



St Josephs
College

VET Programs Student Handbook

RTO No 21710
Version 3.0

Welcome to the St Joseph's College RTO.

Congratulations on your choice of St Joseph's College as a provider of Vocational Education and Training (VET) programs that will add value to your knowledge and skills, and your education portfolio.

St Joseph's College gained registration as a Registered Training Organisation (RTO) in 2005, RTO Number 21710. We operate in accordance with the Australian Quality Training Framework conditions and standards for registered training organisations, and the requirements of the Victorian Registration and Qualifications Authority. We offer a range of vocational courses to both internal and external secondary students.

St Joseph's College believes in 'Pathways for All'. We offer academic and vocational pathways seeking to find the right match for each boy as he strives to reach the destination most applicable to him; be that university, TAFE, continuing VET training, or employment.

We aim to ensure that your learning experience is enjoyable and productive. Our expectation is that you will successfully complete your chosen course or qualification.

St Joseph's College's vision is to be the 'provider of choice' for high quality programs in vocational education and training programs in the eastern region of Melbourne. To this end we have strong links to local community, industry, education and training sectors. Our trainers and teachers have industry and school backgrounds that are ideally suited to the interests and needs of young people who are transitioning from school systems to further education, training and employment.

Students from government, Catholic and independent schools now have the opportunity to add value to their senior secondary schooling by completing nationally recognised VET certificates, courses and qualifications.

This handbook is an important resource for you while undertaking VET programs at St Joseph's College. Please ensure that you read it thoroughly. If you have any questions or concerns, please contact a member of the VET Teaching Team or the College Leadership Team.

Thank you for choosing St Joseph's College and all the best in your studies and future career.

Cathy Livingston
Principal

St Joseph's College Vision and Strategy

St Joseph's College is a regional school in the tradition of the Salesians of Don Bosco. As such, one of its foundational aims is to provide a climate where the Gospel is known, lived and loved so that students may be nurtured in the Christian faith and their commitment to Jesus Christ.

General Aims and Values:

- To be a Catholic community of adults and young people working and living in mutual respect and harmony within an open, secure and happy atmosphere.
- In the tradition of Salesian education, to provide a climate where the Gospel is known, lived and loved so that students may be nurtured in the Catholic faith and their commitment to Jesus Christ.
- To help students recognise their academic ability and to accept responsibility for its development.
- To maintain a curriculum aimed at the acquisition of values and the discovery of truth.
- To provide a learning environment commensurate with individual abilities and interests.
- To help students acquire a sensitivity to the views, lifestyles and beliefs of others.

The mission of the St Joseph's College RTO is to build the profile and reputation of St Joseph's College as a provider of choice for innovative and high quality vocational education and training in eastern Melbourne.

We value:

- Performance – we deliver quality outcomes and expect excellence.
- Respect and Diversity – we respect learners and value diversity.
- Inclusivity – we welcome students from all backgrounds and settings.
- Accountability – we comply with regulations and over-deliver on standards.
- Innovation – we seize opportunities and create better ways.
- Sustainability – we are here for this and the next generations.
- Engagement – we find ways to engage and enable individuals to succeed.

