

NATIONAL COLLEGE

OF VOCATIONAL EDUCATION

RTO 90283 | CRICOS 03686G

2023

STUDENT HANDBOOK



Contents

Publication Locations	2
Section 1: Handbook Disclaimer	2
Campus Contacts.....	2
Section 2: About Us.....	3
Our Values	3
Our Courses.....	3
Section 3: Student Handbook Acknowledgement	4
Section 4: Expectations	4
Section 5: Delivery of Programs	5
Section 6: Enrolment.....	5
6.1 Unique Student Identifier (USI).....	5
6.2 Entry Requirements	5
6.3 Fees	6
6.4 NSW Smart and Skilled Subsidies.....	6
6.5 NSW Government Consumer Protection (Smart and Skilled).....	7
6.6 Course Cancellation	7
6.7 Recognition of Prior Learning and Credit Transfer	7
6.8 Attendance and Course Progression	8
6.9 Student Support.....	8
6.10 Language, Literacy, Numeracy and Digital Skills	8
Section 7. Fair Treatment and Equal Opportunity	9
Section 8. Privacy	9
Section 9. Complaints and Grievances.....	9
Section 10. Assessment.....	10
10.1 Submitting Assessments	10
10.2 Resubmission of Assessments.....	10
10.3 Assessment Outcomes	11
10.4 Assessment Appeals.....	11
10.5 Plagiarism, Cheating and Collusion	11
10.6 Glossary of Instructional Task Words	11
10.7 Issuing Certificates	12
Section 11. Student Conduct.....	12
Section 12. Workplace Health and Safety	13
Section 13. Smoking Drugs and Alcohol.....	13
Section 14. Social Media	13

Publication Locations

NCVE Website (Domestic)
eCampus Enrolment Forms / eCampus Resource Library

Section 1: Handbook Disclaimer

This student handbook contains information that is correct at the time of printing. Changes to legislation and/or NCVE policy may impact on the currency of information included. NCVE reserves the right to vary and update information and we will make all reasonable endeavours to inform students if this occurs.

This handbook has been prepared as a resource to assist students to understand their obligations and also those of NCVE. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

The Student Handbook demonstrates NCVE's commitment to providing high quality vocational education and training to the Standards for Registered Training Organisations (RTO) 2015. NCVE employees respect and adhere to policies and procedures to meet these standards.

Campus Contacts

Head Office:

15/10 Orient Street, Batemans Bay NSW 2536

Wollongong Campus:

1/35 Crown Street, Wollongong NSW 2500

Surry Hills Campus:

Level 4, 84-86 Mary Street, Surry Hills NSW 2010

Email: enrolment@ncve.edu.au

Website: www.ncve.edu.au

Phone: 1800 180 881

Our trading name is *National College of Vocational Education* and our RTO provider name is *Steven Millard & Associates Pty Ltd the Trustee for Millard Family Trust* and our provider code is *90283*.

Section 2: About Us

National College of Vocational Education provides many ways for people of all ages and levels of education to learn, develop new skills and update qualifications.

Our Values

Practical Relevance: Emphasising hands-on learning experiences that directly apply to real-world work scenarios, ensuring our students are well prepared for their chosen careers.

Skill Mastery: Focusing on developing specific skills and competencies that are in demand in the job market, enabling students to excel in their chosen field.

Industry Alignment: Collaborating closely with industries and employers to design programs that align with current industry trends, ensuring students are job-ready and can contribute effectively.

Lifelong Learning: Instilling a commitment to continuous learning and professional development, empowering individuals to adapt and thrive in a rapidly evolving employment landscape.

Inclusivity and Diversity: Creating an environment that welcomes learners from all backgrounds, promoting equal access to education and training opportunities, and celebrating the diversity of skills and perspectives.

