



Nova College

Student Handbook

Training for Excellence

Inspiring Lifelong Learning



Preamble

Welcome to Nova College (RTO No.41187), an Australian Nationally Registered Training Organisation. We are devoted to excellent training programs and will assist you in achieving success in your employment. Nova college delivers you quality training and support that enables you to accomplish your training goals as early as possible. Our trainers have over 10 years' experience delivering training products and working with industries. They are qualified and passionate trainers who offer the current, relevant, and practical knowledge and skills that you immediately need to use in the industry. They unpack knowledge in a clear and straightforward way for you to absorb and apply to your work.

Nova College offers vocational training in the fields of CHC30121 Certificate III in Early Childhood Education and Care, CHC50121 Diploma of Early Childhood Education and Care and BSB30120 Certificate III in Business Administration. At Nova College we strive to provide our students with training that is both innovative and responsive in the delivery to support students to progress confidently through the course materials toward their qualification in the chosen courses.

Nova College is renowned for providing excellent student back-up and support to ensure the students' success in study. We wish you all the best along this journey and warmly welcome you to join us in this big family. We believe all of us will thrive in this targeted training and lifelong learning.

This Student Handbook sets out all the essential policies and procedures surrounding the training and assessment you will receive at Nova College. Please read the Student Handbook prior to your enrolment and keep referring to it whenever you need it during the course.

Disclaimer

This VET Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Nova College policy may impact on the currency of information included. Nova College guarantees to advise you of any change to the services provided under agreement as soon as practicable. This handbook has been prepared as a resource to assist students to understand their obligations and responsibilities, the obligations of Nova College as a VET RTO. Please carefully read through the information contained in this Student Handbook. All students need to read, understand, and follow the policies and procedures outlined.

Any enquiries can be directed to: Nova College

Telephone: 07 3157 3637

Email: admin@nova.edu.au

Address: 124 Padstow Rd Eight Mile Plains QLD 4113

Office: The office is open between 9.00 am and 4.30 pm, every weekday except Tuesdays, school holidays, public holidays and Christmas holidays.

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INTRODUCTION

Congratulations on your decision to enrol in a nationally-recognised vocational course with Nova College. This handbook has been written to provide students with important information about the Vocational Education and Training (VET) qualifications offered at Nova College, your rights and responsibilities as a VET student and policies and procedures developed by Nova College. Nova is committed to supporting you through your training and assessment. Your key contact regarding learning issues will be your Trainer/Assessor. You will also have the help and support of Student Administration and the Nova Management team for the duration of your studies.

1. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

All of the VET courses offered by Nova College lead to a nationally recognised qualification:

- ▶ If a student achieves all requirements of the qualification, a certificate is awarded; or
- ▶ If a student achieves only some of the units in the qualification, a statement of attainment is awarded.

A certificate/statement of attainment will be recognised in all states and territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are 10 different levels of qualifications that can be obtained, which are shown in the diagram. Certificate III belongs to AQF Level 3 and Diploma AQF Level 5. Nova College currently offers 3 nationally accredited training courses, i.e. CHC30121 Certificate III in Early Childhood Education and Care, CHC50121 Diploma of Early Childhood Education and Care and BSB30120 Certificate III in Business Administration.



To ensure quality training and students' rights, Nova College has in place and also is implementing a series of policies and procedures in each area of daily routines. This Student Handbook provides a brief overview of all them. Nova College students can request access to each individual policy when they need it.

2. ACCESS AND EQUITY POLICY

The *Standards for RTOs 2015* outline the responsibility of providers to adhere to the principles of access and equity:

'Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes' (Glossary, Standards for RTOs 2015)

Access generally refers to the ability to enter training. Improving access may include improving physical access to a training venue, ensuring that selection criteria do not discriminate against learners and, adaptation of marketing activities to encourage all students.

Equity is the term used to address issues relating to access to, participation in and achievement of Vocational Education and Training (VET) outcomes. Equity issues may range from providing a supportive learning environment to adjusting assessments to meet the needs of an individual student, including policies on fees and the development of inclusive training materials.

Equity is also about treating students as individuals and recognising the differences, it is about ensuring that all people and all groups of people participate, have the opportunity to reach their potential, make choices and receive responsive and appropriate products and services. Although the outcome for all students is the same, Nova College has identified and understands that the journey required by individuals may be different and the length of time it takes individuals to achieve their training goals may vary. At Nova College, different individual learners are understood, treated and supported with fairness and respect.

