assessment task by the due date an extension may be sought by emailing a request including the grounds for the extension, prior to the due date, to the College. Receipt of each request will be acknowledged.

All assessments submitted to the College must be single-sided and loose (not stapled or fastened document) with the completed assessment cover sheet.

2.4 Plagiarism

Plagiarism is the act of passing off another person's work as one's own. Examples include collaborating with another Learner to copy answers or share assessment tasks to submit as their own work, copying fully or partially work from the internet and submitting as one's own work unless specifically required as part of research, summarising the work of another. Any Learner found plagiarising work will receive a 'not yet competent' result in the unit of competency or module attempted and a re-submit will be required.

2.5 Recognition of Prior Learning (RPL)

Macarthur Community College recognises that you may be able to show you have skills and knowledge of a particular competency on the basis of prior learning, skills gained in the workplace or in some other way. Recognition is available for all AQF courses.

Recognition can be granted if you can demonstrate competency in all the performance and knowledge requirements 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 of Prior Learning in a prospective course you can request a Recognition Package from the College (please note there is a fee associated with RPL applications).

Macarthur Community College will recognise any current and verified Australian Qualifications Framework (AQF) qualifications and/or 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 complete a "Request for Verification" request form and lodge this application together with a **certified copy** of the Qualification or Statement within at least one week of the commencement of the course. In some cases some additional evidence may be required to support your currency of the competency. The College will verify all qualifications and Statements with the issuing organisation.

3. Rights & Responsibilities of Learners

3.1 Learners have a right to:

- ❑ Be treated fairly and with respect by MCC staff and other Learners in line with equity and anti-discrimination legislation
- ❑ Privacy, dignity & confidentiality
- ❑ Provision of quality courses which recognises individual needs and learning styles and which do not contain any hidden costs
- ❑ Lodge complaints through appropriate channels
- ❑ Be assessed equitably with feedback and explanation regarding progress
- ❑ Appeal for a review of the results of an assessment
- ❑ Be protected from all forms of harassment
- ❑ Expect truth in advertising
- ❑ A learning and assessment environment which is clean and safe

3.2 Learners have a responsibility to:

- ❑ Treat other MCC staff & Learners with respect and fairness
- ❑ Behave in an acceptable and appropriate manner towards other Learners and staff and to respect the property of the College and host organisations
- ❑ Refrain from swearing in the classrooms and other learning areas
- ❑ Refrain from behaving in a manner intended to offend, embarrass or threaten others, whether intentional or not
- ❑ Provide your own course requirements where applicable
- ❑ Be punctual and regular in attendance
- ❑ Provide, and keep up to date, accurate information about themselves relating to their identity and contact information
- ❑ Refrain from the use of mobile phones, pagers or similar devices at any time in the class without good reason and approval from the trainer
- ❑ 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
- ❑ Contribute to a safe learning environment following normal safety practices (including both written and verbal directions given by MCC staff)

4. Learner Support Services

4.1 Access and support for people with special needs

Support services may be available to assist you in your individual learning and assessment. Please discuss your requirements with your trainer who may refer you to other College staff or other organisations.

College staff will identify and make available to Learners educational and support services necessary for the Learner to meet the requirements of the Training Product, Training Package or Accredited course. The available support is described in the Learner Information Pack available to the prospective Learners prior to enrolment. The College will make clear the possible cost and limitations to the support the College is able to provide. Access for people with disabilities is dependant on the access and facilities/resources available at venues 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 on the basis of special needs. Please discuss this with your trainer who will organise any appropriate adjustments with the College.

Learners with Disabilities

The College understands its obligations in relation to meeting the needs of persons with disabilities. Accordingly such persons are invited to disclose to the College whether they require adjustments in order to complete their course.

Trainers are aware of the obligations upon them and the College will notify the trainer of any disclosures so that resources can be facilitated and reasonable adjustments can be considered.

No employee of the College will ever refuse or ignore help sought following the disclosure of a disability by a Learner or prospective Learner at any stage.

4.2 Learning Pathways

Learners may discuss pathways and avenues for further training with their trainer or by contacting the College.

5. General Information

5.1 Access and Equity

The principles of access and equity are embodied in all of the College policies and procedures.

The College recognises the particular needs of individuals require that consideration to be given to them in order to facilitate their effective participation in the College program. Where these considerations and adjustments are within the resources of the College they shall be addressed.

In addition, the College;

- a) Pursues a policy of keeping all of its fees as low as possible at all times.
- b) Does not discriminate in any way whatsoever. Concessional enrolments are accepted and treated in the same way as full fee paying enrolments.
- c) Will consider the waiving of fees where circumstances of exceptional hardship become known.

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 identifies 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 equity is a core responsibility of all those involved in education and training.

Macarthur Community College Inc. has an Access and Equity 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 Learners 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 present on College or leased property.