Our Courses

NCVE offers nationally recognised training in the following vocations:

- Business
- Marketing and Communication
- Leadership and Management
- Project Management
- Community Services
- Retail
- Hospitality
- Commercial Cookery
- Kitchen Management

As a Registered Training Organisation (RTO), NCVE conducts training in compliance with relevant Commonwealth, State and Territory legislation and regulatory requirements. These include:

- The VET Quality Framework
- Vocational Education and Training Regulator Act 2011
- Standards for Registered training Organisations (RTO's) 2015
- NSW Smart and Skilled Contract, Terms and Conditions, Operating Guidelines and related policies.

NCVE is registered with National Regulator for Vocational Education and Training, the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training.

Section 3: Student Handbook Acknowledgement

Please ensure you read and understand all parts of this Student Handbook. If there are any aspects with which you are unsure, please contact NCVE for clarification. You will be asked to acknowledge your acceptance of all the terms and conditions within this handbook at the time of enrolment.

Section 4: Expectations

NCVE is committed to providing a supportive and safe educational environment, quality in teaching and learning and an environment that nurtures student engagement and success.

NCVE students can expect mutual respect and recognition that students and staff have rights and responsibilities to each other whilst at the college. NCVE embraces the cultural richness and diversity of its staff and students.

While at NCVE, students can expect:

- High quality teaching and learning
- Supportive and inclusive learning environments
- Timely and accurate information to enable students to progress in their course of study
- Learning environments and facilities suitable for the learning outcomes
- Recognition of legal rights including those related to intellectual property and privacy
- Respectful of diversity and differing views and opinions
- To be treated fairly and with integrity, equity and respect
- An environment free from discrimination, bullying and intimidation
- Opportunities to provide feedback without recourse
- A fair, transparent and efficient complaints and appeals procedure

While at NCVE, it is expected that students will:

- Engage and participate in learning activities in a positive and constructive manner
- Attend classes and submit work in line with their delivery schedule and course expectations
- Submit work that is the students own and has been created authentically and with scholarly integrity
- Adhere to the College's policies and procedures as applicable to their enrolment / course
- Treat NCVE staff, equipment and facilities with respect
- Represent NCVE in a professional manner when engaged in college related activities such as industry placement, work experience etc.
- Be respectful of diversity and differing views and opinions
- Not engage in behaviour that is perceived or considered as discrimination, bullying or intimidation
- Treat College staff and other students with respect
- Provide honest and constructive feedback

Section 5: Delivery of Programs

NCVE training programs are delivered by appropriately qualified and experienced trainers. Trainers appointed to teach accredited courses are qualified in accordance with the Australian Quality Skills Authority for Registration and www.training.gov.au. Trainers must hold a minimum of Certificate IV in Training and Assessment (TAE40116 or its equivalent), relevant industry qualifications and have had recent and extensive industry experience.

NCVE is committed to providing ongoing professional development to trainers to ensure their skills and knowledge are updated.

We offer training programs via:

- Classroom Delivery
- Workplace Visits
- Online Learning Platform

Section 6: Enrolment

NCVE Enrolment Advisors will provide all prospective students with details of their chosen course including any fees or charges, entry level requirements, course start dates and overall expectations for completion of the course.

Students will be provided with an enrolment form and instructed to provide identification documents as necessary. It is a requirement that all students who participate in accredited vocational education and training provide a USI.

6.1 Unique Student Identifier (USI)

Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers including all completed training units and qualifications. For further information please visit www.usi.gov.au

NCVE cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that students supply their USI upon enrolment.

If you do not have a USI, you can visit www.usi.gov/students/create-your-usi for more information and how to apply.

Alternatively, you can grant NCVE permission to create a USI on your behalf.

6.2 Entry Requirements

NCVE Enrolment Advisors will advise prospective students of any entry requirements or pre-requisites that are required for entry into the course. Entry requirements may include:

- Specified levels of language, literacy, numeracy and digital skills
- Completion of a prior qualification or unit of competency that is a pre-requisite for enrolment into the course.
- Access to a relevant workplace and job role where the required practical competencies can be learned and assessed
- Access to a computer and internet connection
- Access to specific materials such as personal protective equipment or other tools of trade

6.3 Fees

Information about fees and charges will be communicated at the time of enrolment. All fees and charges associated with the course will be clearly printed and disclosed prior to enrolment.