We promote the principles of access and equity through all components of training and assessment services. We have a strong emphasis in ensuring that reasonable adjustment is provided to student who are disadvantaged or require additional assistance. Assistance can be through counselling or provided with additional support from the trainer throughout the course. We can provide different options to suit your needs and requirements. We are committed to ensuring no matter what background you come from, you will be assisted to the best of our ability and treated equally throughout your enrolment and all phases of your study.



All our staff and trainers are required to always comply with the Access and Equity policy. We are always interested in receiving feedback of how we can better improve, so if you have any suggestion as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the Student Support Officer at studentsupport@nova.edu.au. A feedback box is available in reception and can lodge your feedback anonymously.

3. LEGISLATIVE REQUIREMENTS

As an RTO, Nova will observe all Australian, state and territory laws governing vocational education and training and meet all legislative requirements of the following Acts, as they relate to the college:

• National VET Regulator Act 2011, • Education (General Provisions) Act 2006, • Education (General Provision) Regulation 2006, • Vocational Education, Training and Employment Act 2000, • Education (Work Experience) Act 1996, • Vocational Education and Training Act 2000, • Education (Overseas Students) Act 1996, • Child Protection Act 1999, • Commission for Children and Young People Act 2000, • Workplace Health and Safety Act 2011, • Anti-Discrimination Act 1991, • Disability Services Act 1992, • Freedom of Information Act 1992 • Privacy Amendment Act 2004.

4. STUDENT ENROLMENT POLICY AND PROCEDURE

Pre-enrolment:

Nova College shall ensure that all applicants expressing interests in our courses will be treated fairly and equitably. We adopt open, fair and transparent enquiry and pre-enrolment procedures that are based on clearly defined entry criteria used for making decisions about the selection of students. Throughout the process of induction and enrolment, all applicants are treated fairly and courteously.

Prior to enrolment, Nova College provides advice to a prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies. All applicants who are eligible for funding are advised of the funding criteria prior to enrolment. Applicants are neither advantaged nor disadvantaged by their eligibility for any available funding.

Additionally, they will receive current and accurate information (in print or electric copy) that ensures all students are able to make an independent and informed decision about undertaking their training with Nova College. The prospective student will also be informed at the first instance:

- ▶ The code, title and currency of the training product as published on the National Register;
- ▶ Any fees and charges involved in the training;
- ▶ Eligibility for funding;
- ▶ The training and assessment, and related educational and support services that Nova College will provide to the learner including the estimated duration, expected locations at which it will be provided, expected modes of delivery, any work placement arrangements along with the name and contact details of any third party that will provide training and/or assessment;
- ▶ Course Information Sheet and Student Handbook (either in print or electronic copies)

- ▶ The students will be notified of any related educational and support services that are available to the learner, for example additional LLN support.

Enrolment:

Once a student decides to enroll, they will be invited to the college for an interview. At the interview, the enrolment officer will go through all the enrolment information and procedures with the student, which includes completing the online application form with personal details and an enrolment checklist with the student. This checklist ensures that students are made aware of legislative compliance requirements that may affect their duties or participation in training.

Students will be always recruited ethically. Recruitment will be consistent with curriculum requirements and in accordance with equal opportunity and anti-discrimination legislation. All students follow the same Recruitment and Enrolment Procedure.

Language Literacy & Numeracy (LLN) Support:

In the meantime, information will be gathered upon enrolment on the student’s language, literacy and numeracy abilities, expectations of the training program, previous experience, current competence, as well as any special needs. Identification of a student’s individual learning needs is an important step in providing the student with appropriate support and ensuring we train and assess the student in the way that best suits the student.

During the interview process, an LLN screening assessment will be conducted (unless the student has completed an equal or higher-level course). The Assessment takes on average one hour for students to complete and will be marked by LLN assessors will then determine students’ Australian Qualifications Framework (AQF) entry level. The outcome of the assessment may indicate whether a student requires language, literacy or numeracy support and how Nova College can assist the student. This can be achieved by adapting our delivery and learning strategies and where necessary, we will liaise with support agencies to assist the student in the successful completion of the qualification. This may include referral to a Language Literacy Numeracy course delivered by ACE Adult Community College at the NOVA College campus.

5. FEES & CHARGES

Applicants are required to pay the course fee (or a proportion thereof see the sections below on fee payments and payment plans). Enrolment is not confirmed until payment is received.

