



**NORTHERN
BEACHES
& MOSMAN
COLLEGE**

Student Handbook

NBMC is committed to the provision of quality vocational, accredited, and lifestyle courses. We are dedicated to responding to the life-long learning & development needs of our community and beyond.

NBMC is committed to excellence and consistent standards of service.
We embrace Quality Assurance and support the process of continuous improvement.

**A Registered Training Organisation
RTO ID 90113**

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This handbook reflects the College's policies and procedures as they impact on students. Full details of these are available on request.

Background Information

Adult & Community Education

Adult and Community Education (ACE) is a sector of the NSW post-secondary education system, along with TAFEs, private Registered Training Organisations and Universities. It provides accredited and non-accredited courses in non-threatening and community-based venues to enable people to acquire learning and skills throughout their lives. ACE is different because it is truly a community-based education, owned and run by the local community. ACE is therefore able to respond quickly and flexibly to the needs of the community. ACE centres can usually teach almost anything from vocational to literacy to workplace training to hobby and leisure classes.

Northern Beaches & Mosman College

Northern Beaches & Mosman College (NBMC) operates as an independent incorporated non-profit organisation.

The provision of adult and community education on the Northern Beaches goes back to 1982 when a centre called an Adult Education Centre (AEC) operated in Manly, Warringah and Narrabeen. In 1985 the AECs were amalgamated under the banner Manly Warringah Evening College. In 1988 the college was incorporated as Manly Warringah Community College Inc. The name was again changed in 2010 to reflect the inclusion of Pittwater, to Northern Beaches & Mosman College Inc. In 2019 Northern Beaches Community College joined forces with Mosman Community College to form Northern Beaches & Mosman College.

The College enrolls upwards of 4000 students each year with over 150 classes offered each term, in varied accredited, vocational and lifestyle classes offered during the day and evening in multiple venues. The College's specialised staff are also involved in the design and delivery of programs for people with disabilities, youth, seniors, people from non-English speaking backgrounds, long-term unemployed, educationally disadvantaged, and specific workplace training.

This handbook applies to students attending both accredited and non-accredited courses at the College. For those enrolled in a subsidised Smart & Skilled Program full qualification course, there is an additional handbook which contains specific guidelines to that program.

NBMC – A Registered Training Organisation

Northern Beaches & Mosman College Inc is a community based, not-for-profit, Registered Training Organisation (RTO) delivering high quality accredited and non-accredited training. The College is recognised as one of the leading local education and training providers in the community and all nationally recognised training delivered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF). NBMC is committed to Quality and to continually improving our service to you and the community.

Northern Beaches & Mosman College is registered to:

- Deliver training, assess competency, and conduct assessments according to our current scope of registration.
- Issue nationally recognised qualifications in accordance with the Australian Quality Framework (AQF)

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA

- Regulates courses and training providers to ensure nationally approved quality standards are met.
- Ensures the quality of vocational education and training and training services throughout Australia.
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

Training Packages and Accredited Courses

Training Packages are sets of training materials that have been developed by industry to standardise vocational education and training around Australia. They replace various state and territory VET courses and lead to nationally recognised qualifications. Nationally endorsed standards (within these training packages) describe the skills and knowledge needed to perform effectively in the workplace. Accredited courses are structured and sequenced vocational education and training courses.

Nationally Recognised Training

An AQF Certificate or Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training [NRT] logo) means that students have portable skills and qualifications that will mean something right around Australia.

Nationally Recognised and Accredited courses are identified on the College website by the National Recognised Training Logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.



Structure of Qualifications

In general, qualifications are usually divided into various subject areas. 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 (or module) there is a series of learning outcomes that reflects the skills or competencies in which you need to be able to demonstrate competence to satisfy the assessment requirements.

Competence and Competency Standards

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards required by industry.

Competency standards (also referred to as national industry/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 or where no training package exists, as the basis for defining the learning outcomes of an accredited course.

Assessment Guidelines

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course. Students will be issued with details of all outcomes to be assessed within a unit of competency or module. Specific assessment criteria relating to individual courses will be available from your trainer.

Assessment

Assessment tasks are conducted using various methods, but generally take place by way of assignments and practical exercises. However, details of specific assessment tasks (in relation to a specific course) and due dates will be specified in the course timetable relevant to each course, which is handed out at the beginning of a course.

NOTE: If you cannot hand in your assessment task by the due date, it is your responsibility to negotiate an extension with the trainer prior to 48 hours of the assessment being due.

1. All students who undergo assessment will be informed of the;
 - assessment tasks
 - time, date, and venue (if fixed date)
 - competencies or learning outcomes and performance measures
 - assessment procedure
 - appeal and reassessment mechanisms are outlined in the College's Academic Appeal Policy and Procedure and the Student Handbook.
2. The College has in place a Recognition of Prior Learning (RPL) and Credit Transfer procedure which is available to all students.
3. The College has an assessment system which ensures that assessment materials and methods meet the requirements of the relevant endorsed training package(s) and accredited course(s), are appropriate to diverse assessment needs, and facilities and resources are appropriate and available.
4. Assessments will be valid, fair, reliable, and flexible in accordance with the National Assessment Principles and will;
 - cover the range of skills and knowledge needed to demonstrate competency
 - be a process which integrates knowledge and skills with their practical application
 - allow for evidence to be gathered on several occasions and in a variety of contexts or situations to support judgements of a person's competency
 - provide for reasonable adjustment
 - be periodically monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
5. If a student cannot hand in an assessment task by the due date, it is the student's responsibility to negotiate an extension with the trainer. If the assessment task is not received and no request for an extension has been made, this will be deemed to be a student's first attempt to complete the unit of competency. (see paragraph 6).
6. A student who fails to achieve a satisfactory result in an assessment task can re-sit the assessment task once, without additional cost. This must be done within two weeks of being notified of the result. If this period expires a payment may be required.
7. A student can request an extension in time for lodgement of an assessment according to the following parameters – if it is requested prior to 48hrs of the assessment being due –
 - For a Certificate IV or Diploma course, an extension of up to 3 weeks may be given,

