



NATIONAL COLLEGE AUSTRALIA

# Student Handbook





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**welcome**

**W**elcome to National College Australia. I commend you in being here. Today education is a life long experience.

The increasing expectations of a better qualified workforce is the drive behind the emphasis on formal qualifications. The more qualified you are, the more marketable you will remain in our competitive workforce. I congratulate you on making the best investment you can towards your professional development.

At National College we will do our utmost in ensuring you have a productive and enjoyable learning experience with us.

We offer courses in a range of different modes and we will blend them to suit a specific need, whenever and wherever possible. If your needs change, will do its best to change with you.

This handbook gives you some important information about the College. If you have any questions about any of the content or about your course, just contact our office. If you wish to speak to me, please do not hesitate to contact me at the numbers given below.

I wish you the best success in all your life-learning endeavours.

Yours sincerely,

Dilek Alpsuzenler  
Principal Executive Officer

02 8831 6670  
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## about the college

**N**ational College Australia was established in 2003 by community service provider KinCare in response to a need to offer quality training for its staff. The company believed that other organisations providing similar community based care would also benefit from the establishment of a quality training organisation.

The College commenced training in 2004 with funding support from the NSW state government for its first courses. Since then it has extended its program to ACT, VIC, WA and QLD with Commonwealth funded courses now available throughout the country and state funding available in a many of these regions.

Today the College offers training in community services and business services, in classrooms and online, to individuals and businesses.

**O**ur offices are located at Suite B7, 12-14 Solent Circuit, Norwest Business Park, Baulkham Hills NSW.

### **Your Contacts:**

*Reception*

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National College Australia offers training and assessment programs for job seekers, new employees and existing workers. While the following undertakings will vary according to whether you are preparing for work, commencing a new job or extending your skills in your current position, our training programs will:

- support you in undertaking recognition assessment to identify your existing skills and knowledge
- recognise and build on your existing job skill
- align your learning with business needs and job roles
- include ESL support training
- include job search skills training
- utilise a partnership approach that includes your employer, employment service provider or potential employer
- maximise learning opportunities through experiential learning
- provide nationally recognised qualifications that match the competency requirements for the job you have or wish to have.

what we  
do



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You'll come across certain abbreviations in your training program. These are the ones you'll probably see the most.

## acronyms

AAC	Australian Apprenticeship Centre
AQF	Australian Qualification Framework
AQTF	Australian Quality Training Framework
COAG	Council of Australian Governments
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEEWR	Department of Education, Employment and Workplace Relations
DET	Department of Education and Training
ITAB	Industry Training Advisory Board
LLN	Language, Literacy and Numeracy
NCVER	National Centre for Vocational Education Research
RCC	Recognition of Current Competencies
RPL	Recognition of Prior Learning
TAFE	Technical and Further Education
ASQA	Australian Skills Quality Authority



## **Access and Equity**

It is against the law for anyone to treat you unfairly (discriminate) or harass (hassle or pick on) you. It is also against the law for anyone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so.

NCA policies on Access & Equity, Anti-Discrimination, Harassment & Sexual Harrasment, and Bullying are there to protect you. In accordance with the ACT Discrimination Act 1991, no individual can be discriminated against on the basis of age, disability, skin colour, race, nationality, religion, marital status or sexual orientation.

If you feel you you may be victimised in any of these ways or you would like more information on these policies, please contact the College and ask to speak to the Principal Executive Officer.

**policies you  
need to be  
aware of**

## **Privacy**

National College Australia's Privacy Policy sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery and that required by law.

National College will exercise strict control over confidential information. If a third party requires student information we will obtain your written consent prior to the release of any information.

If you are an on-line student, the College will be able to access your information as we monitor your progress through the online network.



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## your records

As a Student, you have the right to see your student file, which contains all the records pertaining to your enrolment. Simply send a written request with copies of suitable ID to the Student Services Manager to access this information.

Please note that your personal information may be made available to Commonwealth and State agencies for legislative purposes.

If you are a trainee your employer will also have access to relevant information about you.

If we need to share information with any other third party, we will ask you for your written permission to do so.

## enrolments & fees

Some courses require an enrolment fee to secure your place. If your course does have an enrolment fee, your enrolment can only be confirmed when payment (or part of it) has been made. All payments made will be confirmed with a tax invoice which can be used as proof of payment.