Certificate III in Early Childhood Education and Care – CHC30121	Types	Non-concession Fee	Concession Fee
	Non-subsidised Course Fee	AUD 5,200.00	AUD 4,800.00
	VET Program Co-Contribution Fee	AUD 425.00	AUD 221.00
	User Choice Co-Contribution Fee Course Fee	AUD 1,772.80	AUD 709.12

Diploma in Early Childhood Education and Care – CHC50121	Types	Non-concession Fee	Concession Fee
	Non-subsidised Course Fee	AUD 5,500.00	AUD 5,000.00
	VET Program Co-Contribution Fee	AUD 450.00	AUD 240.00
	User Choice Co-Contribution Course Fee	AUD 2,140.80	AUD 856.32

Certificate III in Business – BSB30120	Types	Non-concession Fee	Concession Fee
	Non-subsidised Course Fee	AUD 3,000.00	AUD 2,800.00
	VET Program Co-Contribution Fee	AUD 78.00	AUD 39.00
	User Choice Co-Contribution Course Fee	AUD 752.00	AUD 300.80

The full course fee must be paid unless a payment plan is agreed prior to enrolment (see below for more information):

- ▶ the student is eligible for an advertised concession course fee or;
- ▶ the student is eligible for a Co-contribution fee only as a condition of government funding;
- ▶ the total fee exceeds \$1,500, in which case no more than that amount will be collected prior to commencement, with the balance payable in instalments of no more than \$1,500 each over the duration of the course;
- ▶ payment made by an employer or job service provider, will proceed upon receipt of a purchase order prior to course commencement.

A payment plan must be arranged with Nova College where the full cost of a course is greater than \$1,500. Nova College is unable to accept payments in advance greater than this amount. For courses costing under \$1,500, you may be able to arrange a payment plan if you are unable to pay the full course fee in one payment. This option needs to be negotiated with the college administration (see contact details on last page).

Eligibility requirements for student assistance external to the college (e.g. Austudy, Youth Allowance, and Abstudy) may vary across agencies (e.g. Centrelink and Veterans' Affairs).

6. FUNDING INFORMATION FOR NOVA STUDENTS

Certificate 3 Guarantee

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification. It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

Student Eligibility: The program is open to any Queensland resident aged 15 years or over who is no longer at school

(with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification (not including qualifications completed at school and foundation skills training)

Further details can be found here on the Queensland Government website:
<https://training.qld.gov.au/providers/funded/certificate3>

Higher Level Skills

The Higher-Level Skills program provides a government subsidy to support eligible individuals to access subsidised training in selected certificate IV or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

Student Eligibility: The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate VI level or higher qualification.

Further details can be found here on the Queensland Government website:

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

User Choice

The User Choice 2017-20 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees. The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as “Australian Apprentices”) enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification. Further details can be found here on the Queensland Government website:<https://desbt.qld.gov.au/training/providers/funded/userchoice>

To request further information please contact Nova College.

7. UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking accredited training must have a Unique Student Identifier (USI). This requirement applies to both full qualifications and accredited short courses, including First Aid training. You will need to provide us with your USI at the point of enrolment.

If you don't have a USI, you can apply for one at www.usi.gov.au. To create a USI, you will need to have an accepted form of identification and a valid email address. We will also ask you to complete a consent form so that we can verify your USI. Should you need us to create a USI for you, we will first need to establish your identity and collect

the personal information necessary to complete your registration.

NOVA College will ensure the security of your personal information, including your USI, and will not retain any information collected solely for applying for a USI on your behalf. Storage, disclosure, use and security of the USI will be in accordance with Commonwealth rules on privacy and security.

8. STUDENT SERVICES

Quality education and support services are offered at Nova College to assist students in all areas of their study. These services include but are limited to the following:

- providing students with information on the suitability of the course to them anytime when they request;
- providing students with study progress transcripts when they need them;
- making reasonable adjustments to a student's completion timeframe, workplace practicum timeline;
- providing students with technological support, i.e. use of laptops, Wi-Fi connection and access to the learning platform
- study support and tutorial program
- language, literacy and numeracy (LLN) programs
- providing equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity principles
- use of trained support staff including specialist teachers and interpreters
- flexible scheduling and delivery of training and assessment
- the provision of all reading materials on the student learning platform
- the provision of learning materials in alternative formats

Nova College is proud of offering students consistent and continuous LLN support throughout the course. VET qualifications are comprised of units of competency from a national training package, into which basic literacy and numeracy elements have been incorporated. Delivery and assessment within the context of an industry vocational area can assist the student to learn these literacy and numeracy components more readily. Nova College Trainers/Assessors hold TAE40116 Certificate IV in Training and Assessment which incorporates the competencies required to address students' language, literacy and numeracy skills, enabling them to support students' learning needs in these areas. Nova College has also been working in partnership with ACE Community Colleges to provide the best LLN support to our students.