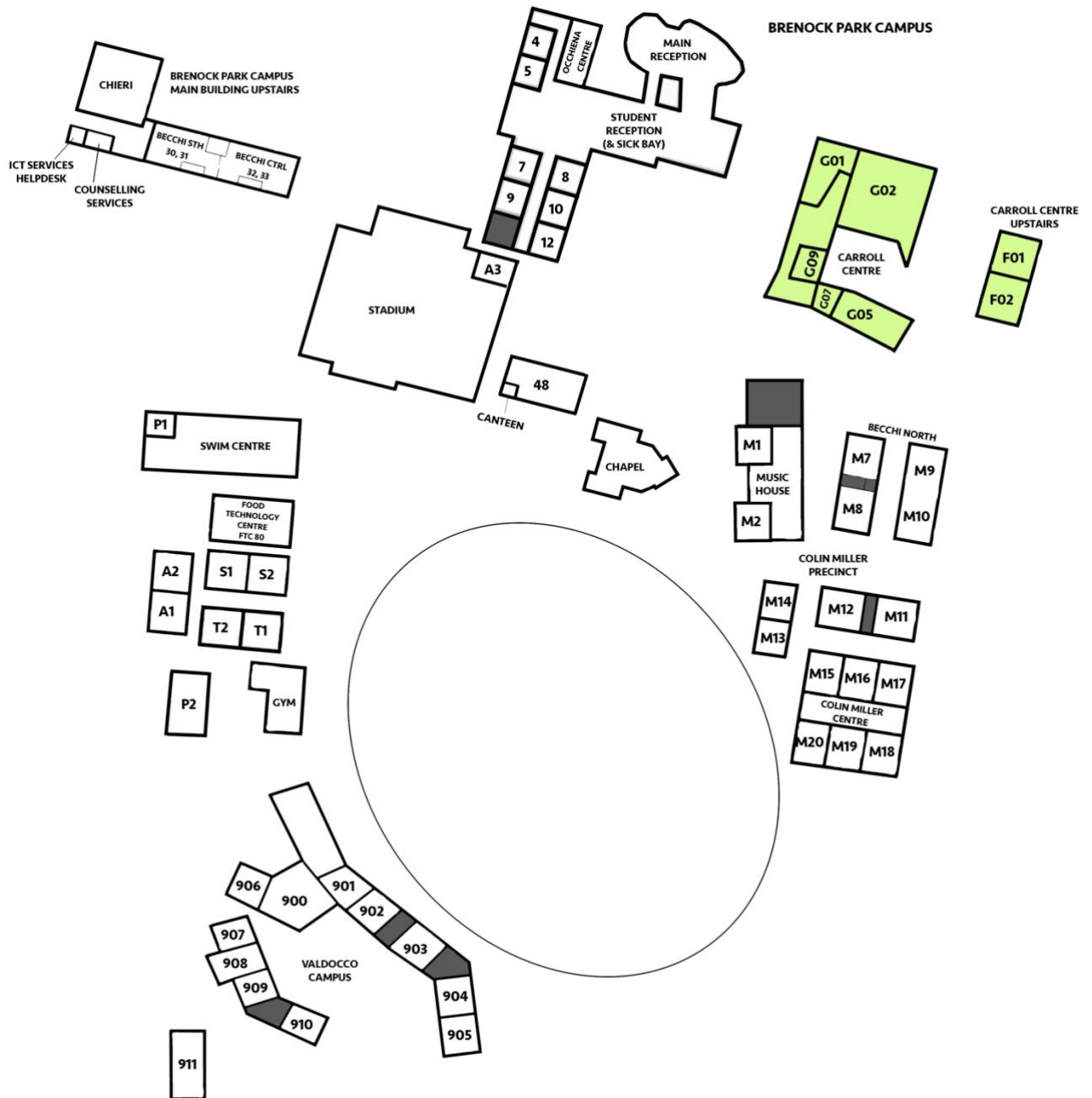
Our Goals and Outcomes

To build organisational capacity and sustainability in order to deliver improved and highly valued pathways, training and qualifications for our students.

Strategic Focus Priorities

- Build engagement and improve stakeholder relationships e.g. with local schools, clusters, networks, employers, industry and community.
- Grow capacity and self-sufficiency by strengthening the capacity of our RTO; ensuring compliance and building partnerships with industry and government.
- Innovate by developing new courses, accessing new funding opportunities and pursuing special purpose and industry partnerships.
- Advocate for improved education and training support to meet the needs of learners and contribute value to the future workforce of our state and nation.

