



NEW ENGLAND
COLLEGE OF TECHNOLOGY

Student Information Handbook

New England College of Technology

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New England College of Technology is a trading name of New England Institute of Technology Pty Ltd

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WELCOME TO NEW ENGLAND COLLEGE OF TECHNOLOGY

Welcome to New England College of Technology. We trust you will find the time learning with us challenging and rewarding.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

This Student Information Handbook is designed to introduce you to New England College of Technology and provide essential information about our College.

New England College of Technology has responsibilities related to the standards of courses, their delivery and assessment. In addition, New England College of Technology has responsibilities regarding the welfare of students their educational interests.

As a Student, you also have responsibilities towards the College, your colleagues and the College staffs to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a Student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer for assistance.

The quality of your experience with New England College of Technology depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.



Ajitpal Singh

Principal Executive Officer

New England College of Technology

This Student Information Handbook contains a copy of the following information for you:

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New England College of Technology

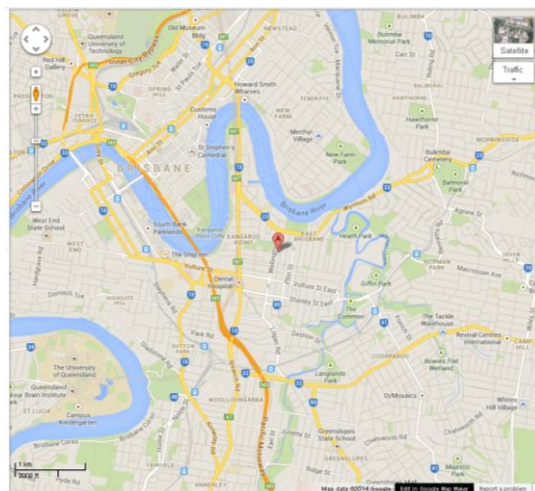


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OUR COMPANY PROFILE

New England College of Technology is a Registered Training Organisation (RTO) located less than 5 minute drive from Brisbane CBD. Its proximity to public transport, cafes, restaurants and shopping facilities make it an easy place to access and comfortable to unwind outside class time. We deliver training and/or assessment for the following industries:

- **Automotive**
- **Business**
- **Children's Services**
- **Aged care**
- **Education & Training**
- **Hospitality**



OUR SERVICES

New England College of Technology offers the following services:

- **Qualifications across Certificate III, IV, Diploma and Advanced Diploma level studies in**



Automotive, Business, Community Services, Education & Training

- **Recognition of Prior Learning assessment** across Certificate III, IV, Diploma and Advanced Diploma level studies in Automotive, Business, Community Services, Education & Training and Hospitality.
- **Professional Development Courses**
- **Short Courses**



OUR DELIVERY METHODS

New England College of Technology strives to offer the best learning style for you. Our programs are delivered using the following methods:

Delivery Method 1) CLASSROOM-BASED	Delivery Method 2) ON THE JOB	Delivery Method 3) RECOGNITION OF PRIOR LEARNING
Training is completed in a classroom at our Campus	Training is completed one on one at your workplace	Assessment of your competencies. Training is only delivered if competency gaps are identified upon assessment.
<p>* Please note that not all of these delivery methods are available for all qualifications. For more information call one of our Business Development Consultants on (07) 3891 6433.</p>		

IMPORTANT NOTES

- New England College of Technology will exercise duty of care towards the student while undertaking any training. It is expected that all students will exercise due diligence in respect of workplace health and safety issues while engaged in training.
- New England College of Technology strives to offer training with options that suit your needs. We can deliver classroom training, on the job training and correspondence (limited) is also available for some qualifications.
- Mobile phones must be turned off at all times during training sessions.
- Please do not leave handbags, purses, wallets or valuable items unattended. New England College of Technology is not responsible for loss or damage to personal property left on the premise whilst in training.
- If you are unable to attend or arrive on time to your training session, you must phone New England College of Technology as soon as possible. Attendance records are a part of your assessment process.
- All Students are obliged to comply with all workplace health and safety instructions. These include but are not limited to:
 - Closed footwear must be worn at all times.
 - No smoking is allowed at training sessions.
 - Evacuation signs are posted throughout the training areas.

CUSTOMISATION

To ensure the qualification is relevant and effective for the Apprentice/Trainee, New England College of Technology consults with all parties not only to choose the units of competency they want delivered, but also to identify where the clients business applications can be utilised and combined into the training program.