Nova will continually improve student services by collecting, analysing and acting on any relevant data collected when students provide valuable feedback through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, and quality indicators — via student engagement surveys and college-generated surveys.

9. COMPETENCY-BASED ASSESSMENT

Assessment of accredited courses is competency based. This means that knowledge and skills are developed through a combination of structured training that focuses on underpinning knowledge and hands on experience to support skills development and the translation of theory into practice. Deadlines for submission of completed units must be adhered to to maintain your enrolment. The required submission date of a theory

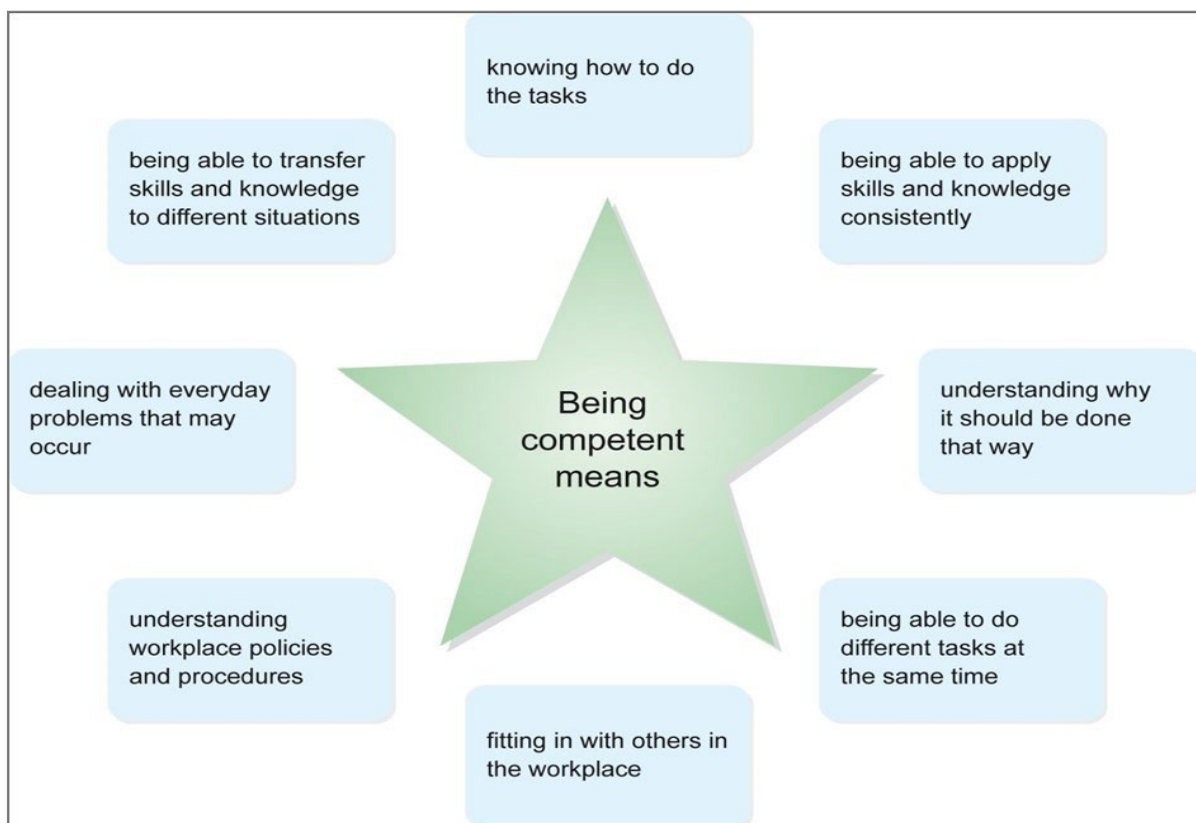
assessment of each unit is within 2 weeks after in-class delivery of the unit. Reasons for late submission need to be communicated with the Nova student support team or the trainer/assessor. All the students need to participate in workplace to complete the practical skills related to each unit.

Assessment methods can include, but are not limited to projects, case studies, oral questions, assignments, portfolios, group work, role plays, practical demonstrations, PowerPoint presentations and observation of activities in the workplace or simulated work environment.