NCA offers a flexible payment plan to help you pay your course fees. Payment plans will be confirmed with you in writing prior to the start of the course. If you default on an instalment payment, we will contact you to see if there has been a problem but in the event of ongoing defaults, the College does have the right to suspend your place until you pay the course fee in full.

If you do encounter any financial hardship, talk to us. We will endeavour to assist you wherever we can.

## attendance policy

**It is College policy that you must attend AT LEAST 85% of the course.** If you think there may be a problem with your attendance, please advise the Student Services Manager immediately.

The College will monitor your attendance. If we feel there is a problem, you will be notified in writing. If your absence continues, your enrolment may be terminated and, if you are in a government funded program, this may jeopardise your chances of registration into future funded opportunities.



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*Please read our refund policy carefully.*

- Course fees are not refundable for change of mind or a change in your personal circumstances if notice is given less than 10 working days prior to the start of a course. For classroom-based courses this means the date of the first session and for online or distance programs it is the date signed on the enrolment form.

Enrolment fees paid for government funded courses are non-refundable subject to the TAFE NSW Refund Policy.

- If you choose to withdraw from a course after commencement, a 50% cancellation fee will apply.
- We will do our utmost to ensure that all our courses run as publicised but in some cases low enrolment numbers do not make a course viable and we may have to cancel it. In the event that a course is cancelled, all fees will be fully refunded. Please note though that this does not include any outlays that you have purchased *of your own accord* to do the course.

## **refund & cancellation policy**



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## **your rights & responsibilities**

During your involvement with National College, it is your right to:

- be treated fairly and with respect in line with equity and anti discrimination legislation;
- work in a safe, clean, orderly and cooperative environment;
- appeal the result of an assessment;
- study in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- have the privacy of your personal information, (subject to other statutory requirements and agreed uses);
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- be protected from all forms of harassment

In line with your rights, you also have the responsibility to

- treat staff and fellow students with respect and fairness;
- follow reasonable directions from a member of staff;
- not behave in any way that may offend, harass, embarrass or threaten others;
- ensure your personal details are current and correct;
- advise the College if you will be unable to complete the course;
- refrain from the use of alcohol or illegal drugs; and
- follow normal safety practices.



If you fail to fulfill these responsibilities, the College will apply the dispute resolution procedure to ensure the matter is treated fairly.

*Step 1:*

The Principal Executive Officer will contact you to discuss the matter with the aim of reaching a mutually agreed plan for resolution. If you are a trainee, the issue will also be forwarded to your employer and DET. All meeting records will be documented, signed by all parties and included in your personal student file.

*Step 2:*

If the behaviour continues, you will be issued with a written warning to state that your enrolment may be terminated unless there is satisfactory proof of change within a specified period.

*Step 3:*

Should the behaviour continue, you will be advised in writing of the termination of your enrolment.

If, however, you act in an illegal or dangerous manner, your enrolment may be terminated without any warning. If the situation warrants, legal proceedings may be taken against you.



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**mutual  
recognition**

**and**

**recognition  
of prior  
learning -  
RPL**

**N**ational College Australia will recognise any AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

Before commencing your course with National College you may apply for Recognition of Prior Learning (RPL).

The RPL process allows you to apply for credit for previous study, work and/or life experiences that match the learning outcomes of the units of competency that make up your course. This may save you from having to study what you already know.

To gain recognition you will need to provide valid evidence.

If you'd like more information on applying for RPL, talk to your trainer or contact the Student Services Manager for an application form.



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You are participating in a course of competency-based training. So what does this mean?

Qualification are made up of Units of Competency (UOC), or “subjects”. These tell us the skills and knowledge needed to perform a particular job or task. Your course will include about 2 assessment tasks for each UOC.

The grading of your assessments will be ‘Competent’ (C) which means that you have met the standard criteria or “Not Yet Competent” (NYC) which means you need some improvement. If you get a NYC, you will be given the chance to re-do the task and achieve competence.

**your  
course**

Learning can occur both on and off the job. At National College Australia, we provide our training and assessment in a way that recognises this - our assessments are designed to check that you have the skills, knowledge and attitudes to perform a job.