Maps of the College
Rooms View



Staff Contacts

RTO Management Team

Function	Staff	Email
Principal	Ms Cathy Livingston	clivingston@stjosephs.com.au
Business Manager	Mr Gerard Burke	gburke@stjosephs.com.au
Head of Pathways	Mrs Vivienne Egan	vegan@stjosephs.com.au

VET Trainers/Teachers – RTO

Function	Staff	Email
Building and Construction VET Trainer	Mr Barry Campbell	bcampbell@stjosephs.com.au
Building and Construction VET Trainer	Mr Chris McCartin	cmccartin@stjosephs.com.au
Electrotechnology VET Trainer	Mr Matthew Pritchard	mpritchard@stjosephs.com.au
Electrotechnology VET Trainer	Mr Brayden Ansell	bansell@stjosephs.com.au
First Aid Trainer	Mr James Whiting	jwhiting@stjosephs.com.au

Staff can be contacted between 8:00am and 3:30pm Monday – Friday.

Accessing your Records

You can access your own training records at any time by contacting the Head of Pathways. Depending on the nature of the request you will either be provided with the information immediately or you will be advised that the information will be provided to you after the information has been extracted from our recording systems. Records that have been securely archived off site may take some days to access.

Only you will be given access to your records, proof of identification will be required. No other person or party will have access without your authorisation.

In some instances you may be required to put a request for information in writing to the Head of Pathways, this will depend on the information being sought.

Accidents/First Aid

Several St Joseph's College staff are trained in First Aid, so if you need help in an accident/first aid situation or are feeling unwell advise your teacher or another member of staff in the first instance.

As part of Occupational Health and Safety requirements all accidents, injuries or near misses which occur as part of College VET programs must be reported to your trainer/assessor. This information is then passed on to the College's Human Resources Manager and Head of Pathways.

A first aid kit is located in each of the Practical Workshop Areas of the Carroll Trade Training Centre.

Assessment

At key points in your course you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each unit/module of your course will be provided at the beginning of each unit or module.

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Assessment outcomes for each unit/module will be noted C – Competent or NYC – Not Yet Competent. You must satisfactorily complete all assessment components of each unit/module to be deemed Competent (C).

If you are assessed as Not Yet Competent, comments and feedback will be provided to you detailing requirements in order to achieve competency. A timeline will also be negotiated for re-assessment to occur.

At the end of your course and subject to satisfactory completion of all units/modules a Certificate will be issued to you. In the event that you do not satisfactorily complete all course units/modules, you will be issued with a Statement of Attainment for those units/modules successfully completed.

At any stage of the assessment process the student can lodge an appeal related to an assessment decision. Refer to the Complaints and Appeals section of this booklet for further information.

Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting on your ability to meet the assessment requirements of the course, you should discuss this with your Trainer/Assessor as soon as possible, and in all instances prior to the due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request, the matter may be resolved by the Trainer/Assessor or be referred to the Head of Pathways for further consideration. In some instances, you may be required to write a letter to the Head of Pathways and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required.

On the basis of the information provided, the Head of Pathways in consultation with your Trainer/Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes will take place in regard to the assessment process.

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Attendance

On arrival at training you must sign the course attendance sheet. It is your responsibility to be on time for each session of the course and attend for the duration of the session and the course as a whole. Students who arrive more than 10 minutes after the class has started, and without an adequate reason, may not be allowed entry and marked absent.

Absences

Students are permitted two absences per semester or four for the year. An additional two approved absences will be allowed for school camps, excursions etc. Where possible, students should notify the relevant VET Coordinator, trainers and work/or workplace in advance. Please contact the administration office 9758 2000 / 9756 3192 to register your absence at St Joseph's College where it will be followed up immediately. Students who miss classes may compromise completion of course requirements, so careful consideration should be given to absences which are not of a critical or ill health nature.

Car Parking and Transport

All day parking is available opposite the College grounds. Disabled parking spots are also available outside the administration building. Students are required to park in the carpark at the Ferntree Gully oval, opposite the school. Public transport options are also available. For details of public transport options visit the Public Transport Victoria website or the College's website.