Each assessment has an attached cover page attached with the details of the course including the title of the unit and the unit code. All assessments must be complete and uploaded into the student learning platform. If you are having difficulty uploading your assessment, you can obtain help from the Nova support team to solve the technical problems in uploading. If the difficulties cannot be solved, please forward it to studentsupport@nova.edu.au and request to have the assessment uploaded on your behalf. Written assessments will only be accepted as a last resort and it is the student responsibility to keep a copy of all assessments completed and handed in to Nova team.

All assessments must be submitted by the student in line with the completion dates as per the schedule/timetable. Extensions can be negotiated with your Trainer/Assessor, and a formal request will need to be made in writing or via email.

Students will receive written feedback on each assessment item submitted. If you have submitted your assessment item by the due date and it is assessed as requiring additional work, there will be a new attempt opened up to the student for resubmission. Students are normally entitled to up to 3 attempts per assessment following an initially not yet competent assessment, allowing the students sufficient time to further study and reinforce the knowledge they are learning. The following graph show how competency is demonstrated and assessed:



Being competent in ECEC also means:

- ▶ Getting down to the children's level and interacting with them
- ▶ Arriving on time
- ▶ Fostering children's sense of belonging, being and becoming
- ▶ Problem solving and using your initiative
- ▶ Be willing to take guidance and feedback
- ▶ Speak directly to the children and consider their age and stage of development
- ▶ Use language that children can understand (short singular words for infants and toddlers, short descriptive sentences for older children)
- ▶ When asking children to complete a task use positive phrase and reinforcement
- ▶ Have the ability to learn and apply skills quickly and demonstrate these throughout daily work practices
- ▶ Reflect on own work practices and continuously develop own skills
- ▶ Take responsibility for own actions and be professional at all times

10. CANCELLATION & REFUND POLICY AND PROCEDURES

Cancellations

Courses commence once a viability threshold has been passed and minimum 15 students have enrolled. If a student wishes to cancel or transfer an enrolment prior to the commencement date of the course, a Withdrawal Form needs to be filled in and submitted to Nova College at the first instance. In this case, the student is entitled to a full refund of the fees paid.

Once the course has begun, NOVA College guarantees to complete the course within the period advertised. Students who wish to cancel an enrolment at any time after commencement of the course need to discuss with NOVA College team. Cancellation of/Withdrawal from the course must follow these steps:

- ▶ The student fills in a Withdrawal Application Form, making a formal request for the withdrawal and specifying the grounds for the request;
- ▶ The Nova admin team will count the units that have not yet been delivered to the student;
- ▶ The refundable amount will be calculated and a pro rata refund will be issued for the part of training that has not been completed.
- ▶ Where the refunds are approved, the refund payment will be made within 7 days once the approval is granted.

Refunds

Please note when a student wishes to withdraw from the course, there is a reasonable amount of registration fees which is not refundable. The refundable part includes:

- ▶ If a learner informs Nova College in writing of their withdrawal at least 7 days before the training commencement, they will receive a full refund (with a deduction of a \$100.00 administration fee). Alternatively, if Nova College cancels a course due to unforeseen circumstances before the commencement, a complete refund of all fees will be provided.
- ▶ In the event of withdrawal from a qualification or units of competency after the training

commencement, proportional refunds for the un-participated training will be facilitated (with a deduction of a \$100.00 administration fee). For example, if a learner enrolled in CHC30121 course as a concession student using VET Program Funding. If the learner decides to withdraw from the remaining 10 unattended units, the learner will receive a refund of \$71.20. This amount is calculated by subtracting the non-refundable administration fee of \$100.00 from the concession co-contribution fee of \$221.00 (resulting in \$121.00). Then, dividing \$121.00 by the total number of units (17 units) yields a per-unit refund of \$7.12. Multiplying this per-unit refund by the remaining 10 units gives the total refund of \$71.20.

Refunds are to be paid via “Electronic Payment of Refunds” completed by the student on the Withdrawal Application Form. Bank account details for refunds need to be provided in a clear manner. If bank account details are not provided, the refunds cannot be processed.

11. CREDIT TRANSFER POLICY AND PROCEDURES

NOVA College appropriately recognises course credit. NOVA College will grant course credit to students with suitable prior learning or experience. Course Credits can be gained by a student through Credit Transfer.

NOVA College will ensure that the Standards for RTOs 2015 and other quality assurance requirements are met. Credit transfer is recognition for units of competency already achieved in another RTO a student has previously studied in, counting towards further study.

Course credit may reduce the length of a student’s course. NOVA College will indicate the actual course duration in the confirmation of enrolment issued for that student for that course.