This customisation is more applicable in delivery modes 1 and 2 from the previous Section *OUR DELIVERY METHODS*. The customisation process begins prior to commencement of training and then throughout the qualification as the Client Manager uses the workplace environment and resources to assist where possible in the delivery of the training.

In consultation with the employer and the apprentice/trainee, New England College of Technology designs and develops a “training plan” which sets goals and timeframes towards completing your qualification. The elective units selected will best match your needs and the needs of the employer.

Trainees and Apprentices

“Apprenticeships and traineeships combine training with working in a real job, for a real boss, with a real wage”.

A Trainee can be anyone who is completing a qualification from certificate II to a Diploma and who is being trained in a vocational area. These vocational areas include, but are not limited to, office administration, information technology and hospitality. Traineeships are defined by usually having a nominal time to complete between 12 to 24 months and by any age group.

An Apprentice can be anyone who is usually completing a Certificate III level qualification and their nominal times to complete are generally between 36 to 48 months.

- Training of “how to do a task” is best achieved by simply DOING it and the best way of doing is by doing REAL thing on the job.
- On the job, a Supervisor trains his/her Students continuously.
- Our “On the Job” training program puts structure to this process.
- When New England College of Technology isn’t in the work place, the Supervisor continues the process of day to day training of the Apprentice/Trainee, as they normally do anyway.
- We provide guidance and support as to program structure.
- We also provide text books and/or Learning Guides and other Learning Resources, where appropriate.

- We visit regularly throughout the qualification.

During this time the New England College of Technology Trainer & Assessor will:

1. Talk to the Employer/Supervisor in general terms about the progress
2. Discuss with the Apprentice/Trainee the work prepared since the last visit, ask questions, clarify issues and provide training
3. Complete any due assessment. This will involve seeking the opinion of the Employer/supervisor as to the competence of the Apprentice/Trainee.
4. Update the Training LOG Book and any other documentation
5. Provide hands on practical training, theory and/or underpinning knowledge for the Apprentice/Trainee

If you are unable to attend or arrive on time for a training session, you must phone as soon as possible and advise New England College of Technology. Attendance records are kept as part of your assessment process.

COURSE ADMISSION

These procedures may involve:

- Negotiation of a Training Plan
- Completion of the Enrolment process
- Assessment of available resources
- Provision of information according to the Induction Checklist
- Making arrangements to attend workshops and/or first aid training (if applicable)
- Completion of Language, Literacy and Numeracy screening test

EMPLOYABILITY SKILLS

For all accredited qualifications delivered by New England College of Technology, there is a summary of the Employability Skills that are embedded in the learning. Employability skills are skills that apply across a variety of jobs and life contexts. For all qualifications there are a select number of Employability skills and these can be obtained from <http://www.myskills.gov.au/>.

NATIONAL RECOGNITION / CREDIT TRANSFER POLICY

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another Registered Training Organisation.

National recognition (Credit), for an applicable unit of competency, is available to any student when enrolling with New England College of Technology. It is recommended that the student expresses the will to apply for Credit before signing the Training Plan.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the New England College of Technology Assessor for information on the RPL process. To apply for Recognition of Prior Learning students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process.

Step by Step Process of Recognition of Prior Learning

At the sign up and induction, RPL is discussed and the opportunity to participate in RPL is always available throughout the training. If at the signup or after commencement of the qualification you and your Apprentice/Trainee identify units of competency that you both believe he/she can already demonstrate the level of achievement required, then he/she can apply for RPL of those units. Simply inform the New England College of Technology consultant at sign up or your New England College of Technology Trainer & Assessor. They will assist you in going to the next step in the RPL process.

If you believe you or any of your staff have attained skills and knowledge through experience that result in you being able to demonstrate competence in some or all units of competency in a qualification, then you can apply for RPL. Contact the New England College of Technology office for assistance.

Table 1 below outlines the RPL process that occurs for an Apprentice/Trainee:



Table 1 - Apprenticeship/Traineeship RPL Process

The Apprenticeship/Traineeship RPL process		
Step 1	Choose your path and identify RPL opportunities	With your employer and Trainer & Assessor, discuss any areas of the qualification you believe you are already experienced and competent in. If the employer agrees, go to the next step.
Step 2	Applying for RPL and collecting evidence	Discuss with the New England College of Technology Trainer & Assessor the areas of your qualification you wish to apply for RPL. Your New England College of Technology Trainer & Assessor will ask you to complete an application form and you and your employer will need to sign this. At this stage you will be informed of the types of evidence you will need to start gathering. They will discuss with you how you are expected to demonstrate competence through the RPL process. This may require gathering and mapping evidence or it may require demonstrating competence, or completing a formal assessment paper. The options will be clearly outlined.
Step 3	Meet with the New England College of Technology Trainer & Assessor	The New England College of Technology Trainer & Assessor will work through the units that still require evidence and will ask relevant questions to identify competence. One of the best ways to collect evidence is to record you talking about your skills, experience and knowledge. New England College of Technology can do this though using i.e. audio visual recorder.
Step 4	Third Party Feedback	As part of your RPL, Third party feedback may need to be completed if: <ul style="list-style-type: none"> a. the assessor requires more evidence b. your workplace supervisor can give strong evidence for some subject areas which require a workplace perspective. This step can be completed face to face or over the phone.
Step 5	Outcome and Feedback Report	Once all your evidence is collected, you will be given feedback within 21 days. A result of competent or not yet competent will be given. If not yet competent, the New England College of Technology Trainer & Assessor will outline what needs to occur to achieve competence.
Step 6	Action Plan	This is only required if you are deemed not yet competent in any units of competency in your qualification. An action plan will be put in place to achieve competence. This action plan may be gap training or gathering some specific evidence to demonstrate competence.
Step 7	Your results	On successful completion of RPL, your results will be recorded on your training plan as part of your Apprenticeship/Traineeship.

LANGUAGE LITERACY AND NUMERACY

Some students may have language, literacy and/or numeracy (LLN) difficulties and the New England College of Technology trainers & assessors are required to identify:

The level of LLN skills required to undertake the relevant training/course and the level of language, literacy and numeracy skills which the student demonstrates.

It is the Trainers & assessors responsibility to ensure the relevant LLN needs of the student are met in the training plan.

Trainers & assessors should ensure that their training/assessment (essays, books, notes, guides, oral instructions, lectures, etc) do not require skills which are more complex than those needed to undertake the relevant training/course.

All students will be required to undertake a simple screening check for LLN skills as part of a sign-up process.

The result of the LLN will be evaluated by an appropriately qualified manager and recommendations will be made to the trainer & assessor for discussion with the student. Depending in the outcome an option may be for the student to be more appropriately enrolled in an alternative training course.

COURSE FEES

New England College of Technology is committed to the provision of a fair and equitable policy for the terms of payment course fees. The scope of this policy includes the provision of training programs by New England College of Technology either under a government funded program or a 'fee for service' arrangement.

GOVERNMENT FUNDED PROGRAMS

2010-2015 USER CHOICE PROGRAM

In accordance with our contract with the Department of Education and Training (DET) for the delivery of Apprenticeships and Traineeships funded by the "2010-2015 User Choice Program", New England College of Technology will charge "Student Contribution Fees" to students participating in Certificate II or above qualifications. Students participating in a School Based Apprenticeship/Traineeship do not incur in Student Contribution Fees.

Effective from the 1st of January 2013, Student Contribution fees are calculated at the following rate:

\$1.60 per nominal hour for each unit of competency or module delivered. Student Contribution Fees are set and adjusted by The Department of Education and Training.

Please note that course fees are not subject to GST.

Below is an example of costing and how it's calculated. The Department of Education and Training may amend the fees chargeable on an annual basis, based on CPI. If this occurs, your Client Manager will inform you of this with a written notice prior to changes.

Example on how Student Contribution Fees will be calculated:

An apprentice completing Certificate III in Automotive Mechanical Technology (Light Vehicle) completes a unit of competency such as "Carry out diagnostic procedures" which has 20 Nominal Hours completion time. Therefore 20 hours x \$1.60= \$32.00.-

The whole Apprenticeship has an approximate total nominal hours of 960 hours x \$1.60=\$1,536.00. This amount divided by the number of years it takes to complete the qualification. In this case an example may be four years. Therefore, the cost would be approximately \$384 per year. Divided into 12 months would be approximately \$32.00 per month.

Student contribution fees for **User Choice funded qualifications** are set in accordance with the *2010-2015 User Choice Program Policy* (<http://training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html>) and will be invoiced **on completion** of each unit of competency.