Certificates

St Joseph's College is responsible for the issuance of all qualification certificates, statements of attainment and transcripts of results related to the VET programs that it offers.

When you successfully complete one or more units for competency for a national qualification you will receive a Statement of Attainment listing all competencies completed. When all requirements of a national qualification are met you will receive a Qualification certificate and a record of results.

Should for any reason you require a replacement certificate, contact College Reception or the Head of Programs. Verification of your identity and personal details will be required prior to re-issuance. Please also note there is a cost for obtaining a replacement certificate, details are provided on the College Fee Schedule.

Changes to Personal Details

Please notify College Reception if your name, address, phone number, email or those of your emergency contact have changed. This ensures that you receive correspondence promptly and that we contact the appropriate person in case of an emergency.

Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in disciplinary action.

Cheating includes but is not necessarily limited to:

- Submission of work that is not the your own.
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.

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- Submitting an assessment developed with someone else without your Trainer/Assessor's knowledge or permission.

Plagiarism means to take and use another person's ideas or work without acknowledgement.

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly identifying the source/author;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer/internet files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Cheating and Plagiarism policy and procedure, available on the RTO section of the College website.

Class Breaks

During training days, an appropriate break will be scheduled. Food and drinks can be purchased from the College canteen which is open to students of the RTO throughout the school day.

Please ensure you return from class breaks in a timely manner.

Code of Practice

The St Joseph's College RTO is committed to:

- providing a supportive and encouraging training and learning environment;
- promoting a climate conducive to effective learning;
- conducting training in a professional and ethical manner.

The St Joseph's College RTO staff are committed to:

- treating all students with respect and courtesy;
- ensuring all students are treated equally and fairly;
- maintaining currency in their vocational field of expertise and training and assessment practices.

The St Joseph's College RTO will notify students as soon as practicable in the event that:

- there is a change of RTO ownership, or
- there are any changes to or new third party arrangements in the delivery of services.

Students are expected to:

- display a commitment to learning and to achieving success;
- be responsible and accountable for their own learning, behaviour and decisions;
- actively participate in all training, learning and assessment activities;
- report to class promptly each day, ready and willing to actively participate;

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- be accountable for punctuality and attendance;
- use acceptable language and be polite. (Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated);
- wear clothing and shoes suitable to undertake the course;
- work in harmony and respect the rights and opinions of other students;
- treat others as they themselves would like to be treated;
- stay within the designated areas and not distract other classes being conducted;
- value and care for all St Joseph's College property;
- be free of the influence of alcohol and non-prescription drugs.

Any breach of this code may result in disciplinary action.

Complaints and Appeals

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are detailed in the St Joseph's College Complaint and Appeals procedure, available on the RTO section of the College website.

Confidentiality and Privacy

St Joseph's College is bound by the *Privacy Act 1988 (Commonwealth)* and will only use information provided by you for the purpose that it has been collected and will seek consent to pass any information onto a third party.

What kind of personal information does St Joseph's College collect?

The type of information St Joseph's College collects and holds includes, but is not limited to:

- Student enrolment details
- Course details and progress
- Student results

How will St Joseph's College use personal information as provided by or for a student?

St Joseph's College will use personal information it collects for the primary purpose of registration in courses and sending out statements of attainment and certificates, or correspondence relevant to this, and for other purposes to which the student has consented.

Who might St Joseph's College disclose personal information to?

St Joseph's College may need to give personal information held about an individual to:

- Government departments as directed and required;
- Medical practitioners as directed and required;
- People providing services to St Joseph's College, including Trainers/Assessors;
- Legal purposes.

Management and security of personal information

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College Staff are also required to respect the confidentiality of students' personal information and the privacy of individuals.