The Credit Transfer procedures are as follows:

- 1) Applicants for Credit Transfer must complete the Credit Transfer Application Form, attach an original (or certified copy) of a verified Award or Statement of Attainment and submit the application to the Project Manager of NOVA College.
- 2) The Project Manager checks the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another RTO.
- 3) The Project Manager will refer to its course structure and unit/subject offerings and determine whether course credit granted will affect the duration of the course for that student.
- 4) NOVA College will recognise units of competency included on a record of results or a Statement of Attainment issued to the student, by another RTO towards, towards the qualification, if the units meet the packaging rules of the qualification delivered by the organisation.
- 5) Verified copies of Qualifications and Statements of Attainment or records of results used as the basis for granting Credit Transfer along with the Credit Transfer Application Form must be kept on the students file.
- 6) In some cases, an ASQA letter stating the student’s record of study and units of competency can also be recognised in the process of Credit Transfer.
- 7) Once authorised, the Credit Transfer Application Form must be signed by the student and NOVA College and will act as a written record of the credit. This form will be placed in the student’s file.

- 8) After Credit Transfer is granted a student's course schedule must be reviewed and modified to ensure a full-time load and details of this should be placed on the student's file.
- 9) If the Credit Transfer leads to a shortening of the student's course:
 - a) if the course credit is granted **will affect the duration of the course**, NOVA College will record a change of course duration. This will result in the creation of a new CoE (with revised end date) and the cancellation of the original CoE.
 - b) if the course credit granted **will not affect the duration** of the course, NOVA College will **record the course credit in the student's file but does not need to take any other action**.
- 10) If the application does not meet the required criteria as set down, then Credit Transfer cannot be awarded for one or more units, the applicant has the right to access the Complaints and Appeals Policy and Procedure.

12. COMPLAINTS & APPEALS POLICY AND PROCEDURES

The following complaint and grievance resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. The following procedures apply to all complaints about:

- ◇ Academic matters from students;
- ◇ Non-academic matters from students; and
- ◇ Non-academic matters from persons seeking to enrol with the NOVA College in a VET course or unit of study.

1). Verbal Complaint:

The staff member will resolve a verbal complaint if possible, documenting the complaint by sending the details to the project manager to document in the secure Complaints and Appeals Register (the cause, actions taken and decisions made).

If the complaint cannot be promptly and simply resolved, the staff member will liaise with the appropriate staff member who can deal with the complaint. A written record of the complaint is then required.

2). Written complaint/appeal:

The Nova College students are encouraged to put the complaint/appeal in writing. A 'Complaints or Appeals Record Form' Template is available for all the students or stakeholders in the Student Handbook and the college website. It is advised that the form is completed and returned by email to admin@nova.edu.au. This will constitute a formal complaint from the student.

3). Once a written complaint/appeal is received (if the complaint/appeal is not in relation to the Project Manager), it will be forwarded to the Project Manager.

4). The manager will record it into the secure Complaints and Appeals Register. If the complaint is in relation to the Project Manager, forward it to the head of the College who will enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.

- 5). A written acknowledgement shall be sent to the complaint from in a timely manner.
- 6). To resolve the complaint/appeal, whoever is responsible:
- ▶ Will discuss the issue/s with the staff member/trainer to whom the complaint/appeal was made.
 - ▶ Will give the complainant/appellant an opportunity to present their case. They are allowed to have accompaniment by other people, if they need any support.
 - ▶ Will give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They are allowed to have accompaniment by other people, if they need any support.
- 7). If necessary, an independent panel called the Complaints and Appeals Committee will be convened to hear the complaint/appeal. Committee members will not have had previous involvement with the complaint/appeal, and will include:
- ▶ a representative of the College
 - ▶ one or more representative/s of the teaching staff
 - ▶ an independent person
- 8). The issue/s will then be dealt with. The outcome/decision will be communicated to all parties within 60 days of receipt of the complaint/appeal. The complaint/ appeal will be documented including the cause, actions taken and decisions made — in the appropriate secure Complaints and Appeals Register.
- 9). If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
- 10). In case the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO. If the complainant is still not satisfied, the head of the College will refer them to the QCAA website for further information about making complaints (<https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>).

Appeal Policy & Procedures

All students have the right to appeal decisions made by Nova College where reasonable grounds can be established. The areas in which a student may appeal a decision made by Nova College may include:

- ▶ Student Assessments
- ▶ Decisions made in relation to the student's enrolment process
- ▶ Extension to complete the course
- ▶ Or any other conclusion / decision that is made after a complaint has been dealt with by Nova College in the first instance.