User Choice Fee Exemptions

A student may be exempt from paying full/partial fees, if it can be shown that they fall into one or more of the following exemption categories:

Partial Exemptions

NECT will not charge more than 40% of the student contribution fee where the student falls into one or more of the following exemption categories:

- A student has not completed Year 12 and was or will be under 17 years of age at the end of February, in the year in which the RTO delivered training is undertaken. (Proof of age is required).
- Where the student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.
- A student holds a Health Care Card or pensioner card or issues our training organisation with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card. **It is the responsibility of the Apprentice/Trainee to ensure a current document is supplied. If the currency of the document provided lapses, the Apprentice will be billed at full rate until a certified copy is received by New England College of Technology.**

Full Exemptions

NECT will not charge the student contribution fee where the student falls into one or more of the following exemption categories:

- If it can be shown that payment would cause extreme financial hardship for the student.
- A student is a School Based Apprentice or Trainee.
- A student satisfies the Year 12 fee-free training criteria - Year 12 graduates who enrol in a high priority qualification within 12 months of leaving school. Students must have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Studies Authority.

Provision of partial and full exemptions will be in place at the time of the enrolment.

Students eligible for concessions will be required to provide the appropriate identification and will be able to pay 100% of their fees to ensure they receive full concession entitlement.

CERTIFICATE 3 GUARANTEE

As part of the "*Great Skills. Real Opportunities*" reform action plan, the Queensland Government will provide eligible Queenslanders with subsidised training in one certificate level III qualification. The level of subsidy for each qualification will vary based on the course and skilling needs of industry and employers.

Certificate 3 Guarantee funding is available on selected qualifications at New England College of Technology. You can find out more about these qualifications and the level of funding by talking to one of our Business Development Consultants or visiting www.nect.qld.edu.au.

To be eligible for the Certificate 3 Guarantee, students must:

- not hold or be currently undertaking a certificate III or higher level qualification (This does not include qualifications undertaken while at secondary school);
- be 15 years of age or older;
- have finished secondary school or left school;
- be an Australian citizen or permanent resident, or New Zealand citizen; permanently residing in Queensland.

Employment status does not matter and nor is there any minimum education requirement, only the standard entry requirements for the course of study.

Important Note: Eligible individuals must understand that the entitlement under the Certificate 3 Guarantee is for **only one** Government subsidised training place in a funded Certificate III qualification. It is very important that you take the time to consider and compare your training

options and costs, before signing an enrolment form or committing to a course of study which will use up your entitlement.

Student Contribution Fees

Although the majority of the training costs are subsidised by the Queensland Government, there is a sum of essential costs that students will need to contribute towards their training. These are known as "Student Contribution Fees". Student Contribution Fees include tuition fees, services fees, materials fees and all other costs associated with delivering the training and awarding your qualification. These are outlined in the table below:

Table 2 – Certificate 3 Guarantee Student Contribution Fees

Non-Concession	Concession
\$15	\$10

Note: All fees outlined above are per unit of competency

Student contribution fees are set at the discretion of New England College of Technology for selected **qualifications** as established in the *Certificate 3 Guarantee Program Policy 2014-2015* (<http://training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html>). Upon course enrolment, payment of an upfront student contribution deposit consisting of the first two (2) units (as per fees listed in **Table 2 – Certificate 3 Guarantee Student Contribution Fees**). New England College of Technology will invoice the candidate after sign-up. Enrolments will be finalised only upon receipt of payment.

Student Contribution fees for the remaining units will be invoiced **on completion** of each unit of competency.

* Concessional participants are those who:

- hold a health care concession card or pensioner concession card; or
- hold an official form under Commonwealth law confirming that the participant is entitled to concessions under a health care concession card or pensioner concession card; or
- are Aboriginal or Torres Strait Islander.

FEE FOR SERVICE

Alternatively, if the qualification is not funded, students or employers may choose to assume the costs themselves. A \$200 non-refundable administration fee applies for all admissions.

In all cases, fees include:

- Facility and program orientations;
- Tuition, tutorials and lectures;
- Study guides;
- Authorised supported learning materials and compulsory textbooks (if applicable);
- Student counselling and support;
- Student ID Card;
- 1 copy of all completion documents (at completion or withdrawal/early exit as applicable).

Other Possible Additional Fees and Charges

<i>Description</i>	<i>Cost</i>
<i>Replacement Student ID</i>	<i>\$15</i>
<i>Replacement TRAINING LOG BOOK</i>	<i>\$15</i>
<i>Replacement of Qualification</i>	<i>\$20</i>
<i>Replacement of Statement of Attainment</i>	<i>\$12</i>
<i>Replacement of Textbook and/or Learning Materials</i>	<i>As applicable</i>

Please note: Fees are subject to change and are reviewed annually.

Payment Methods

Fees are payable using the following methods:

- By direct debit (our bank account details will be included in the invoice). Please note: Students paying by direct debit may be required to provide NECT with proof of payment.
- By Credit Card in person or by phone (1.2% surcharge applies);
- By Cash in person at our Campus;

Please contact the Reception on (07) 3891 6433 for more information.