NCVE is bound by the Fee Protection measures imposed by the Australian Skills Quality Authority (ASQA).

NCVE will, at no time, request or accept from a prospective or current student prepaid fees in excess of a total of \$1500. Prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

A number of factors will determine how much your chosen course will cost. This includes things like:

- Which training course you select
- Any credits that may be applied through direct credit transfer or recognition processes
- Your eligibility for subsidies or concessions

Some learners may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care cards, Pensioner Concession cards, Veteran Affairs Pensioner Concession Card may be eligible.

Information about fees and charges is documented and can be viewed in full via our [FEES, WITHDRAWAL & REFUND POLICY](#)

6.4 NSW Smart and Skilled Subsidies

NCVE is an Approved Training Provider for the NSW Smart and Skilled initiative.

Smart and Skilled is an NSW Government program that helps people get qualifications in in-demand skills and industries and is a key part of the NSW vocational education and training system.

Smart and skilled gives eligible students:

- An entitlement to government subsidised training up to and including Certificate III
- Government funding for higher level courses (Certificated IV and above) in targeted priority areas

Smart and Skilled course participants include people who are:

- 15 years old or over, and
- No longer at school or home-schooled students, and
- Living or working in NSW, and
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

NCVE will advise at the time of enrolment if the chosen course qualifies for Smart and Skilled funding. In turn, prospective students who meet the eligibility requirements above may then apply for Smart and Skilled funding.

NOTE: NSW Smart and Skilled subsidy guidelines are subject to change. NCVE will check students eligibility for the Smart and Skilled program and generate a *'Notification of Enrolment'* which clearly details the subsidy, fee exemption or concession applicable to the student. A copy of the *'Notification of Enrolment'* will be forwarded to the student for acceptance prior to confirming the enrolment.

6.5 NSW Government Consumer Protection (Smart and Skilled)

All Smart and Skilled funded students and potential students have the right to expect that the training they receive is consistent with the National VET Regulator's requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled contract.

NCVE is responsible for the quality of the training and assessment in compliance with the Standards for Training Organisations (RTO's) 2015 and the NSW Government Consumer Protection Strategy.

As a student in a course subsidised by the NSW Government Smart and Skilled initiative, students can view the strategy on the Government website [here](#)

NCVE's Consumer Protection Officer is the CEO. For further information email reception@ncve.edu.au or call 1800 180 881. Alternatively, the NSW Government Customer Support Centre is contactable on 1300 772 104 or by emailing enquiries@smartandskilled.nsw.gov.au

6.6 Course Cancellation

While NCVE makes every effort to ensure our courses run, there may be occasion where changes to the advertised course will be changed or cancelled.

Where this occurs, students will be notified a minimum of three (3) days prior to course commencement to be advised of the changes or cancellation. Any course fees received as direct payment from the student to NCVE will be refunded within 7 days.

In cases where the student wishes to cancel their enrolment, course fees will be refunded if advice of withdrawal is received within seven (7) days before the commencement of the course.

The college cannot accept any responsibility for changes in participants personal circumstances once the course has commenced. No refund applies if the withdrawal is less than seven days prior to course commencements or after the commencement of the course.

FEES, WITHDRAWAL & REFUND POLICY

6.7 Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is the process whereby past work or life experience may be recognised as satisfying some or all of the competencies of a course or qualification.

NCVE will provide advice and assessment of current competencies on an individual basis. If you would like to apply for RPL, please advise the NCVE Enrolment Advisor at least two weeks prior to the course commencing.

Students applying for RPL will be required to attend a suitability interview to determine if RPL applies prior to commencing the RPL process. For more information please refer to NCVE's [Recognition of Prior Learning Policy and Procedure](#).