To activate the appeals process the student is to complete a 'Complaints and Appeals Form', which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The project manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The process for all formally lodged appeals will begin within 5 working days of the appeal being lodged. The project manager will ensure that Nova College acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

Where a student has appealed a decision or outcome of a formal complaint they are required to notify Nova College in writing within 5 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through administration and the admin officer shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'. The project manager will seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Nova College if they wish to proceed with the external appeals process.

Assessment appeals

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered the 'Complaints and Appeals Register'.

13. ATTENDANCE & PARTICIPATION POLICY

Nova College is strict on students' attendance and participation in in-class training and work placement to ensure the quality and progress of students' learning. Students need to follow the Attendance and Participation Policy during the course. Students' attendance of in-class training sessions need to pass 80% in order to be awarded the qualification. During the study, students should observe:

- ▶ You are committed to your study – which involves completing all course work and includes attending scheduled classes, tutorials, group study and workshops. Students need to sign their attendance for each session.

- ▶ If for any reason you are unable to attend a scheduled class, please notify by 9am on the day of absence by text or phone or email.
- ▶ You will be provided with a class timetable upon enrolment into your chosen course. If there are any changes to the timetable, there will be updated timetable available on the student platform.
- ▶ Put your mobile phone on silent mode and keep it out of sight. Please be considerate and respectful of others always.
- ▶ Where students are continually absent without reason or course work is not being completed on time, you will be contacted by our Project Manager to discuss your ongoing commitment to completing the course. Following non- communication, NOVA College reserves the right to cancel your studies if alternative solutions have not been successful.
- ▶ Students who may need to take a leave of absence from their studies can apply for leave (suspend) without withdrawing from the course for up to a maximum of 6 months. When the leave exceeds 6 months, students need to contact Nova College to apply for an extension and provide reasons for the extension.
- ▶ To maximise your learning, we encourage you to participate in all group activities and discussions.
- ▶ We ask that you engage respectfully with your Trainer/Assessor and follow any directions regarding our training. To maximise your learning outcomes, you need to bring to class: Notepad and pen to make notes; general stationery – pens, pencils, and marker, etc.; your reflective journal; our lunch; laptop and its WiFi capability.

Computer requirements

You are responsible for your own learning and self-study will be required in order for you to complete your units of competency. You will be required to have access to the internet and have an email address for communication with the College and completion of assessments.

Learners will need access to a computer/laptop and the internet with the following specifications:

- ▶ Microsoft Office 2003 or equivalent and;
- ▶ Microsoft Windows 10 or Mac OS X

14. ISSUING QUALIFICATION POLICY AND PROCEDURES

In alignment to the ASQA Standards for Registered Training Organisations (RTOs) 2015, qualifications and Statement of Attainments will be issued by Nova College within 30 calendar days of a student being assessed as meeting all the requirements of the training program in which the learner is enrolled, and providing all agreed fees have been paid. The issuing procedures Nova College takes are as follows:

- a) On completion of the course or unit of competency, students apply for certificates/ transcripts.
- b) The Student Support Officer ensures that students are eligible for receiving certificates.

- c) The Student Support Officer ensures that students have a Unique Student Identifier (USI).
- d) All the results and a checklist of relevant information is checked by the Student Support Officer and confirmed by the Project Manager to ensure a student has completed all requirements to issue certificates and enters the details into the resulting database.
- e) The certificates/statements/transcripts will be produced and printed.
- f) The certificates/statements/transcripts are forwarded to the Project Manager and the Head Trainer to ensure everything is accurate and in compliance as per the requirements before signing the certificates.
- g) All certificates along with all associated documents need to be further checked and verified by the Project Manager and the Head Trainer against the checklist.
- h) Both the Project Manager and the Head Trainer signs the certificates after ensuring that all requirements are met.
- i) Photocopies of all the certificates issued will be kept in file at Nova College. Nova College maintains this register of the AQF qualifications that it has issued.

All certificates design and text must correctly refer to the Australian Qualification Framework (AQF) guide and National VET regulator (NVR) requirements.

15. RE-ISSUE OF QUALIFICATIONS POLICY AND PROCEDURES

In case if a student lost or misplaced the certificate issued by Nova College, a replacement certificate will be issued at a certain cost. The cost is mainly incurred by the administration fees involved in retrieving the student's files and study record as well as get the certificate reprinted and signed. On the replacement qualification, the date will remain the original date of issue. Request for re-issue of a qualification must be provided in writing to admin@nova.edu.au outlining the reason for the re-issue and providing supporting evidence.