Credit payment

The terms of credit are at the discretion of the Principal Executive Officer of New England College of Technology and subject to the provision of adequate client identification.

Fees will be invoiced no later than the start date of the course training date unless alternate arrangements are made.

REFUND POLICY

NECT's policy on the refund of Course fees and other course money for students has been developed to satisfy the requirements of the VET Quality Framework - The National Vocational Education and Training Regulator Act 2011, Standards for NVR Registered Training Organisations 2011, or State Legislation or regulatory requirements for the operation of a Registered Training organisation.

This policy applies to all new and re-enrolling students under the **2010-2015 User Choice Program**, the **2014-2015 Certificate 3 Guarantee Program** and to students enrolling under **fee for service** arrangements. The following sections outline how Refunds will be processed in each above mentioned cases:

1. Government Funded Programs

a. 2010-2015 User Choice Program

Student contribution fees for **User Choice funded qualifications** are set in accordance with the *2010-2015 User Choice Program Policy* (<http://training.qld.gov.au/training-organisations/user-choice/documents-2010-2015.html>) and will only be invoiced **on completion** of each unit of competency. Because all fees are charged at completion of services delivered, there is no refund policy applicable. However, should there be a dispute of charges, please contact the Accounts Department. If resolution is not reached at this point, please escalate your concerns to the Director of New England College of Technology where it can be documented as a formal complaint and will be managed through the Complaints and Appeals process.

b. 2014 - 2015 Certificate 3 Guarantee Program

Student contribution fees are set at the discretion of New England College of Technology for selected **qualifications** as established in the *Certificate 3 Guarantee Program Policy 2014-2015* (<http://training.qld.gov.au/information/investing-in-skills/certificate3/training-provider.html>). Upon course enrolment, payment of an upfront student contribution deposit consisting of the first two (2) units (as per fees listed in **Table 2 – Certificate 3 Guarantee Student Contribution Fees**). Enrolments will be finalised only upon receipt of payment.

- A full refund of the above mentioned student contribution fees is available if the student cancels up to 5 business days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty.
- Where cancellation occurs within less than 5 business days prior to the commencement of a training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

Student Contribution fees for the remaining units will be invoiced **on completion** of each unit of competency. Because all remaining student contribution fees are charged at completion of services delivered, there is no refund policy applicable. However, should there be a dispute of charges, please contact the Accounts Department. If resolution is not reached at this point, please escalate your concerns to the Director of New England College of Technology where it can be documented as a formal complaint and will be managed through the Complaints and Appeals process.

2. Fee for Service

An initial non-refundable enrolment fee of \$200 will apply to all courses. A course deposit is also required payable two weeks (10 working days) prior to the commencement of the course. No refund applies to the enrolment fee should the applicant not enrol in the training program.

- A full refund of fees is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty. However, the administration fee is non-refundable. Refund of the merchant fee may be applicable.
- Where cancellation is made less than 10 working days prior to the commencement of a course, the applicant will be eligible for eighty per cent (80%) refund on enrolment fees. However, participants will be provided with an option to transfer to a course being offered at an alternate time.
- Where cancellation occurs up to 5 business days prior to the commencement of a training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to The New England College of Technology. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.

Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the Director, The New England College of Technology and may be negotiated on an individual case-by-case basis.

How to apply for Refunds

All applications for refund must be made in writing using the [Fees Refund Application Form](#) (located at http://www.nect.qld.edu.au/detail_forms.html) and submitted to the Administrative Staff as

prescribed in this policy. A refund will be paid directly to the student who entered into the agreement with New England College of Technology.

Submit the form to NECT Administration via:

Email: info@nect.qld.edu.au

Post: PO Box 3914, South Brisbane BC, QLD 4101

TRAVEL AND ACCOMMODATION ALLOWANCE

The Department of Education and Training provides financial assistance to subsidise additional expenditure incurred by the student (other than school-based Apprentices) who travel more than 100km return to attend off-the-job training in conjunction with their Apprenticeship/Traineeship training arrangements.

For full detail and an application form visit: <http://apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation/index.html>

Or phone Apprenticeships Info on 1800 210 210.

TRAINING LOG BOOK

Each student will receive a TRAINING LOG BOOK prior to the commencement of training. This book records evidence that all competencies required for the chosen qualification have been achieved. Your work supervisor is required to sign this record of work evidence. This work evidence is regularly submitted to NECT for the purpose of recording on-the-job competency. NECT uses these records as additional evidence to confirm competence. This process requires the cooperation of all parties involved – apprentice, employer and trainer.