- For a certificate I or Certificate III course, an extension of up to two weeks may be given without provision of supporting evidence.
8. A further (second) extension of time will only be considered in the following circumstances:
 - A request is made before 48 hours of the due date, and
 - A medical reason where a valid medical certificate that evidences your inability to complete your assessment within the required timeframe is provided, or
 - A change in work circumstances such as increased work commitments or hours where a signed letter from your employer (on company letterhead) attesting to your work commitments during the relevant time or a company roster showing your increase in hours since the commencement of the course, or
 - A change in family circumstance such as a death in the family (where the details regarding your relationship to the person and their date of passing is provided) or you have stated providing carer or other support to a family member (where details regarding your relationship to the person and the relevant situation/assistance you are providing is submitted).
 9. The Executive Director may consider providing further extensions to a student outside this policy if they are satisfied that there are extenuating circumstances.
 10. Students will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of \$75 per additional attempt to be paid by the student.
 11. If a student continues to fail to submit assessment tasks by the due date the student will be sent a warning email/letter advising of failure to meet course progress requirements. Continued failure to meet course progress requirements may result in the cancellation of the enrolment in the course. Please note, no refund of course fees is available in this situation.
 12. Students have limited time from the end of face-to-face training to submit final assessments due. On that date enrolment has concluded. The details of all due dates will be on the course timetable
 13. Students wishing to submit late assessments after the conclusion of their enrolment will be charged a marking fee of \$75 per unit.
 14. Feedback (written or verbal) will be given to each student by the assessor on their assessment performance.
 15. If a student disagrees with their results, they have the right to appeal against the decision and ask to be reassessed by another assessor at a time to be negotiated. The student has 14 days from the time their results are provided to them in which to do this.
 16. Students are encouraged to talk to their trainer/assessor or telephone the College on 9970 1000 for assistance.
 17. Assessment instruments are validated according to the College Validation Policy
 18. Qualifications and Statements of Attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework (AQF), and specific qualification requirements of the relevant endorsed Training Package(s) and accredited course(s). Qualifications and Statements of Attainment will be issued if all course fees have been received and Unique Student Identifier has been verified.
 19. Where a student has had their enrolment finalised due to non-completion, a Statement of Attainment will be issued only for those units successfully completed.
 20. All assessment records are confidential and stored securely in accordance with legislative requirements, funding agreements and the *NBMC Students Records Policy*.

Assessment Results

A student is deemed to be competent when all outcomes have successfully been completed within a unit of competency or module.

The stated assessment outcomes in competency-based courses are:

Competent	when the student can demonstrate competency in all learning outcomes
Not Yet Competent	when the student has not yet demonstrated competency in all learning outcomes

A student who fails to demonstrate competency in an assessment task can re-sit the assessment task once. This must be done within two weeks of being notified of your result. If this period expires a payment may be required.

Appealing an Assessment Decision

Assessment Requirements

Participants who are “not yet competent” or who partially complete a module or course may be issued with a “Statement of Attendance” if they have attended 75% or more of the course.

Students who do not have a medical certificate for missing a practical assessment will have to pay the costs involved in rescheduling the assessment at the rate of \$75 per hour for the duration of the assessment (minimum cost of 2 hours).

If the student is dissatisfied with the decision of ‘not yet competent’ in the first instance they should discuss the matter with the trainer/assessor. (Please refer to Academic Appeal Policy and Procedure)

Academic Appeal Policy and Procedure

The College will make all reasonable attempts to ensure that students are trained to meet the competency standards of the VET courses they attend. Where the student disagrees with the decision of ‘not yet competent’ (including RPL assessments), the appeals process will be made available to them, free of discrimination or prejudice and at no cost to student. **APPEALS MUST BE MADE WITHIN 14 DAYS OF RECEIPT OF RESULTS.** All records of any appeals will be kept on file.

- If a student is dissatisfied with the decision of ‘not yet competent’ in the first instance they should discuss the matter with their trainer/assessor. Students have up to 14 days from the receipt of their results to initiate the appeals process.
- When an appeal cannot be resolved informally the student is required to submit a formal written appeal to the Training Coordinator within 14 days of receipt of the result. This provides students with 7 days to approach their trainer/assessor to discuss their concerns, and then a further 7 days should they still be dissatisfied to submit a formal appeal request to the Training Coordinator.
- The appeals process must commence within 10 working days of the formal lodgement of the appeal and be finalised as soon as practicable.

- The Training Coordinator will arrange an interview to discuss the appeal with the student. The student is entitled to be accompanied and assisted by a support person at any relevant meetings.
- The Training Coordinator will view the assessment tool and those of other participants to ascertain fairness of the process.
- The Training Coordinator will consult with the trainer and/or assessor for their view of the issue and maintain a record of any comments they wish to make. They will then write back to the student advising of the outcome of the appeal, outlining the steps undertaken in the review and the reasons for the decision.
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- If the matter is still not resolved, then a suitably qualified person who is independent and external to the college will be employed within 7 working days to conduct another assessment or evaluation. The participant will be advised, in writing, within 5 working days of the outcome of this review, including details of the reason for the outcome.
- If the matter is still unresolved, and the student feels that the College is breaching its obligations he/she may complain to ASQA, noting that the College's internal grievance or appeals processes has been activated and concluded.

