

Elisabeth Murdoch College

**Registered Training Organisation 21004
VET Certificates
Student Information Handbook
2020**



**ELISABETH
MURDOCH
COLLEGE**

Student Information Handbook

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General Information

Introduction

Welcome to Elisabeth Murdoch College!

Elisabeth Murdoch College is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Agriculture, Dance, Fashion, Sport & Recreation and Business Industry.

Elisabeth Murdoch College has the following nationally accredited courses on its Scope of Registration:

- BSB20112 Certificate II in Business
- CUA20113 Certificate II Dance
- MST20616 Certificate II in Applied Fashion design & Technology
- SIS30115 Certificate III in Sport & Recreation
- AHC20110 Certificate II in Agriculture
- SITXFSA001 Use hygienic practices for food safety (Food Handlers)

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Elisabeth Murdoch College.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals.

Training Guarantee

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

Location

All course are delivered at Elisabeth Murdoch College
80 Warrandyte Rd Langwarrin

The PVET Cluster provides a VET Bus on Wednesday to Elisabeth Murdoch College for a 1.30pm start. Please see the VET coordinator at you school for details.

Student Attendance and Behaviour

Students are required to follow all Elisabeth Murdoch College rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Elisabeth Murdoch College's academic rules and regulations. If a student is found to have acted in a way that Elisabeth Murdoch College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Complaints and Appeals

Students have access to Elisabeth Murdoch College's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Elisabeth Murdoch College.

The definition for a complaint and an appeal are as follows:

☐ Complaint

Initial notification of your dissatisfaction or an issue that has occurred

☐ Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Elisabeth Murdoch College relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to RTO Manager or directly to the Principal. All complaints are handled with confidence and are reviewed by the RTO Manager.

A student may also appeal a decision made by Elisabeth Murdoch College in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised. All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be accessed from the careers website or links in Appendixes 1

Please read the Appendixes 1 and 2 for more details about the complaints and appeals process.

Elisabeth Murdoch College Equity Commitment

All Elisabeth Murdoch College staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Elisabeth Murdoch College has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Elisabeth Murdoch College acknowledges its legal obligations under State and Federal equal opportunity law, including:

- [The Racial Discrimination Act, 1975](#) (Commonwealth)
- [The Sex Discrimination Act, 1975](#) (Commonwealth)
- [Disability Discrimination Act, 1992](#) (Commonwealth)
- [The Equal Opportunity Act, 1995](#) (Victoria)
- [Privacy and data Protection Act 2014](#)
- [Health Records Act 2001](#)

All legislation can be accessed at: comlaw.gov.au

Elisabeth Murdoch College fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Elisabeth Murdoch College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff. If you believe you have been treated unfairly by an Elisabeth Murdoch College Representative, please contact the RTO Manager, on 97882600

Occupational Health and Safety

Elisabeth Murdoch College complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel. Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at Elisabeth Murdoch College premises.

Privacy

Elisabeth Murdoch College is bound by the Victorian privacy laws, the Privacy and data Protection Act 2014 and the Health Records Act 2001, as well as other laws that impose specific obligations in regard to handling personal and health information that directly or indirectly identifies a person. Personal and health information is collected and used for the following purposes:

- to provide services or to carry out statutory functions
- to fulfil our duty of care to students
- to plan, fund, monitor and evaluate the services and functions
- to comply with reporting requirements

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential. A copy of our policy is available upon request.

Students Access to Records & Results

1. Students will be issued with feedback twice a year a progress report Semester one (June) and a Statement of Attainment at the end of the year
2. Students will receive feedback from trainers as work is submitted.
3. Trainers will keep up to date records which students can access during class time.
4. All unit results are placed on the Elisabeth Murdoch Colleges' records management system and the VCAA VASS system for VET programs (at a student's home school) at the end of the each year.
5. Students can request a copy of the results through the College RTO Manager or VET Administration. There will be an administration charge to reprint SOA and Certificates.

Completion of certificate

6. Students will be issued with the Certificate on completion of all the required units of competence.
7. The Certificate will be issued at the end of the academic year.
8. Students may access their personal records held by Elisabeth Murdoch College. Students may contact the Colleges RTO Manager or VET Administration support person to discuss a suitable time to view their file. Access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Elisabeth Murdoch College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. Elisabeth Murdoch College or your Home School is able to provide support or links to external sources of support where the staff are not qualified or it is in the student's best interests to seek professional advice.