The book also provides a permanent record of your workplace activities and achievements during your period of training. It is also a guide for you and your employer for the on-site training that should occur during your apprenticeship or traineeship, in accordance with your Training Plan for the qualification you are seeking.

The Importance of the TRAINING LOG BOOK

You have responsibility for the care and security of this book because it provides a permanent record of your workplace training. If your training is interrupted by illness or you move to another workplace, this Record will show what has been completed and where your training should recommence.

The TRAINING LOG BOOK is used to:

- Record the results of observing the demonstration of skills and comment on the progress of the apprentice
- Track progress by demonstrating work evidence from the workplace

How to use the TRAINING LOG BOOK

Demonstrating or achieving tasks should be completed as part of your routine work and not as a special activity. When you successfully complete a task and provide the required work evidence, your employer/supervisor initials and dates each performance criteria and signs and date the bottom of each unit. This certifies that you have undertaken all of the tasks listed.

Important notes

- Each performance criteria must be initialled and dated by you and your employer
- Your trainer will initial and date each performance criteria
- Your TRAINING LOG BOOK must be at your work each day so that records can be kept up to date
- You must bring your TRAINING LOG BOOK to every NECT training session.

ASSESSMENT

Assessment is competency based and it's designed to determine whether the student can demonstrate competency in units.

All assessment must meet the criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitably qualified workplace assessors and assessment procedures are to be used.

The New England College of Technology Compliance Team and Managers are required to ensure operational integrity and compliance to AQF principles and standards are maintained at all times. They are also required to review, evaluate and adjust, as required, the assessment systems in place to ensure validity, reliability, fairness and flexibility.

RECORDS MANAGEMENT

PRIVACY AND PERSONAL INFORMATION PROTECTION

When you enrol with New England College of Technology you may be assured that the personal information you provide is protected under the Privacy Act 1988. This Act imposes obligations on New England College of Technology in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.

New England College of Technology

ACCESS TO RECORDS

Students may access their own personal records by submitting a written request to New England College of Technology. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within New England College of Technology may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (e.g. when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Director and DETA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required New England College of Technology policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Should you wish to access your own records, an application should be made in writing to the Director New England College of Technology.

ISSUING QUALIFICATIONS

New England College of Technology will issue a certificate of completion of all course units. On partial completion of an accredited course or nationally recognised training package qualification, New England College of Technology will issue a Statement of Attainment. A Statement of Attainment is provided in recognition that the participant has successfully completed part of a qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with New England College of Technology, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time. A Certificate of Completion is awarded when all units of competency identified within a specific qualification have been successfully completed.

Possible Vocational Outcomes

New England College of Technology encourages candidates to recognise the vocational outcomes outlined in the Australian Qualifications Framework pathways and through industry consultation which are also available to them in the course outline provided for their respective fields of training.

TRAINING PACKAGES

Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. Training Packages do not describe how an individual should be trained.

New England College of Technology

Teachers and trainers develop the learning strategies based on the needs, capabilities and circumstances of the learner.

Transition to a New Training Package

Training packages/curricula are regularly reviewed and revised to ensure they meet current industry needs. It is a requirement under the NVR to ensure that steps are taken to manage the transition to new or reviewed Training Packages within 12 months of their publication. If a new training package is introduced during your apprenticeship, you may be required to transition to this new training package, which will require a new training plan. NECT will notify you if this occurs.

STUDENT SUPPORT SERVICES

New England College of Technology has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by New England College of Technology

New England College of Technology will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in this 'Student Handbook', or can be obtained by contacting our office. Advice for course facilitators regarding the procedure for accessing support services is provided in Procedures for Student Information.

In addition to client support the College provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the College will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counseling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, will refer you to the appropriate agency. LL&N support can be accessed through:

Adult English Language, Literacy and Numeracy:

TAFE Queensland

Language & Literacy Services

Phone: (07)3234 1666

Or contact your nearest TAFE Institute.

Please discuss the matter with us if you have any special needs or questions.

New England College of Technology

STUDENT RULES

New England College of Technology aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow New England College of Technology Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

ATTENDANCE AND ABSENTEEISM

All students must sign the Student Attendance Register on arrival and departure at NECT.

If you intend to be absent or expect to be late for a scheduled class, please contact Reception at least 30 minutes prior to your scheduled class start time.

If Reception is unattended, leave a message on the answering machine.

Should you arrive to class late, without any prior notice, you may be refused entry to NECT and your employer (and parent or guardian if applicable) will be advised.