Credit Transfer (CT) is a mutual recognition of Qualifications and Statement of Attainment issued by other Registered Training Organisations. Students wishing to claim credit transfer are required to provide evidence of previously attained Qualifications and Statement of Attainment either by producing copies of certificates or USI transcript. NCVE will authenticate any certificates provided by contacting the issuing RTO.

6.8 Attendance and Course Progression

NCVE commit to delivering an engaging and purposeful education program, in order to achieve the outcomes; attendance and course progression is essential. Students will be advised of attendance requirements and key dates for submission of assessments.

While NCVE understand that there may be genuine occasion where students are unable to attend as expected, it is the responsibility of the student to notify their Trainer / Assessor or NCVE Enrolment Team as soon as possible. Students who fail to notify of non-attendance will be contacted by NCVE. Continued non-attendance will result in your enrolment being at risk of being withdrawn from your studies.

Your Trainer and Assessor will discuss with every student the expectations of progression throughout the course. A Training Plan will be created for each student which documents the expected start date of each unit. Students are required to sign the training plan and accept its content as the course progression expectations.

It is the responsibility of the student to manage the submission of assessments in line with the Training Plan and course progression expectations. In the event a student is having difficulty with the learning content, access to student support is available.

6.9 Student Support

NCVE endeavour to provide access to courses regardless of gender, national or ethnic background, physical or intellectual impairment, religious affiliation or age.

We will make all efforts within our capability to provide fee concessions to those that are eligible.

NCVE will assist a student with any specific learning need to access and appropriate program. Assisted learning needs will be identified in consultation with the student, trainer and Student Support Officer.

If a student identifies they require additional learning support, in the first instance they are to advise their trainer and assessor. NCVE will provide advice and support services which assist in achieving their identified learning outcomes. The college does not offer formal welfare or guidance services but every effort will be made to assist students to access support agencies.

6.10 Language, Literacy, Numeracy and Digital Skills

NCVE's accredited training courses all contain Foundation Skills. Foundation skills are mandatory components of Units of Competency. Foundation skills are essential for performance and include:

- Reading Skills
- Writing Skills
- Oral Communication Skills
- Numeracy Skills
- Problem Solving Skills
- Initiative and Enterprise Skills
- Teamwork Skills
- Planning and Organising Skills
- Self-management Skills
- Technology Skills

At the time of enrolment, NCVE students are required to complete a Language, Literacy, Numeracy and Digital Skills assessment. This assessment will help NCVE determine the suitability of the course being enrolled into and any additional assistance the student may require for certain aspects of the course.

Section 7. Fair Treatment and Equal Opportunity

NCVE will accept all students who meet the entry requirements as prescribed by the relevant training package into the course. NCVE incorporates the principles of Equity into all programs and NCVE staff have been instructed in their responsibilities with regards to Access and Equity principles.

Students have equitable access to any training program regardless of their gender, culture, linguistic background, race, location, socio-economic background or disability.

NCVE commits to providing an admission process that is free from discrimination. If for any reason the individual does not meet the entry requirements, all attempts will be made to assist them to identify alternate courses of action.

NCVE is committed to providing a safe learning environment for young students. Training staff are screened prior to training and assessing in accordance with the Child Protection Act.

You can read [NCVE's Access and Equity Policy](#) here.

Section 8. Privacy

NCVE recognises its responsibility to provide secure storage of student records. Student and staff information will be given to any person or organisation unable to produce written proof of legal right to that information. Student information and records will not be used for any purpose other than that related to their training. All details are protected under privacy principles (Privacy Act 1988) and the Privacy Amendment (Private Sector Act 2000).

You can read NCVE's [Confidentiality and Privacy Policy](#) here.

Student enrolment information will be used by NCVE for the purpose of general administration, communication and state and national reporting and statistics.

Section 9. Complaints and Grievances

In the case of a student complaint or grievance, in the first instance the student will report any issues to their trainer/assessor. The trainer/assessor should attempt to resolve, in an informal manner, any complaints regarding course delivery.