16. PRIVACY AND CONFIDENTIALITY POLICY

NOVA College is committed to maintaining the privacy and confidentiality of its personnel and student records. In accordance with National Privacy Principles, all student records are treated with the utmost confidentiality and will not be accessible by any person outside our RTO other than the relevant State Training Authorities for audit and statistical purposes; or as required by law.

NOVA College complies with the *Privacy Act 1988 (Cth)* including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*. Providing an overall framework for our privacy practices, NOVA College has developed and implemented the Privacy Policy. If students have any concerns about privacy and confidentiality, they can make a request for the Privacy Policy stored at Nova College. Nova Colleges ensure that students always have the right to access all the policy documents if they make a formal request in writing. The overall framework includes:

- ▶ You have the right to view your student file at any time and if you would like to do so, please contact the RTO Manager who arrange a mutually convenient time for you to come into the office and view your file.
- ▶ We do not disclose any of your personal information to a third party. Where a third party or another training organisation requests your information, we notify you immediately. If you approve to release

your personal details or specific information, we will need to obtain written consent from you, prior to releasing the information.

- ▶ NOVA College will collect information from you at enrolment for general administrative purposes. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored and only authorised NOVA staff have access to it.
- ▶ In accordance with information privacy principles, no access to your enrolment information will be provided to any other organisation or persons without your consent unless authorised or required by law in which case your personal information may be disclosed to Commonwealth and/or state government agencies.
- ▶ If you are required to attend practical work placements as part of your practical studies you will become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be an act of misconduct.

Information on our privacy and confidentiality policy can be found on our website at www.nova.edu.au.

17. WORKPLACE HEALTH AND SAFETY ACT

The Workplace Health and Safety Act sets out the obligations for employees and employers. Everyone must take reasonable precautions and exercise proper diligence to make sure that the workplace and the work itself is safe. Students must take reasonable care of themselves and others and cooperate with action taken by Nova College and its staff to protect health and safety. All employees, students, contractors and other visitors have an obligation to comply with workplace health and safety instructions.

Each student at Nova College has a legal obligation to comply with all workplace health and safety instructions. These obligations include:

- ▶ Observing safe procedures and standards
- ▶ Reporting all accidents, incidents and hazards
- ▶ Using safety and personal protective equipment properly
- ▶ Being familiar with emergency or evacuation procedures
- ▶ Incidents may be reported to any staff member

18. EMERGENCIES AND EVACUATIONS

When the alarm sounds all persons MUST:

- ▶ Evacuate the area in which they are located. Under instruction from your facilitator/trainer, move smartly, but do not run, to the designated assembly area.
- ▶ Descend stairways no more than two abreast. Keep to the outside on stairways to allow access for emergency personnel.
- ▶ Do NOT use lifts.
- ▶ Once at the assembly point your trainer/facilitator will call the roll to check that all students are accounted for.

- ▶ Do not leave this area until the all clear has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point.
- ▶ Do NOT re-enter the building or take refuge in toilets, storerooms, rest rooms or student common rooms.
- ▶ Safety in our buildings: Please ask your facilitator where your evacuation assembly point is. Disabled persons are to be assisted by a person nominated by the Floor Warden and are to remain in the stair well to be evacuated by Emergency Service Officers. During any evacuation it is important not to panic but to approach the task in a calm and orderly manner. Safety is everyone's responsibility. If you see something unsafe, speak to a staff member.

Control of Smoke

- ▶ Never interfere with the self-closing function of a fire/smoke stop door
- ▶ Never prop or wedge open fire/smoke stop doors
- ▶ Report any malfunction of such doors
- ▶ When evacuating a fire area, close all doors from offices, stores, passages etc.
- ▶ If confronted by dense smoke, crawl to safety

In a situation where an emergency arises, or a drill is organised, all occupants will evacuate through the nearest safe available exit under the direction of a staff member and will congregate at the evacuation assembly point.

19. VET QUALITY FRAMEWORK

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- ▶ the Standards for Registered Training Organisations 2015
- ▶ the Fit and Proper Person Requirements
- ▶ the Financial Viability Risk Assessment Requirements
- ▶ the Data Provision Requirements, and
- ▶ the Australian Qualifications Framework

20. CONTACT DETAILS

Nova College: 124 Padstow Rd, Eight Mile Plains QLD

Tel: 07 3157 3637

Email: studentsupport@nova.edu.au; admin@nova.edu.au

Location Map