Failure to attend NECT as per your Training Plan and notified dates is a breach of your Training Contract. In the event of a breach, New England College of Technology will advise both your employer and the Department of Education and Training.

CHANGE OF PERSONAL DETAILS

It is your responsibility to notify New England College of Technology if you change your name or address after enrolment. This is critical to receive important information from New England College of Technology (e.g. Results of Assessments). There is a 'Student Change of Address Notification' available from the office or you can ask your trainer.

MOBILE PHONES AND PAGERS

The staffs at New England College of Technology makes provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

DRUGS, ALCOHOL AND ARTICLES CONSIDERED DANGEROUS

New England College of Technology prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by New England College of Technology. The penalties for serious misconduct range from exclusion from New England College of Technology courses for a period of time to 'Removal of Academic Privilege'.

EXAMINATIONS / COURSE ASSESSMENTS AND RESULTS

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by New England College of Technology

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from New England College of Technology courses for a specific period of time.

CHEATING

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Director for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties

- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of New England College of Technology operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of New England College of Technology
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings

- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of New England College of Technology
- Intoxicated and disorderly on premises under the control of New England College of Technology.
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of New England College of Technology
- Used an object as a weapon to threaten or intimidate another person on premises under the control of New England College of Technology

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any New England College of Technology meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any New England College of Technology property or the property within premises under the control of New England College of Technology personnel
5. Assaulting or attempting to assault any person within New England College of Technology
6. Drunken and disorderly behaviour on premises under the control of New England College of Technology
7. Cheating and plagiarism

8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on New England College of Technology operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure)
Your penalty might then be reduced, removed, or increased.

CONSEQUENCES OF MISCONDUCT:

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counseling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counseling shall be documented, dated and signed by the person issuing the warning/counseling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Director, the person issuing the warning/counseling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by New England College of Technology. The student/trainee will be advised of the time to attend a meeting with the Director and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Director, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.

The supervisor/trainer shall advise the Director immediately and provide a written statement, which details the circumstance of the student/trainee suspension.

2. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Director.
3. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Director, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
4. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
5. The Director shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

COMPLAINTS AND APPEALS

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

APPEAL PROCESS

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to New England College of Technology, in writing, for a facilitator who has not been involved in the original decision, to review the decision.

4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with New England College of Technology, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

COMPLAINT PROCESS

A participant enrolled in a course who has a complaint on any matter, **other than academic decisions**, will be given the opportunity to present their case. The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to New England College of Technology, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with New England College of Technology requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to New England College of Technology, Director by telephone on (07) 3891 6433.
 - Any complaint received by the Director will be written into the Improvement Log.
 - Where possible the complaint will be dealt with immediately by the Director.
 - All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
 - Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.

EXTERNAL CONSULTANT APPEALS

- Mutual agreement is to be reached between New England College of Technology and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

- Where participants wish to use an external consultant who is not approved by New England College of Technology they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

APPEAL DECISIONS

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

Should you wish to speak with someone about your complaint you can contact the National Training Complaints Hotline, on telephone: 1800 000 674.

QUALITY & CONTINUOUS IMPROVEMENT

The purpose of this policy is to confirm New England College of Technology commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looking for ways to improve our service.

Our quality system is based on the requirements of the 2007 Australian Quality Training Framework Essential Standards for Registration, The Vocational Education, Training and Employment Act 2000 (QLD) and the Training and Employment Regulation 2000 (QLD) and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation. Our quality objectives are to:

- Provide quality training and assessment services;
- Adhere to principles of access and equity and to maximise outcomes for our clients;
- Maintain management systems are responsive to the needs of clients, staff and stakeholders;
- To continuously improve client services by collecting, analysing and acting on relevant data;
- Grow our business by looking after our Customers;
- Use the quality system as a tool in achieving best practice outcomes across the organisation;
- To comply Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

CODE OF PRACTICE

As a Registered Training Organisation, New England College of Technology has agreed to operate within the Principles and Standards of the National VET Regulator (NVR).

LEGISLATIVE REQUIREMENTS

New England College of Technology will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Workcover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

ACCESS AND EQUITY

All trainees/apprentices will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/apprentices selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

QUALITY IMPROVEMENT FOCUS

New England College of Technology has a commitment to providing a quality service and a focus on continuous improvement using the NVR Standards. We value feedback from trainees/apprentices, staff, employers and all other relevant stakeholders for incorporation into future programs.