If this outcome is not achievable, or if the source of the grievance is the trainer/assessor, the student should refer the grievance to the General Manager.

The grievance / complaint will be investigated and action will be documented in order to resolve the dispute. The effectiveness of the dispute resolution will be reviewed to ensure the grievance is effectively resolved.

If this outcome is not achievable and a grievance or dispute still exists, the CEO and another party not previously involved with the grievance will review the case. The appellant and the CEO will mutually agree the independent person.

A full copy of NCVE's [Complaints and Grievance Policy](#) is available here

Section 10. Assessment

All accredited courses at NCVE involve assessment processes. Assessments serve the purpose of allowing students to provide evidence of their skills and abilities against competencies within the course or qualification.

NCVE trainers / Assessors will discuss the assessment requirements for the course which may include (but not be limited to):

- Written Assessments
- Knowledge Tests
- Case studies
- Role Plays
- Projects
- Practical Demonstrations / Observations
- Workplacement
- Verbal Questioning
- Compiling a Portfolio of Work Samples

In keeping with the requirements of competency-based training, assessments are conducted demonstrating compliance with the four key assessment principles of validity, reliability, flexibility and fairness and the requirements of the Training Packages.

NCVE Assessors are screened to ensure they have the required assessor credentials.

Assessment is conducted to determine if a student can deliver essential outcomes related to the criteria within a unit of competency. On occasion where a student has not performed sufficiently against the requirements, the student will be provided with feedback and given a further opportunity to be assessed.

NCVE has a Training and Assessment Strategy for each qualification and course being delivered which outlines how assessment will be conducted, and documented practices to promote flexibility and contingency.

10.1 Submitting Assessments

NCVE require students to complete and submit all assessment tasks associated with a course. Assessment due dates will be communicated and students are to submit in a timely manner to ensure progression through the course.

Students receive full and detailed instructions on the requirements for assessment, including its context and purpose. Should the information provided not be clear, students can discuss the requirements with their trainer / assessor to clarify the details.

Should the student be unable to submit their assessments by the due date, an extension can be negotiated with the trainer / assessor. Failure to determine an agreed extension may result in the assessment being deemed 'Not Competent'.

10.2 Resubmission of Assessments

Students who submit assessments that are deemed 'Not Satisfactory' may need to provide further evidence to support the claim for a competent outcome.

NCVE Assessors will provide detailed feedback regarding assessment submissions and what action the student needs to take prior to resubmission.

Students have up to three (3) attempts to complete each assessment task satisfactorily. If after the third attempt the task has not been completed satisfactorily, alternative arrangements for assessment will be made.

When a student is required to resubmit, it may require:

- Resubmission of incorrect answers to questions (such as written tasks and case studies)
- Resubmission of part or all of a project
- Redo a role play
- A further observation of a practical skill

All resubmissions will be conducted in accordance with NCVE policies and procedures.

10.3 Assessment Outcomes

Students must achieve a *Satisfactory* outcome for all assessment tasks that are relevant to the unit of competency. When all assessment tasks have been completed and deemed *Satisfactory*, the assessor will award an overall *Competent* decision for the unit of competency.

Where all assessment tasks have been attempted, but one or more assessment task has been deemed *Not Satisfactory*, the assessor must record a result of *Not Yet Competent*.

10.4 Assessment Appeals

If a student does not agree with the assessment decision made, they have the right to appeal. An appeal must be lodged in writing within 7 days.

To begin the Assessment Appeals process students are to complete the NCVE 'Appeals Lodgement Form' and return to the General Manager.

The General Manager will hold a meeting with the assessor to discuss the assessment. If the General manager believes that re-assessment is required, the student will be assigned a new assessor to reevaluate the assessment. The student will be notified in writing of the appeal decision.