Learners who are volunteering for their work experience/practicum and in contact with minors under the age of 18 must complete a working with children check (this is free if the work is unpaid).

5.5 Commitment to 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. The College is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). To obtain and keep this endorsement the College must perform with excellence and be in a process of constant review and improvement in all quality areas.

Learners are able to view the College's policies on the website.

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 & Fees

All fees will be clearly and accurately advertised to ensure all potential Learners are informed prior to enrolment. The College will not accept fees from an individual Learner exceeding

\$1500 for payments held in advance for tuition or other services in relation to their course. Fees are protected and managed by the College Consumer Protection Officer.

Enrolments can be made 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 most business days of the year.

Receipts and Acceptance of Enrolments

Learners will 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.

5.8 Refunds or Transfers

The College reserves the right to alter the program. If a course is cancelled you will receive a refund as soon as possible; by cheque or credit to your credit card account. If a course is full, you will be offered an alternative course, an advance booking for the next term, or a refund. All other requests for refunds must be in writing. Refunds will not be given unless received 14 days prior to course commencement. A \$27.50 (incl GST) administration fee will be charged for all cancellations. If the college cancels a course the fee will be fully refunded. If you are not satisfied with a course we will refund your tuition. Refer to ‘course quality and suitability’. Refunds will not otherwise be given. We cannot accept responsibility for changes in personal or work circumstances. The College does not accept ‘conditional enrolments’ and will deal with the enrolled participant only. A ‘No Refunds Policy’ applies to all online learning courses once you have been issued with your user name and passwords, whether you have accessed the system or not.

5.9 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. 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. During course delivery, trainers will be offering feedback to the Learner throughout the course or session on Learner progress and explain how it is relevant to the learning objectives of the qualification or other set outcome.

5.10 Freedom of Information

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

5.11 Complaints and Resolution

The College welcomes feedback from Learners as part of its commitment to providing a quality service. The College will endeavour to respond to all Learner complaints/enquiries/problems promptly and with courtesy. If you have a complaint or problem regarding your course please speak initially with your trainer 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 College. Receipt will be acknowledged in writing. Please refer to our Complaints and Appeals Policy on the website.

6. Work Health & Safety (WHS)

Relevant information on Workplace Health and Safety will be given as part of your course. Your trainer will discuss evacuation procedures (displayed in rooms) with you in the first session of your course.

If you notice any potentially hazardous situation at any of the College venues please advise your trainer or site coordinator immediately. They will take appropriate action depending on the circumstances.

If first aid is required please report immediately to the centre coordinator or your trainer.

Smoking

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

INDEX OF CHANGES

Date:	Version	Page:	Paragraph Heading	Essence of the change or Keyword
6/3/13		11	Index of changes	Adding to show tracking of changes
		all	Section headings	Numbering added to heading 1 and 2 throughout handbook for easy reference
		6	Recognition of Prior Learning	Qualifications will be sighted and verified with the relevant issuing Organisation
		6	Learners Responsibility	Specify that updating details includes demonstrating Proof of legal name required for accredited courses
20/1/15		1 4	RTO ID Number Unique Student Identifier	Added as required for S&S USI
12/5/15		3	RTO standards	Updated to reflect new 2015 standards
		6	RPL	Clarity on RPL Verification of qualification requirement
		6	Learners rights and responsibilities	Contribute to safe learning environment Access to assessments that are equitable
		7	Access to support	Reference to Access and Equity policy
		9	Enrolments and fees	Reference to College CPO
		10	Other polices	Updated policy references/names
13/1/16			General	References to VET Manager's name deleted
21/4/16		all	General	All instances of Participant changed to Learner
		1	Participant Handbook	Participant changed to Learner
		1	Title page	Please read in conjunction with the Term Brochure published by the College and College policies
		1	Footnote	New Footnote manually inserted
		2	Contents	Adjust Formatting of page 2 contents line
		2	Occupational Health & Safety	Occupational Health & Safety changed to Work Health & Safety (WHS)
		4	Assessment of Competency based Training	Assessment tasks will be valid, fair, reliable, flexible, contextualised
		5	Appealing an Assessment Decision	Added point 6
		5	Completion of	Change of email address to enquiry@

			assessment tasks	
		6	Participants have a right to:	Be assessed equitably with feedback & explanation regarding progress
		8	Commitment of Quality	of changed to to
		10	Complaints	Please refer to our Complaints & Appeals Policy on the web site
		10	Other Policies	Delete “other” and dot points
		10	Policies	All College policies can be viewed on the College’s web site at www.macarthurcc.com.au
		all	all	Added to College website
		all	all	Moved from VET to 4DCSD#339
20/5/2016 to 27/5/2016	V15	All	many	Tidied up sentence structures. Replaced Refunds with exact text used in brochure and on website. Added notice that the document is a Web Only Access Document. Added Version Number column to the Index of Changes