CLIENT SERVICE

We have sound management practices to ensure effective client service. In particular New England College of Technology has client service standards, in accordance with NVR guidelines, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund Policy,
- A Complaints and Appeals Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

EXTERNAL AUDIT

New England College of Technology has agreed to participate in monitoring and audit processes required by the Department of Education and Training (DET) and Australian Skills Quality Authority (ASQA). This covers random compliance audits, audits following complaint and audits for the purposes of re-registration.

MANAGEMENT AND ADMINISTRATION

New England College of Technology has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/apprentices records are managed securely and confidentially and are available for trainee/apprentices perusal on request. New England College of Technology has adequate insurance policies.

MARKETING AND ADVERTISING

New England College of Technology markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the NVR Standards.

TRAINING AND ASSESSMENT STANDARDS

New England College of Technology has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

INTERNATIONAL STUDENTS

New England College of Technology will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

SANCTIONS

New England College of Technology will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

PRIVACY

New England College of Technology is committed to protecting the privacy, confidentiality and security of personal information supplied to New England College of Technology as part of the training/assessment process. Information or records provided to New England College of Technology by client will be used only for the following purposes:

- Processing participant applications
- Determining eligibility for funded programs and/or recognised training
- Reporting enrolments under Government Funded qualifications on DET Connect
- Issuing nationally recognised qualifications
- Auditing by relevant authorities

ACCESS, EQUITY AND DIVERSITY POLICY

New England College of Technology adheres to principles of access and equity and to maximise outcomes for our clients. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

New England College of Technology recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives.

New England College of Technology

Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate New England College of Technology commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

EQUITY

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by New England College of Technology:

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- There remain many common systemic barriers for equity groups.

DIVERSITY

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including: prior educational experience, cultural diversity, language and / or learning styles, goals and expectations, motivation, work and social experiences, gender, values and beliefs, religion, income, age, geographic location.

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with New England College of Technology including specific equity groups such as:

- Indigenous Australian peoples;
- people with a disability;
- people from non-English speaking backgrounds;
- people with English literacy and numeracy needs;

- residents of rural and remote communities.

ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

New England College of Technology adheres to principles of access and equity and to maximise outcomes for our clients.

ANTI-DISCRIMINATION

It is the policy of New England College of Technology to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

SEXUAL HARASSMENT

The policy of New England College of Technology is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All New England College of Technology employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

WHAT TO DO IF YOU ARE DISCRIMINATED AGAINST OR SEXUALLY HARASSED?

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from New England College of Technology

Or

- Make a complaint under Anti-Discrimination Legislation to the

Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide: 1300 130 670 or TTY 1300 130 680

Visit: Level 1

189 Coronation Drive (cnr Cribb Street) Milton

P O Box 2122, Milton Q 4064 or Brisbane DX 44037

Fax: (07) 3247 0960

HEALTH & SAFETY POLICY

WORKPLACE HEALTH & SAFETY RESPONSIBILITIES:

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by New England College of Technology
- Students **MUST** carry out safety directions given by members of New England College of Technology;
- Students **MUST NOT** willfully or recklessly interfere with anything provided in the interests of health and safety at New England College of Technology

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

USEFUL CONTACTS

DET – QTIS LINK: All training info <http://training.qld.gov.au/>

Fair Work Infoline: Phone 13 13 94 or <http://www.fairwork.gov.au>

Apprenticeship Information: Phone 1800 210 210

Email apprenticeshipsinfo@qld.gov.au

www.apprenticeshipsinfo.qld.gov.au

New England College of Technology

151 Wellington Rd, East Brisbane QLD 4169 Australia | P (07) 3891 6433 | F (07) 3891 6433 | info@nect.qld.edu.au | www.nect.qld.edu.au

New England College of Technology is a trading name of New England Institute of Technology Pty Ltd

ABN 40 135 331 494 | RTO 31943 | CRICOS 03113M

Form 055A - NECT Student Information Handbook, V3.2 Jul 2014



Please contact New England College of Technology on (07) 3891 6433 or email info@nect.qld.edu.au if you have any questions or require any additional information.



Note:

You are required to return this page to the New England College of Technology office.

I have read the information contained in New England College of Technology Local Student Handbook. I am aware that further detailed information relating to New England College of Technology policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Signed: _____ Dated: _____

Name (please print): _____

PLEASE RETURN THIS SIGNED FORM WITH YOUR ENROLMENT FORM PERSONALLY, BY EMAIL OR BY POST TO:

New England College of Technology

151 Wellington Rd,

East Brisbane QLD 4169

info@nect.qld.edu.au