Student Safety

The RTO has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation, OH&S policies and procedures, and access to staff to assist students

where required. When travelling to and from your RTO premises it is important to ensure your own safety at all times. Elisabeth Murdoch College is committed to providing an environment where students have respect for themselves, respect for others, and respect for their surroundings.

These guidelines were created by students for students.

Respect for Ourselves

- We will try our best in all that we do
- We will accept responsibility
- We will admit to our own mistakes and attempt to resolve them.
- We will look after the health of our bodies.
- We will be on time for all activities and classes

Respect for Others

- We will listen when others are talking.
- We will respect other people's property.
- We will allow others to feel safe and secure.
- We will treat others the way we want to be treated.
- We will speak respectfully to others.

Respect for Surroundings

- We will put our rubbish in the bin
- We will become involved in our school culture
- We will respect school property
- We will offer ideas to improve our college

PLAGIARISM, COLLUSION & CHEATING

Claiming someone else's ideas as your own is called PLAGIARISM. This is a serious offense and can negatively impact on your results. Another "no –no is COLLUSION. This is where you use another student's work and pass it off as your own.

When you use or refer to someone else's work you need to acknowledge where the work has come from. This is usually done through referencing. Referencing is important to the integrity of your work and demonstrates that you have researched adequately and the references support your argument or ideas. It also shows the reader where to locate the resource.

AUTHENTICATION

In order to meet the requirements for satisfactory completion of a unit of competency, students must submit work that is clearly their own. Apart from reference to, and incorporation of appropriate texts and source material, no part of a student's work may be copied from any other person's work. A student may not accept undue assistance from any other person in the preparation and submission of work. Elisabeth Murdoch College shall have the power to impose a range of penalties for a substantive breach of the rules.

In order to attest that the work is genuinely that of the student, teachers and students should observe the following procedures:

- A. The teacher will monitor the development of the task by sighting plans and drafts of the student's work and the teacher will keep a record of this process.
- B. The student is expected to retain appropriate documentation of the development of the task to enable the teacher to attest that the work is the student's own.
- C. The teacher may consider it appropriate to ask the student to demonstrate his or her understanding of the task at or about the time of submission of the work.
- D. The work will be assessed only if the teacher can attest that, to the best of his or her knowledge, the work is the student's own.

Teachers are able to authenticate work when they have seen the piece through its development, discussed the work with the student and noted the progress of the work.

Teachers will require students to sign the Declaration of Authenticity at the time of submitting the completed task. This declaration states that all unacknowledged work is the student's own. Teachers will not be able to authenticate work that "appears" near the due date. Schools have the power to impose a range of penalties, which include cancellation of the result in the assessment task.

Should the school be satisfied that a student has submitted work that is **NOT** his/her own, or that a student is in breach of other rules relating to assessment procedures set by the school, the Principal or his delegate shall determine what action should be taken.

This could include the following:

- Student receiving an “N” for the assessment task.
- Resubmitting the assessment task.
- Appearing before a Senior School Assessment Panel to outline authentication process and to determine appropriate action. The panel will consist of:
 - Two Senior School Leaders and/or Principal Class.
 - Class teacher

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia’s industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. However at the end of the school year results will be finalized in accordance with the VASS timeline and sent to the home school and recorded on VASS. If you are deemed NYC you have the opportunity to re-enrol the following year.

Recognition of Prior Learning (RPL) and National Recognition

Students are able to apply for Recognition of Prior Learning (RPL) when completing a recognised AQF Certificate at Elisabeth Murdoch College. RPL recognises what you have already learned from other courses, relevant from life experiences, work experience or training.

National Recognition: If students have completed components of the qualification they have enrolled in with Elisabeth Murdoch College with another organisation they can apply to have these recognised.. To apply for recognition, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled and provide a certified copy of the Statement of Attainment.

All students are made aware of the ability to apply for course credit via a RPL and National Recognition by application throughout the enrolment and orientation process of the course. Click on the following links to view the policy and application forms.

[Recognition of Prior Learning and National Recognition Policy and Procedure](#)

[National Recognition Application form](#)

[RPL Application form](#)

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the VET Coordinator (RTO Manager) by following the ‘Complaints and Appeals Policy and Procedure.’