Responsibilities

The College will

- Ensure that all assessment and evaluation processes are fair and transparent
- Ensure that all assessment and evaluation processes strictly adhere to the criteria in the curriculum and/or training package
- Ensure that the College's Access and Equity policy is followed and provides fair assessment and an evaluation process that recognises the particular equity issue.
- Liaise with trainers/assessors and provide additional support when students are considered 'not yet competent' for reasons other than non-attendance
- Meet with students and oversee the process of appealing a decision of 'not yet competent'

Grievance Policy and Procedure (Non-Academic)

Policy

If a student has a grievance concerning any non-academic matter in relation to Northern Beaches & Mosman College, there is a process in place to ensure that the grievance can be resolved amicably. Students with a complaint regarding an academic matter should refer to the Academic Appeal Policy and Procedure.

Students have access, at no cost, to a grievance procedure if they feel they have been unjustly treated or have a serious complaint. A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint. Northern Beaches & Mosman College will maintain a student's enrolment while a complaint and appeal process is ongoing, however, this does not exclude Northern Beaches & Mosman College from reserving the right to suspend a student from attending class or visiting the Northern Beaches & Mosman College campus if that is considered necessary during this period.

Procedure

NBMC recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following process has been created to support this. By following the steps below, it is hoped that everything will be resolved at Step 1. If not, the matter will progress through the steps below until the grievance is resolved to the satisfaction of all parties.

Step 1 The student should attempt to resolve the grievance with the staff member(s)/trainer/assessor concerned directly through informal discussion and consultation within a reasonable timeframe before moving to have the matter assessed under the Grievance Policy.

Step 2 If the matter is not satisfactorily resolved at this stage, the student should make a formal written complaint about the grievance to the Executive Director within 14 days of the event/occurrence of the subject of the grievance. The Executive Director will commence an investigation within 10 working days of receiving the formal written complaint.

Step 3 The Executive Director will notify the student within 30 days of the commencement of the investigation by phone or letter/email of the outcome of the investigation outlining the steps taken to investigate the grievance, who has been involved and what action the College is taking to resolve the matter (if any), including refund of course fees where appropriate. This notification will also advise the student of their right to lodge an appeal with either ASQA or the NSW Department of Fair Trading (depending upon the nature of their enrolment) should they be dissatisfied with the outcome of the investigation into their grievance.

The college will maintain the student's enrolment while the complaints and appeals process are ongoing. All records of any complaints will be kept in compliance with the College's Records Management Policy. The College will abide by any decision made on a grievance by ASQA and/or the Office of Fair Trading.

Completion of Assessment Tasks

Where an assessment task requires completion out of class time, a final date for submission of the task will be set by the trainer and outlined in the Course Timetable.

All completed assessment tasks for courses that are paper based must contain a completed cover sheet and your name printed on each page. They must be submitted to your trainer otherwise can be dropped into the Brookvale Campus (Mon to Fri - 9am to 4.00pm). Please do not leave the assessment if the office is unattended.

Postage is available (if arranged with the Training Coordinator):

Northern Beaches & Mosman College
Level 1, 14 William Street
Brookvale NSW 2100
Attention: Trainer

It is your responsibility to keep a copy of your submitted work in case of any actions beyond the control of the College (e.g. lost in the mail). Please note that the College cannot accept facsimile copies of assessment tasks.

Students are required to sign a statement at the beginning of the course stating that the work done in the assessment task will be their own work and not the work of any other student or person.

For courses where the student has received the assessment online, students are required to submit the assessment, with the signed cover sheet via email to the teacher as a **pdf file**. No paper-based copies of assessments will be accepted.

Save Word document as a PDF:

- In most versions of Microsoft Word, you can save the Word document straight to a PDF file type by following the steps below.
- Open an existing Word document or create a new Word document.
- Click the **File** [tab](#) or menu option at the top-left of the Word program window.
- Click the **Save As** option in the [menu](#).
- On the Save As window, click the **Browse** button or option to select a location on your computer to save the file.
- In the **Save as type** [drop-down list](#), select the **PDF (*.pdf)** option.



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6. Click the **Save** button to save the Word document as a PDF.

Convert an excel file to PDF:

- Select the **File tab**.
- Select **Save As**.
To see the **Save As** dialog box in Excel 2013 or Excel 2016, you must choose a location and folder.
- In the **File Name** box, enter a name for the file, if you haven't already.
- In the **Save as type** list, select PDF (*.pdf).
 - If you want the file to open in the selected format after saving, select **the Open file after publishing** check box.
 - If the document requires high print quality, select **Standard** (publishing online and printing).
 - If file size is more important than print quality, select **Minimum size** (publishing online).
- Select **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Select OK when finished.
- Select **Save**.

Assessments for courses which are delivered via our learning management system (LMS), will be completed within that system via uploading electronic documents or typed directly into the system. It is the student's responsibility to submit their assessments by the final date for submission of the task as shown on the LMS and outlined in the Course Timetable.

Plagiarism

Plagiarism is the fraudulent representation of another person's language, thoughts, ideas, or expressions as one's own original work. Examples include copying the work of another person or summarising the work of another. Any student found plagiarising work will receive a non-completion result in the unit of competency or module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism. Student/s will be advised of the College's concerns via a non-completion notice and provided with an opportunity to

resubmit the assessment. If the resubmission is also deemed to have plagiarised or the student does not resubmit the assessment, the student's enrolment in the course will be finalised.