10.5 Plagiarism, Cheating and Collusion

Plagiarism, cheating and collusion on assessment tasks is not acceptable, Any incidence of this is considered academic misconduct. The definitions of each of these are below:

- Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work
- Plagiarism – to take and use the ideas and / or expressions and / or wording of another person or organisation and pass them off as your own failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet (including AI and Chat GBT), whether published or unpublished.
- Collusion – unauthorised collaboration between students

Where the assessor believes there has been an incident of academic misconduct involving plagiarism, cheating, and / or collusion, this will be addressed in line with NCVE policies and procedures.

10.6 Glossary of Instructional Task Words

Student assessment tasks use a range of instructional words throughout them – such as '*compare*' and '*list*'. These words guide the level of detail to be provided in the assessment submission. Some questions detail how many answers are needed – for example '*Describe three strategies.....!*'.

The glossary below is a guide to interpreting the words in assessment tasks:

- Define – This means you should explain the meaning or interpretation of a term or concept in your own words, including any qualities which are essential to understanding
- Describe – This means you should outline the most noticeable qualities or features of an idea, topic or the focus of a question
- Discuss – This means you must point out the important issues or features, key points, possible interpretations, and debate through argument. You should provide reasons for and against
- Explain – This means you need to make something clear or show your understanding by describing it or providing information about it. You will need to make it clear how or why something happened or is the way it is
- Identify – You must recognise something and indicate who or what the required information is. The length of the answer should be guided by what you are being asked to identify.
- List – You must record short pieces of information in a list form – with one or two words, or sentences on each line
- Outline – You must give a brief description of the main facts or sequence of events about something. The length of the response is guided by what you are required to outline. You must include the main points or facts
- Summarise – You must express the most important facts or points about something in short and concise form

10.7 Issuing Certificates

Upon successful completion of all assessment tasks and a determination of a competency outcome, and provided all fees are paid, a Statement of Attainment or Qualification Certificate will be issued to the student within 30 days of the student having been assessed.

This meets the compliance standards for RTO's in the Standards for Registered Training Organisations (RTO's) 2015.

Section 11. Student Conduct

Enrolled students must demonstrate a commitment to their studies by participating and engaging in their chosen course and the regular submission of assessments tasks.

Students are expected to behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Students are to behave in an honest and respectful manner. Examples of student misconduct include (but are not limited to):

- Academic misconduct including plagiarism, collusion and cheating
- Harassment, bullying and / or discrimination
- Falsifying information
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and / or materials belonging to NCVE and / or a partner organisation

Consequences of misconduct will depend on the severity and frequency of the breach and include (but are not limited to):

- Formal reprimand (warning)
- Suspension from the course

- Reimbursement of costs incurred for damage
- Matter referred to the police
- Expulsion from the course

Section 12. Workplace Health and Safety

NCVE is committed to take reasonable care of Health and Safety of its students and staff and will comply at all times with current NSW Health and Safety legislation.

Students have a responsibility to contribute to a safe environment. Should students have a concern, it is to be reported to an NCVE staff member immediately.

Students at NCVE are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students will be notified of such circumstances at enrolment.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the trainer when being informed of WHS matters
- Ensure awareness of the location of escape routes, emergency assembly areas and emergency fire equipment.
- Notify NCVE if you are unable to attend a class or need to leave early.

Section 13. Smoking Drugs and Alcohol

NCVE is a smoke-free workplace. Smoking is prohibited in all buildings and there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and / or alcohol is not permitted on NCVE premises or to engage in NCVE activity.

Section 14. Social Media

Social media has become an important tool for student engagement and learning. There may be instances where a NCVE course requires the use of social media platforms. Students needing to engage in social media platforms must abide by the NCVE [Social Media Policy](#).

When using social media in the context of education or training, and when making identifiable personal use of social media, students must:

- Only disclose and discuss information about NCVE or its activities that are not confidential and is publicly available
- Take reasonable steps to ensure that content published is accurate and not misleading
- Ensure that the use, including content published, complies with all relevant rules of NCVE
- When making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of NCVE
- Be respectful and courteous in communications
- Adhere to the Terms of Use of the relevant social media provider
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment

NCVE's full policy on [Social Media](#) can be found [here](#)