St Joseph's College has in place steps to protect the personal information St Joseph's College holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

For more information check out the Disclosure of Information section of this Handbook and/or the Privacy and personal information Policy and Procedure, available on the RTO section of the College website.

Course Outcomes

The St Joseph's College RTO does not guarantee:

- that Students will successfully complete a course;
- that Students can complete a course in a manner which does not meet the training and assessment requirements of that course;
- that Students will obtain a particular employment outcome where this is outside the control of St Joseph's College.

St Joseph's College is committed to providing Students with an engaging, positive and productive training and learning experience. We will work with Students to develop the knowledge and skills required by the specialist industry course they have selected. We encourage Students to be actively involved in the learning process and make the most of their teachers' skills, knowledge and experience.

Course Orientation

Orientation is conducted before commencement of training. Students will receive specific details of date, time and location on acceptance of their course application. Course orientation provides an opportunity for Students to meet with course trainers and other students; confirm course components, training and assessment processes and requirements; ask any questions and for external students undertake a tour of the College.

Disciplinary Procedures

St Joseph's College adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the RTO Code of Conduct and behave in a professional manner at all times.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of College property;
- assault or harassment (physical or verbal);
- cheating or attempting to cheat or assisting any other student to cheat by any means;
- negligent or disorderly conduct towards a staff member or student;
- being under the influence of alcohol or illicit drugs;

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- smoking in College grounds;
- infringing copyright.

In addition students should also note that enrolment may be suspended or discontinued by the College Principal for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens College property, or the good order of St Joseph's College;
- non payment of course/module/unit fees, or
- a second incident of cheating or plagiarism.

Disclosure of Information

Your personal or course details will not be released to a third party without a Student's written authorisation. However, St Joseph's College is required to provide the Victorian Government through the Department of Education and Training, with student and training activity data which may include information that Students provide during enrolment. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines which is available at www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx. The Department may use the information provided for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations.

Furthermore, the *Education and Training Reform Act 2006* (Vic) requires St Joseph's College to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student Number and updating your personal information on the Victorian Student Register. Lastly, where disclosure is made under compulsion of Federal and State law, St Joseph's College will seek legal advice from its lawyers and/or insurers. For more information in relation to how student information may be used or disclosed please refer to the College's Privacy and personal information Policy and Procedure, available on the RTO section of the College web site or contact the Head of Pathways via telephone 03 9758 2000

Dress Code

The St Joseph's College RTO requires that participants are dressed in attire appropriate to the course they are studying. For safety reasons most courses require the wearing of specialised footwear and clothing when doing practical work. Students will be notified of such requirements as part of their Orientation.

Drugs and Alcohol

Non-prescription drugs, substances and alcohol are not permitted in training or assessment rooms. Offenders will be subject to disciplinary action and may be referred to Police.

Enrolment process

The enrolment process allows the St Joseph's College RTO to collect accurate and true information on individual students and their programs of study. This information enables us to plan our

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resources and assists us to identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any VET course you wish to complete. Every field in the enrolment form requires your attention and completion.

Enrolment data is collected and stored electronically, and the original copy is filed in your individual student file. St Joseph's College accepts all students right to privacy and will treat all student information provided at enrolment confidentially in line with the College's Privacy and personal information Policy and Procedure. For further information about the use of enrolment information, please also refer to the Disclosure of Information section of this Handbook.

Equal Opportunity

The St Joseph's College RTO will not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical ability. This commitment applies to all services and operations of the RTO including student selection, assessment, and student services.

The St Joseph's College RTO will endeavour to provide assistance and support services to those students with special learning needs or those experiencing specific difficulties. Whilst the College will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely St Joseph's College will advise the applicant/student and assist the applicant/student to identify a suitable alternative.

Feedback

Student Satisfaction

Student feedback is important to us and students are welcome to communicate their feedback to the College any time during the course. A formal feedback process, via written surveys, will also be conducted on course completion and we thank students for taking the time to complete these. If for any reason Students have a concern about any aspect of the course or believe they did not receive the training and assessment services for which they were enrolled then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.