Artificial Intelligence (AI)

Artificial Intelligence (AI) refers to the simulation of human intelligence in machines that are programmed to think and learn like humans. ChatGPT is a type of artificial intelligence that can produce human-like text and converse with people on various topics. It is a language model that uses a machine-learning algorithm to scan text across the internet and generate responses based on a statistical model.

Northern Beaches & Mosman College recognises the use of AI as a research tool however, students who present information, thoughts and/or ideas they have gained through AI but present as their own, will be considered to have plagiarised.

- If the Trainer/Assessor and Training Coordinator determines that the student has used AI, the finding will be upheld, and the Trainer/Assessor will mark the student's assignment as non-complete.
- The Training Coordinator will then advise the student in writing of the non-completion mark due to the use of AI. The notification will provide an opportunity for the student to demonstrate to the college that they have met the assessment requirements by re-sitting/resubmitting the assessment within 14 days.
- Should the trainer/assessor be satisfied that the re-submission meets the College requirements, the student will receive the relevant mark. If the student's resubmission requires further work, the students will be provided with another opportunity (as per the Assessment Submission Procedure Policy). Should the student not re-submit/re-sit the assessment, the students file will be sent to the Executive Director for a final review.
- If the final review upholds the original finding and agrees that the resubmission does not demonstrate the student has the required knowledge for the unit of competency/module, and/or the student has not resubmitted an assessment, the student will be advised that their enrolment has been cancelled. Statements of Attainment will then be issued for those units successfully completed.

Recognition of Prior Learning (RPL)

Northern Beaches & Mosman College recognises that you may be able to demonstrate a particular competency based on prior learning, skills gained in the workforce, or skills otherwise gained. Recognition of prior learning (RPL) 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 the learning outcomes in a particular module (from an accredited course).

If you think you may be eligible for RPL in a prospective course, please contact the College for an initial discussion as to your suitability at least 2 weeks before the course commences, or for late enrolments, you must advise the Training Coordinator on enrolment. Students then have 3 weeks to lodge a fully completed application with all supporting documentation. Supporting and current evidence must be submitted with your application. It is the student's responsibility to provide the evidence to support their claim for RPL. As RPL must be considered and assessed through one-on-one interaction between the applicant and assessor, the course fee remains the same (unless otherwise determined by a funding contract).

Applications received after this time will not be considered. Please be aware, if any of the training for units of competency for which you are applying for RPL are delivered while your application is still being considered, it is strongly recommended that you attend the related classes as we cannot guarantee that your application for RPL will be successful. As a guide the process will take between 2 and 4 weeks once your application has been submitted.

Steps in the RPL Assessment Process

If you decide you would like to investigate the possibility of RPL further:

Step 1 - Request a formal RPL Application Pack from NBMC

The pack will include an application form and details of the units of competency and competency skills required within the relevant qualification. The application must be fully completed with as much supporting documentation as possible before being returned to NBMC. Ensure that all the evidence that you provide is relevant to the units of competency for which you are applying for RPL. The more comprehensive the evidence is, the easier and faster the assessment process will be. You have 3 weeks on receiving the application to complete and return it to NBMC.

Step 2 - Conversation with Assessor

If required, the assessor will conduct a competency conversation with you. You will be required to answer questions related to the industry area to identify your current skills.

Step 3 - Practical demonstration of your skills

If required, the assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained any of units of competency applied for through RPL.

Credit Transfer

Northern Beaches & Mosman College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) where the Training Package guidelines allow it.

If you have a current qualification from another RTO that you wish to seek credit for (towards a course offered by NBMC) you can apply to the College for recognition of this achievement, including Credit Transfer where appropriate. You will be required to give permission to NBMC to verify the authenticity of the qualifications provided by contacting the issuing Registered Training Organisation or by checking your Unique Student Identifier records.

You must make this application within one week of the commencement of the course.

Credit Transfer may only be awarded for whole units of competence that meet the packaging rules of the Qualification they are enrolled in. Where a mapping guide identified a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek RPL.

Rights and Responsibilities of Students

Students have the right to:

- Be treated fairly and with respect by NBMC staff and students in line with equity and anti-discrimination legislation and the Disability Standards for Education 2005.
- Privacy, dignity & confidentiality
- Quality provision of courses that recognise and appreciate 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
- Know about policies referring to them
- A safe and clean learning environment
- Have their personal information used in a manner that is consistent with the Australian Privacy Principles and the NBMC Privacy Policy.
- Correct personal information held about them if it is incorrect.
- Access their progress in the course. This can be done by checking outcomes via the student portal – see information below at Student Portal (**NOTE** if a unit of competency requires demonstration of practical skills or completion of work placement hours, even if a theory assessment has been completed, a student will not be deemed competent in that unit until all requirements have been met), consulting their trainer/assessor or by contacting the Vet Coordinator at the college. The request can be made in person at the Brookvale Campus or in writing accompanied by certified ID.