Language Literacy and Numeracy

Elisabeth Murdoch College recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. To support your learning information regarding a student's literacy and numeracy ability may be provided to the trainer from the students Home School. Some students may be referred on for special help as required.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Training Evaluation

Elisabeth Murdoch College fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be emailed to you at the midpoint of your studies and also near completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all participants with course information, including course outline and vocational outcomes. Please refer to information on <http://www.emccareers.com.au/?page=custom-page-2> for course details, entry requirements and related information.

Enrolment Process

The enrolment process will be managed through the Home School. Enrolment forms are available from your schools VET Coordinator. Students and their school will be informed in writing if they have been successful in obtaining a place in their chosen course.

Refund Policy

- There will be no refund of fees if a student decides to withdraw from the course after the 1st March 2020.
- If student elect to withdraw before the 1st March 2020 they will be eligible for a refund of the amount paid in excess of the \$50 non-refundable administration cost.
- Once the withdrawal date has passed students that withdraw are not eligible for refunds
- For information related to fees, charges and refunds please contact the administration at your home school.

WORK PLACEMENT

Students may be required to undertake work placement over the length of the course. Your trainer will provide information regarding the requirements for each program. Commitment required of participants undertaking work placement:

- To meet the attendance and participation requirements of the workplace and training centre enthusiastically, on time and appropriately dressed
- In the event of any unavoidable absence to notify the workplace or training centre prior to commencement time. A minimum attendance is required.
- To negotiate with employers to make up for any days missed in the workplace.
- To organise and complete work placements or training required by the program including out of school hours.
- To abide by the rules of the workplace and training centre, particularly in regard to occupational health and safety.
- To discuss the program and its requirements with my parents/guardians and my teachers.
- Complete required assessment activity while on work placement

Appendix 1: **CLIENT COMPLAINTS and APPEAL POLICY & PROCEDURE** **Policy**

Elisabeth Murdoch College shall establish a fair and equitable process and procedure for dealing with client/student complaints and appeals. Elisabeth Murdoch College acknowledges that course participants and staff have a right to raise concerns and have them addressed promptly and appropriately. Complaints are handled objectively and with sensitivity.

Elisabeth Murdoch College should attempt to resolve client complaints initially through discussion and conciliation. All complaints should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel. Elisabeth Murdoch College will make students aware of the Complaints and Appeals Policy at start of training in the Student Handbook. The Complaints Form is available from the trainers or can be downloaded from the following links

[Complaints Form](#)

[Appeals Form](#)

Procedures:

Complaints should be handled firstly by the trainer and if not resolved be referred to the RTO Manager or Principal.

Students need to complete the complaints form, to identify and detail the following issues:

- ☐ Submission date of complaint
- ☐ Nature of complaint
- ☐ Date/s when cause of complaint occurred
- ☐ Attachments (if applicable)

The written complaint will be documented in the Complaints Register and the problem will be resolved fairly and equitably within 5 working days. If a complaint is associated with assessment results, the student must lodge a written application providing an outline of the complaint to the RTO Manager or Principal within 14 days of receipt of the result.

Process might include one or all of the following

- The RTO Manager or Principal class in consultation with the trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the student accordingly.
- Applicants may be asked to attend an interview with a Panel consisting of the RTO Manager and Principal or Assistant Principal.

All applicants shall be given the opportunity to formally present his or her case to the independent person. The Panel will consider the student's case and arrive at a decision after the interview.

The applicant shall be notified in writing the outcomes of the complaint.

Appeals Procedures:

Upon resolution of a complaint the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing. These will be registered in the EMC Appeals Register.

If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case

The CEO of the FMPFLEN or a representative will be the independent arbitrator over the issue at hand. Upon a decision being made, the appellant is provided with a written statement of the appeal

outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register.

Appendix 2: CLIENT COMPLAINTS APPLICATION FORM

NAME: _____

NATURE OF COMPLAINT:

DATE/S WHEN CAUSE OF COMPLAINT OCCURRED:

PLEASE ATTACH ANY APPLICABLE DOCUMENTS

SIGNATURE: _____

SUBMISSION DATE OF COMPLAINT: _____

Please submit your complaint to the RTO Manager or the Principal of Elisabeth Murdoch College