Parent/Guardian Satisfaction

Similarly, parental/guardian feedback is also important to us. Parents/guardians will be informed of student progress via school reports and parent/teacher interviews with the latter providing a useful opportunity for parents/guardians to directly comment on the course and give their views of student progress. If for any reason parents/guardians have a concern about any aspect of the course or believe the provision of training and assessment services do not align with those publicised by the College, then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.

Fees and Charges

VET course fees will be set by the RTO Management Team on an annual basis. All fees will be inclusive of tuition, materials and GST.

As a school based RTO Parents/Guardians are responsible for the payment of all fees and charges associated with each course, including VET courses. Parents/guardians of students will receive a detailed fee invoice from the College which itemises such fees and charges applicable for their VET Training. This information will also be available via the College website.

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Payment of fees can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

Fire and Evacuation Procedure

In the event of a fire or other emergency requiring evacuation, a siren will sound. In response you must follow any directives provided by your teacher which may require evacuation of the building and making your way to the designated assembly point assembly point. The assigned teacher will bring the attendance record and check that all students are accounted for. The Emergency Management Procedure of the College will be explained to you to Students as part of the Student Induction Process.

Language, Literacy and Numeracy (LLN) Support

In order to successfully complete VET courses offered at St Joseph's College, Students need to be able to:

- read and comprehend simple texts and write a range of short texts in a number of contexts which may be interrelated;
- use and respond to language around everyday subject matter and as they progress in their course;
- use the language and terminology specific to their area of study;
- deal with calculations either manually and/or using a calculator on an as required basis.

Prior to enrolling in your course of study, Students will be asked to complete a language, literacy and numeracy assessment. The outcomes of this assessment will determine their suitability for the course, and to identify whether they need additional language, literacy and numeracy assistance during your chosen course. Students should advise their Teacher/Trainer if during their course of study, Students have language, literacy or numeracy concerns that may inhibit their participation or progress in the course. The College will make reasonable efforts to modify delivery and assessment procedures and provide additional assistance and services to support Student participation and progress.

Legislation

As a registered training organisation, the St Joseph's College RTO is required to comply with relevant Commonwealth and State legislation including but not limited to:

- *Education and Training Reform Act 2006 (Vic)*
- *Privacy Act 1988 (Cwth)*
- *Occupational Health and Safety Act 2004 (Vic)*
- *Work Health and Safety Act 2011 (Cwth)*
- *Copyright Act 1968 (Cwth)*
- *Sex Discrimination Act 1984 (Cwth)*
- *Racial Discrimination Act 1975 (Cwth)*
- *Disability Discrimination Act 1992 (Cwth)*
- *Equal Opportunity Act 2010 (Vic)*

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- *Student Identifiers Act 2014 (Cwth)*
- *Working with Children Act 2005 (Vic)*

As a course participant, Students can be assured that the policies, procedures, training and assessment of the St Joseph's College RTO meet the requirements of this legislation.

Students also need to be aware that by participating in a course at St Joseph's College they also have obligations under this legislation. For example:

- Taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on FaceBook and other social media.
- Recording conversations or trainer presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.

With regard to the *Occupational Health and Safety Act 2004 (Vic)* and the *Work Health and Safety Act 2011 (Cwth)*, St Joseph's College is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. Students must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. Students must also use any safety equipment that the course requires. Students may be refused entry to a class or work placement if they are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.

Course participants need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book/web based material.

Students must ensure that by word or deed they do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, political comment which may be offensive to other students.

Course participants should also be aware that College operations and all courses offered by the College comply with required state-based standards and guidelines for vocational education and training providers. The St Joseph's College RTO is responsible for the quality of training and assessment and must meet these standards and guidelines in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. Students can be assured that the courses they undertake have been quality assured.