Students have the responsibility to:

- Treat other NBMC students and staff (including trainers/assessors) with respect and fairness and with no prejudice
- Behave in an acceptable and appropriate manner towards other students and staff and respect the property of the College, host schools, lessons and fellow students
- Refrain from swearing and/or using offensive language in classrooms and other learning areas including when learning is occurring online (eg. Via Zoom)

- Not behave in any way that could harass, offend, embarrass, or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Not bring, consume or be under the influence of drugs or alcohol on NBMC premises or when attending classes online
- Not attend class if unwell
- Maintain an attendance level of at least 75% of the face-to-face classes for all units
- During Zoom virtual classes have your camera turned on
- Provide accurate information about yourself and advise of any changes including to your circumstances that may impact your ability to complete your qualification.
- Not use mobile phones, pagers, or similar devices at any time during class (whether in person or on-line)
- Not engage in plagiarism, inappropriate use of AI, collusion or cheating in any assessment task
- Submit all required tasks for the assessment by the due date and via the appropriate avenue (ie. via email, online etc) or request an extension of time (in writing) if there are exceptional circumstances
- Follow normal safety practices (e.g. following both written and verbal directions given by NBMC staff - including trainers/assessors)
- Comply with Work Placement Agreement/Declaration of Confidentiality (if applicable)
- Where work placement is organised by the College and the student is unable to attend, it is the student's responsibility to independently arrange a new placement and have the new work placement approved by their trainer.
- Maintain satisfactory progress in the course (refer relevant information below)
- Not breach any NBMC policy as referenced in this handbook
- Not misuse information or communication technologies and equipment
- Comply with a reasonable direction from an authorised person or staff member
- Not obstruct a staff member (including trainers/assessors) from performance of their duties
- Refrain from any disruptive behaviour, especially when that behaviour interferes with the educational opportunities of other students.
- Recognise and respect the student/teacher relationship and act accordingly
- Recognise and respect the student-to-student relationship and act accordingly

Disciplinary action in accordance with the College's Student Conduct Policy may apply if breaches to Student responsibilities are identified. Where a student is found to have committed a significant breach or breaches, the College reserves the right to cancel their current enrolment and restrict them from enrolling in future courses

Maintain Satisfactory Progress

If any enrolled student is not maintaining the required attendance level and/or satisfactory progress in the course:

1. The Training Coordinator will contact the student by telephone or email initially to check when the student will be returning to class/submitting the relevant assessment or request a meeting to discuss the student's progress.
2. If no response to the telephone call or email is received from the student within 48 hours, a further email will be sent asking them to get in contact as a matter of urgency.

3. If the student does not respond to the original contact within 7 days, it will be assumed that the student has abandoned the course and their enrolment will be finalised, and a Statement of Attainment provided for the units they have completed. No refund of fees will be made in these circumstances.
4. If the student responds to the original contact, a meeting with the Training Coordinator and Executive Director (where required) will be organised to negotiate achievable goals to enable the student to catch up on the required work.
5. If, following the meeting, the student continues to miss training sessions, fails to achieve the goals set at the meeting and/or does not maintain satisfactory progress in the course, the student may forfeit their position in the course. No refund of fees will be made in these circumstances.

Work Placement Requirements

Full qualification courses may include work placement hours to be completed as part of the Training Package Guidelines. In addition to the number of hours to be completed, there may be additional mandatory requirements including, a police check; working with children check; NDIS check; immunisation records; flu vaccination and up to date COVID-19 vaccination. If any of these are a requirement of a course, students will need to provide evidence that they meet these requirements. Training Coordinators will advise students of course requirements on enrolment.

Student Support Services

Support services may be available to students with a disability, impairment, or long-term condition and/or learning, language, literacy and/or numeracy difficulties. As set out in the terms and conditions of enrolment, students are invited to contact the College upon enrolment to check if support to meet their individual needs is available.

Access and Support for People with a Disability/impairment or long-term condition

Access for people with disabilities/impairment or long-term conditions is dependent on the access and facilities/resources available at the respective venue used by the College. Most of these venues have limited access, but the College will make special arrangements if practicable to meet the individual needs of people and is committed to the Disability Standards for Education 2005, reviewed in 2015. Please contact the College on 9970 1000 to discuss your individual circumstances.

Language, Literacy and Numeracy (LLN)

Students enrolling into a full qualification course at the College will be required to complete an LLN quiz to ensure they have the necessary skills to successfully complete the course.

LLN support and/or referral is available to students. Please contact the College on 02 9970 1000 to discuss your needs.

College Computers

If you are attending an accredited course at the College and you do not have access to a computer for the purposes of research or assessment tasks, access to a computer room is available to students when

not in use for the delivery of other courses. Please contact the College on 9970 1000 to check availability and to make a booking. (Note: Brookvale Campus - Mon to Friday 9am to 4pm only).

Students may use the internet and email for course related purposes only.

Student Assistance

Campus Supervisors are available for most evening and Saturday courses at the Brookvale Campus to direct students to classrooms, to inform students of any change in schedule and to assist with any problems that may occur at the venue. If attending an evening course at a venue other than Brookvale, the relevant trainer will provide student assistance as required.

Counselling services

During your study you may encounter personal problems that may end up affecting your enrolment. This can include stress at home, difficulty with work, financial issues etc. Our Wellness Coordinator is here to assist you as needed. If you are experiencing stress or difficult issues, please let your Trainer or Training Coordinator know about it and they will refer you to the Wellness Coordinator. Conversations with the Wellness Coordinator will remain confidential unless disclosure is required by law, or you have provided your consent for your trainer to be advised of the discussions.

Counselling provides a confidential space where you can discuss concerns that may be impacting on your academic performance or mental health and wellbeing. All NBMC counselling services are free and available to all students. The counselling offered at NBMC is short-term, and generally lasts 1-6 appointments. If you require longer term support, we may provide you with details for an external provider.

General Information

Access and Equity

The College follows the principles of Equity and Diversity as core components of all practices, ensuring all people involved in the College have equal opportunity and access. Equity and diversity are inclusive and allow us to recognise that both differences and similarities play a big role in our College Community. The College values those things that make us different and uses them as opportunities to work and learn together to improve the College Community. The College is committed to the Disability Standards for Education 2005, reviewed in 2015. All people have a right to lifelong learning.

The college recognises the particular needs of individuals require that consideration is to be given to them 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, and the following types of support and/or referral offered:

- Language and Literacy
- Numeracy
- ICT and computer foundation skills
- Support for Aboriginal and Torres Strait Islander people
- Support for people with a disability
- Other learning support

Changes to Personal Information/Correct Spelling of Names

Please inform the College if you make any changes to the following items of information:

Your name (please provide documents for verification)
Your address
Your telephone number

If enrolling in an accredited course, please ensure that you provide the legal version of your name (and the correct spelling) so that any issuing of qualifications reflects accurate details. Please note the College can only issue Certificates and Statements of Attainments in the name that has been verified through the student's Unique Student Identifier number.

Copyright

Statutory Education Licence

The Statutory Education licence allows education institutions to:

- ✓ **Photocopy** and **fax** content
- ✓ **Print, scan, download** and **email** content for distribution to students
- ✓ **Store** and **display** copyright material on our educational organisation's intranet
- ✓ **Share** content in course materials

How much content can you use?

In Australia, copyright law is set out in the *Copyright Act 1968 (Cth)*. The Copyright Act states a 'reasonable portion' can be used, so the Copyright Agency Limited (CAL) recommends:

- ✓ 10% of a book or one chapter (which ever is the greater)
- ✓ 10% of sheet music
- ✓ An article contained in any issue of periodical publication (ie newspaper/journal)
- ✓ Two or more articles contained in any issue of a periodical publication provided they relate to the same subject matter
- ✓ A play, script, short story, text, or poem in an anthology if that work comprises not more than 15 pages of that anthology
- ✓ An image, map, or illustration if it accompanies text for the purpose of explaining or illustrating the text and is not published separately
- ✓ A book, text, image, play or piece of sheet music if a new copy of that work cannot be obtained commercially within a reasonable period of time

Drugs and Alcohol Policy and Procedure

Northern Beaches & Mosman College has a duty of care to all students, employees, contractors, and visitors to provide a safe and healthy working environment (including online learning environment).

Where the behaviour of a student, employee, contractor, or visitor is influenced by alcohol and/or drug use and this behaviour is improper, unsafe or constitutes a risk to themselves or others, this behaviour will be addressed immediately by an employee or management. Students should be aware that in those circumstances they will be asked to leave the premises or function and there may be further investigation into what has occurred and in relevant cases, the police notified.

Scope

This policy applies to all Northern Beaches & Mosman College campus locations, work related functions, including off site functions and any extended invitation where NBMC is represented by invitation.

This policy may be overridden by other alcohol and/or drugs policies that apply to individual activities and/or groups working on specific projects.

Roles & Responsibilities

The Executive Director or a delegated college staff member is responsible for the implementation of this policy and to act immediately should they have the need to do so. All students, employees, contractors, and visitors will ensure that they are fit for class, work and their work performance is not

impaired by the misuse of alcohol and drugs (including over the counter drugs) and must not endanger their own safety or the safety of any other person.

Disciplinary Action

A breach of the Drugs & Alcohol Policy may result in NBMC investigating and applying disciplinary action.

Procedure for Disciplinary Action

1. Person making the complaint will document it in writing addressed to the Executive Director
2. The Complainee will be informed that an investigation is taking place
3. The Complainee will be given an opportunity to personally explain any issues or events
4. The Complainee will be invited to have a support person present at any interviews if and when he/she is accused of breaching this policy.

Consequences

If the matter involves alcohol/or drug usage the following can or will take place:

1. The Complainee asked to leave college premises or function
2. The Complainee expelled from the course of study

Feedback and Evaluations of Courses

The College welcomes your feedback on the quality of our enrolment procedures, venues, courses, and improvements to our services. It also welcomes suggestions of additional courses in various subject areas.

Please tell us if you are dissatisfied 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 provided. *(Also see section on grievance & dispute procedures)*

An automated feedback request is sent by email to students at the conclusion of every course. Students attending an accredited course will also be requested to complete a quality indicator feedback form. The content of these forms contributes to an annual summary report required by the Australian Skills Quality Authority (ASQA) referencing student (and employer) satisfaction with the College.

All feedback is reviewed and contributes to the College's continuous improvement system.

Enrolments and Concessions

Enrolments can be made by mail, or if you have a credit card – online or by phone. The Brookvale Campus is open to take enrolments from 9am to 4pm, Monday to Friday.

A discount of 10% is granted to people receiving full Australian pensions and benefits, including full time students and holders of the NSW Seniors Card (not National Seniors Association card). The discount must be claimed at the time of enrolment and cannot be claimed retrospectively or in conjunction with any other discount. This discount does not apply to Smart & Skilled full qualification courses or courses specifically identified as “no concession” courses.

Funded courses are sometimes discounted however the amount is dictated by the funding agreement.

Previous enrolments

Students who have had a previous enrolment finalised due to non-completion, are unable to re-apply to the College for a course (whether the same accredited course or a different accredited course) until 6 months has passed from the previous enrolment being finalised. The 6-month period may be waived by the Executive Director should extenuating circumstances exist such as a medical certificate attesting to a change in the student's circumstances since they last were enrolled in a course at the College, so they will now be able to meet the relevant standards required. This clause does not apply to students enrolling in lifestyle courses.