The new approach to training and assessment focuses on how well you perform *now* in preparation for how you will perform in the future.

Your trainer will provide you with detailed information about the content and structure of your course during the first session.



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## modes of study

**Flexibility** - Flexible learning is integral to the concept of competency-based training. To accommodate your circumstances and assist you in being able to successfully complete your course, National College offers a variety of different training models.

- Classroom learning, or what is often referred to as 'face to face' training, is the most traditional form of learning. Students are given a schedule of the dates and times classes will be held at a selected venue.
- Workplace learning - this model involves a combination of face to face learning and workplace training. The program is a mixture of both and will include learning and assessments that take place in the classroom and at work.
- Distance learning - this is where you are given hard copy materials to study at your own pace. All correspondence between the College and yourself is done via post, email and telephone.
- Online learning - our online program offers you a selection of courses that are part of a structured program facilitated via an internet system. The chance to further your education by studying in the comfort of your own home, at your own pace. Online students have direct access to a trainer to guide them throughout the program.



Evidence of competency must cover the elements of the performance criteria and the required range of variables in the standards against which assessment is to be carried out.

In general, basic forms of skills evidence include:

- Direct performance evidence either current or from an acceptable past period, from
- examples from the workplace;
- simulations, including competency and skills tests, projects or assignments

## assessment tasks

Supplementary evidence may be from:

- oral and written questioning;
- personal reports; and
- third party reports.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- evaluation of direct products of work;
- natural observation;
- skill tests, simulations and projects;
- evaluation of underpinning knowledge and understanding;
- questioning and discussion; and
- evidence from prior achievement and activity.

### **Remember that timeliness is crucial to your success!**

Prior to each assessment task your trainer/assessor will give you the deadlines for submission. We urge you to follow these as strictly as you can. The better organised you are, the smoother the process will be.

## timing

Please note that funded courses are subject to set timeframes. If you fail to complete your work within these timeframes, it may jeopardise your chances of receiving further funding.



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## appealing an assessment outcome

Under the AQTF you have the right to appeal the outcome of an assessment task. If you do make an appeal, please remember that a re-assessment may result in a higher or lower outcome.

The College's appeal process involves the following steps:

**Step 1-** contact the Student Services Manager for an *Assessment Appeal Form*

**Step 2-** complete the form and return it to the College. The assessment will be reviewed and you will be advised of the outcome in writing by the Principal Executive Officer.

**Step 3** - if you are dissatisfied with the outcome, the College will arrange for a third assessment conducted by an independent assessor or a panel of assessors.

**Step 4** - the assessment task will be reviewed a second time. You will be again be advised of the outcome in writing.

**Step 5** - if you remain dissatisfied with the result, the College will advise you of your right to seek further advice from external bodies.

## cheating & plagiarism

We encourage a co-operative learning environment but the work you submit must be your own. If it is not, it must be appropriately referenced.

If the College suspects cheating or plagiarism, the matter will be referred to the National Training Manager for investigation. You may be asked to attend an interview with the Principal Executive Officer but in any case the College will discuss the matter with you to give you the opportunity to correct any possible misunderstandings.

If, after the investigation, it has been deemed as cheating or plagiarism the College holds the right to instantly terminate your enrolment.



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At the end of the course, your final results will be forwarded to the Student Services Manager who will ensure that all documentation is complete so that we are ready to issue your qualification.

If you would like your certificate to be mailed to a different address, simply contact Student Services *before* the end of your course.

As part of legislative requirements, the College will keep your enrolment records for 30 years. If you lose or misplace your qualification, we will issue you with a copy subject to an administration charge of \$50.

You will need to provide a written request with at least 2 forms of identification from the list below:

- Drivers Licence
- Australian Passport
- Proof of residency (Australian Birth Certificate)
- Medicare Card

**after the course...**



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**your  
feedback  
is  
important  
to us**

Your opinion is VERY IMPORTANT to us. The feedback you provide on our courses, trainers, and our overall service is integrated into the development of our programs so that we can bring you the best possible training experience.

At the end of your course you will be given an evaluation form which will ask for your feedback...but don't wait for the end of the course if there's something we need to know before. Feel free to contact us any point throughout your course.

We would love to hear from you.



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