For more information about how this legislation and/or these requirements may affect Student participation in our courses ask a member of the RTO Management Team.

Medical Conditions

It is important that we know of any medications or restrictions that would put a Student or others at risk while attending the RTO. We ask that Students notify their Trainer/Assessor and any relevant Staff. For example, if a Student is diagnosed with diabetes there may be a time when staff need to know what should be done in an emergency.

Mobile Phones

Students are asked to ensure that their mobile phone is switched off or turned to silent mode before entering the training/assessment area.

National Recognition – Credit Transfer – Recognition of Prior Learning (RPL)

National Recognition recognises the qualifications and statements of attainment issued by other Registered Training Organisations where the qualification and/or unit codes and titles previously completed precisely align with those of the St Joseph's College course that you are about to commence.

Students will need to provide original and/or certified documentation to support an application for National Recognition. If satisfied, a Student will receive full status and not be required to undertake additional training and assessments. Students who believe that they may be able to apply for national recognition should discuss this with the College's Head of Pathways.

Credit transfer applies where the unit(s) of competency previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought. Credit transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

Students will need to provide original and/or certified documentation to support an application for Credit Transfer. If satisfied, Student's will receive full status and not be required to undertake additional training and assessments. Students who believe that they may be able to apply for Credit Transfer should discuss this with the College's Head of Pathways.

There are no costs associated with National Recognition.

Recognition of Prior Learning (RPL) recognises the knowledge and skills Students have gained through previous informal training, and past work and life experience. Any prior training and experience must be deemed equivalent to the units that a Student will be undertaking within their course, as the College must be satisfied that they are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when the prior learning/experience occurred and how this translates into the units in which are being enrolled. Students may need to undergo some testing prior to RPL being granted. In other instances, a provision of transcripts with past results may be sufficient.

If a Student is granted RPL, they will be partially or fully exempt from completing those parts of their course.

Applying for RPL

Students who believe that they may be able to apply for Recognised Prior Learning should discuss this with the College's Head of Pathways.

Students will be provided with a RPL Application Kit which includes an application form, a self assessment tool, and instructions. A separate appointment will generally need to be made to assess their RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided within the RPL Kit.

Occupational Health and Safety (OH&S)

St Joseph's College is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. Our RTO will endeavour to meet its obligations under the *Occupational Health and Safety Act 2004 (Victoria)* and the *Work Health and Safety Act 2011 (Cwth)*.

In summary:

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- All students have a responsibility to identify any potential hazards in the Carroll Trade Training Centre or surrounds and report any hazards to your trainer.
- All students need to report to the trainer if any injury occurs during a training/assessment session and report to the RTO Administration Office and fill out an incident report.
- All students must wear appropriate clothing, footwear and personal protective equipment whilst in the Carroll Trade Training Centre as advised by your trainer.
- All students should make themselves aware of fire exits and evacuation procedures, and the location of the nearest first aid kit.

OH&S principles are everyone's responsibility and all people who use the facilities and equipment provided by St Joseph's College need to be aware of these principles and reporting methods for breaches of OH&S.

Personal Property

All students are advised that they should not leave valuables unattended, including electronic devices. St Joseph's College does not accept any responsibility or liability for valuables which are lost or stolen.

Refunds

St Joseph's College is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation: In the event of a training course being cancelled by St Joseph's College RTO, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid.

Course withdrawal: Any student withdrawing from a VET course must notify the College in writing. Following receipt of written notification refunds of monies paid will be granted as follows:

- Prior to or within 4 weeks of course commencement – full refund will be granted, less \$50.00 administration fee.
- After 4 weeks of course commencement – no refund.

Cease to Operate as an RTO: In the event that the St Joseph's College RTO ceases to operate as an RTO, St Joseph's College will:

- Issue a Statement of Attainment to include all units of competency/modules you have achieved a Competent Outcome for;
- Refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered;
- To the best of our ability, refer you to another suitable RTO with the same qualification on their scope of registration.