Fees

All nationally accredited and vocational courses are GST free. Payments can be made using cash, cheque, or credit card (Visa or MasterCard only).

The fee is specified alongside each course in the College brochure or website. On some occasions, courses advertised in the local media are not listed in the brochure. Fee structures for these courses are made available to students when they enquire about the course.

Payment of fees is required at enrolment and prior to attendance of the course.

- a) Fees charged by the College include:
 - i Fee for service course
 - ii Funding contracted program
 - iii. Administration fee (\$15)
 - iiii. Late fees
- b) Fees for short accredited or lifestyle courses are payable on enrolment and if, enrolment is made online, payment will be processed through a payment gateway and an automated confirmation of enrolment and payment receipt emailed to the student. Enrolment online is not available for courses which cost in excess of \$1500 or those subsidised under a Funding Contract.
- c) Fees for full qualifications if over \$1500 will be collected in two instalments or by a direct debit payment plan.

Two instalments

- i. First instalment - prior to commencement
- ii. Second instalment – at midway point of delivery
- iii. If the payment is not received by the due date or the credit card is declined a \$15 Administration Fee will be applied.

Fees for courses if over \$3000 but less than \$4500 will be collected in three instalments or by a direct debit payment plan.

Three instalments

- i. First instalment – prior to commencement
- ii. Second instalment – a third of the way through course delivery
- iii. Third instalment – Two thirds of the way through course delivery
- iv. If the payment is not received by the due date or the credit card is declined by \$15 Administration Fee will be applied

Direct Debit Payment Plan

- i. Deposit paid prior to commencement
 - ii. Fortnightly debits taken from the nominated account
 - iii. Each debit incurs a 55c transaction fee
 - iv. Debits from a credit card account incur an additional fee of 1.65%
-
- d) Students will receive a payment receipt and invoice (detailing payments due if paying by instalments/payment plan) on enrolment
 - e) If payment instalment/ arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Northern Beaches and Mosman College reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up to date.
 - f) Fee for service courses may be discounted according to published offers made by the college from time to time.
 - g) Concessions may be approved for fee for service courses by Executive Director upon application
 - h) Payment of fees (or the appropriate instalment is required on enrolment and prior to attendance at the course.
 - i) Issuing of Statements of Attainment/Qualifications will not be completed until fees are paid in full.
 - j) An administration fee of \$30 will be applied for the issuing of a certified copy of the original lost certificate. If a replacement certificate is required a fee of \$100 will apply.
 - k) An administration fee of \$30 will be charged to students who cancel their enrolment in accordance with NBMC terms and conditions of enrolment (unless otherwise prescribed by a Funding Contract).
 - l) Students who do not have a medical certificate for missing an assessment or require more than two attempts at assessment will have to pay the costs involved in rescheduling the assessment. Any further attempts will incur a charge of \$75 per additional attempt to be paid by the student.
 - m) Refund of fees will only be given in accordance with NBMC Terms and Conditions of Enrolment and Refund Policy (unless otherwise prescribed by a Funding Contract). In exceptional circumstances, written applications may be considered at the discretion of the College Executive Director.
 - n) Some courses require a textbook or materials. If this is not included in the enrolment fee it will be indicated in the brochure or website course description or letter of confirmation (where appropriate). The College will usually provide manuals for purchase for accredited courses, and, for non-accredited courses, your trainer will generally have obtained details of where to acquire these.

- o) Fees will be reviewed annually for Budget estimates and CPI or as required by a Funding Contract.
- p) The College maintains two current bank accounts at National Australia Bank. The first account is used for day to day transactions. The second account maintains a balance of more than the full amount of funds held by the college which are prepayments from students (or future students) for tuition to be provided to those students. This is monitored by the College bookkeeper and Executive Director.

Procedure

A receipt will be issued for any fees paid to Northern Beaches & Mosman College by an enrolling student. The timing of the issue will be as follows:

- Cash payments – the receipt will be issued immediately.
- Credit Card, cheque and EFT receipts will be emailed to the student upon entry of the amount into the College's student management system.
- If a student enrolls online, they will be directed to a payment gateway to make payment and a receipt for the payment will be emailed automatically.
- Payment plan receipts and an invoice showing payment due dates will be issued upon receipt of notification of payment and entry into the College's student management system.

Non-Payment of Fees

Unless an extension of time for payment of course fees has been arranged and confirmed in writing by the College, if outstanding course fees are not paid within two months of the end of timetabled face-to-face training, the enrolment will be cancelled.

Privacy/Freedom of Information

Stricest guidelines of Privacy and Confidentiality of all student records and personal information are always maintained by NBMC in accordance with the Privacy Act.

Students have the right to view their own records. To do so, a student will be required to complete a records access form and present it to the VET Coordinator at the College's Brookvale Campus together with a primary source of identification such as a Passport or other photo ID. NBMC Privacy Policy is available on the NBMC website.

Harassment, Victimisation, Bullying and Discipline

The College has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the *NSW Anti Discrimination Act 1977*. Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences, or disability. Complaints about harassment whether from staff or students that cannot be resolved informally through your trainer should be put in writing to the Executive Director (email: enquiries@nbmc.nsw.edu.au). Your letter will be acknowledged within two working days of receipt. Counselling and disciplining of staff will be provided if deemed appropriate in accordance with college policy and procedures. Counselling and exclusion from class of offending students may also be appropriate.

Work Health and Safety and First Aid

Information on Work Health and Safety pertinent to the course in which you are enrolled will be provided as part of your course. Students using College computers should note the information on correct posture and exercises that is displayed in computer rooms.

Your trainer will discuss evacuation procedures with you in the first session of your course. These procedures are also displayed in every room at the Brookvale campus.

If first aid is required, please report immediately to the Campus Supervisor, Reception, or your trainer.

- First Aid Kits are located at all College campuses and venues.

The College welcomes any feedback from students on potentially hazardous situations at any of the College's venues. If you notice any potential hazards please inform your trainer, Campus Supervisor, or the Brookvale Administration Office in the first instance.

If you are attending a course at a host venue the WHS procedures for that venue will apply.

Parking

The College does not take responsibility for providing parking for students. There is no on-site parking at the Brookvale campus. Students Park at their own risk, so please lock your car and take your valuables with you.

Privacy

The College adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC) oaic.gov.au/privacy.

- Keeping information secure is a priority for the College. The College respects the privacy of its students, contractors, and its staff. Information provided by individuals to the College is for the purposes of facilitating access to (including enrolment) and participation in the College's education and training courses.
- The College takes all steps to ensure that the personal details of its students and staff are not released to un-authorised persons or organisations and personal information received by the College is kept secure in appropriate filing or computer systems and record repositories before ultimate destruction of the records.

- In some circumstances a class delivered via Zoom may be recorded to assist students with their revision. Zoom recordings are stored in NBMC's computer and management system and only made available to students enrolled in the specific course and class. NBMC destroys Zoom recordings once the students in the relevant course and class have completed their qualification.
- NBMC shares student data with EzyPay for the purposes of processing fee payment (see the Privacy Policy available on the NBMC website for further information).
- The Australian and New South Wales Governments request from the College certain encoded student information for statistical research purposes to be supplied to the National Centre for Vocational Education Research (NCVER). Except for the NCVER and EzyPay, no personal details identifying individuals is requested or will be divulged to any third party unless required by law.
- The College will from time-to-time, send mail, SMS, or email to current and past students for the purpose of marketing. Students may at any time request that all such marketing cease. All requests will be promptly complied with.

A request to update personal information held by NBMC can be made by contacting the Executive Director (see details below). Any contact made to the college regarding personal information will require verification of the enquirer's identity. NBMC will not charge for making corrections to personal information.

Receipts and Acceptance of Enrolments

If enrolling online or by phone, students will receive an automated email confirmation together with a receipt for any course payment processed through the electronic payment gateway.

Funded Courses may require an interview prior to acceptance into the course to determine eligibility as dictated by the funding source. This may be conducted over the phone and need not be in person.

Refunds for non-Funded Courses

The College reserves the right to cancel a course when there are insufficient enrolments. This usually occurs within three working days of the course start date and each enrolled student is contacted by phone or email (if email address has been provided). You can assist by enrolling early and providing us with both day and evening contact numbers. If we cannot place the student in another course, we refund the full amount paid. This is the only instance where a refund is available.

The College cannot accept responsibility for changes in your personal circumstances. Please choose your course carefully, before enrolling, as refunds will not be given unless a course is full or has been cancelled by the College. Requests for refunds will only be considered up to 7 working days prior to the commencement date of the course. A \$30 administration charge will be incurred for all withdrawals. All refunds will be processed within a 14-day period. All enrolments are confirmed by email or, if an email address has not been provided, by letter. If you have not heard from us within 72 hours of sending your enrolment, the onus is on you, the student, to contact us to ensure we have received your enrolment. Course transfer between terms is not available and deferral of a course is only available at the discretion of the Executive Director. Students wishing to defer a course should speak to the relevant Training Coordinator in the first instance.

Refunds for Subsidised Courses

If the course has been subsidised under a Funding Contract, refunds will be applied in accordance with that contract. See Smart & Skilled Student Information document.

Smoking

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

Student Portal

All students can use the Student Portal at skillsoncourse.com.au to check course enrolment information and/or, if enrolled in an accredited course, outcomes of units of competency. (Note: if enrolled in a course that requires work placement, whilst you may have completed the theory component of the assessment satisfactorily, you will not be recorded as competent until work placement/practical assessments have been finalised.)

To access the student portal, you will need to use the same email address used on enrolment into the course. If you have not used the portal previously, please enter your information and click on “forgot password” and a new link will be emailed to you.

Textbooks/Course Requisites

Some courses require a textbook or materials. If this is not included in your enrolment fee it will be indicated in the brochure or website course description or letter of confirmation (where appropriate).

Unless otherwise specifically stated, all funded/subsidised courses have the materials /resources included in the cost of the course.

Unique Student Identifier

From January 2015 it is a government requirement that all students enrolling in accredited training courses in Australia must have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after Jan 1, 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to. You must have a USI before an RTO can issue a Certificate or Statement of Attainment. If a student refuses to provide a USI at the time of enrolment, the College will treat the enrolment as a non-accredited enrolment.

For full details regarding the USI system: <http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create an USI:

1. Create your own

This can be done by going to the [Unique Student Identifier Website](http://usi.gov.au/students/Pages/default.aspx) and following some simple steps:

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail
- Form of ID: Options are: Driver Licence, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.

2. Northern Beaches & Mosman College can create a USI for you

To enable a USI to be created on your behalf you will need to give your permission and you will be required to complete an appropriate form to this effect.

Please ensure that when enrolling in an accredited course, details of your name exactly match the identification document used to obtain your USI.

Protection of students' privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

Please note: If enrolling in a course subsidised under the NSW Smart & Skilled Program, please read the additional Smart & Skilled Student Information document in conjunction with this handbook.