Replacement Certificates

Student results are held by St Joseph's College for a period of thirty years. If your certificate or statement of attainment is lost, damaged or stolen you can contact College Reception or the Head of Pathways to organise a replacement. Verification of your identity and personal details will be

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required prior to re-issuance. Please also note there is a cost for obtaining a replacement certificate, details are provided on the College Fee Schedule.

Smoking

Smoking is not permitted within the College including all grounds and buildings.

Student Support

Internal St Joseph's College students have direct access to all support services provided by the College Counselling Services Team, Student Team and Learning Enhancement Team. Learning assistance is available for students in class on an as needs basis. Students from external schools may access College support services whilst on campus; and services of their home school when not undertaking studies at the St Joseph's College campus.

Internal support services you may find useful include:

- Additional coaching from your teachers including phone and email contact;
- Course materials available in alternative formats including hard copy, CD, memory stick;
- Special consideration in assessment including reasonable adjustments;
- Flexible delivery and assessment schedules;
- Chieri (College Library);
- Computer labs;
- Teacher supervised (after school) homework sessions;
- Access and/or referral to the St Joseph's College Counselling Services Team, Student Team and Learning Enhancement Team Team.

External support services you may find useful include:

Service	Contact Number	Contact Email
Reading and Writing Hotline	1300 655 506	www.literacyline.edu.au
Disability Rights Victoria	1800 462 480	www.humanrights.vic.gov.au/hub/disability-rights
Lifeline	13 11 14	www.lifeline.org.au
Kids Help Line	1800 55 1800	www.kidshelpline.com.au

Third Party – Partner Arrangements

St Joseph's College does not currently have third party partnership agreements for the delivery of training and assessment in place. However, there may be a time in the future where such an arrangement exists. If this was to occur Students will be notified, and they can also be assured that any such partners have been fully vetted and the services they deliver regularly monitored.

In such arrangements St Joseph's College as the Registered Training Organisation retains responsibility for:

- Student enrolment;

Registered Training Organisation Student Handbook

- Issuing certification on satisfactory completion of nationally recognised training products;
- Issuing documentation to meet any licensing requirements;
- Course compliance i.e. that the service is delivered to the standard required by the state regulatory body;
- Stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in;
- Notifying Students should a third party be unable to fulfil its obligations in providing training and assessment services, or there are any changes to third party/partner arrangements.

The College also has a role in managing and resolving any concerns, complaints and appeals.

Training

St Joseph's College is committed to providing an engaging, positive and productive training and learning experience. We work closely with our students to develop the knowledge and skills required by the specialist industry. We offer a range of training methods including trainer presentations, small group work and practical demonstrations. We encourage Students to be actively involved in the learning process and make the most of their time with our highly experienced and knowledgeable teachers.

Unique Student Identifier (USI)

The USI scheme provides a national single authenticated online record of your training achievements. In this way, Students will have the ability to access and share your training records with a variety of stakeholders including other training providers, making enrolment and credit transfer more efficient. Over time other education sectors will join the scheme, providing a one stop repository of your training and education achievements.

St Joseph's College will only issue qualification certificates or statements of attainment to you after you have provided a verified USI. Alternatively, St Joseph's College can apply for a USI on a Student's behalf. To avoid delays in the issuance of certificates St Joseph's College will ensure that USIs are applied for or verified at the time of enrolment. Please note that security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access.

Further information about applying for a USI, accessing and/or downloading USI training records and training outcomes can be found on the College website.

Once you have read and understood the information within this Student Handbook please sign and date the acknowledgement on the following page, and return this page to the Head of Pathways, via your VET Trainer/Assessor.

**Acknowledgement of Receipt of Student Handbook**

I confirm that I have received a copy of the St Joseph's College VET Programs Student Handbook, and have read and understand the information presented within the Handbook.

Student Signature:

Print Name:

Date:
