



western college
the advantage.

Student Information Booklet

37 Cobbora Road Dubbo NSW 2830

Telephone: 6884 2899

Fax: 6882 9968

Email: info@westerncollege.com.au

Website: westerncollege.com.au

Office hours: 8.30 am – 4.30 pm

Student Information Booklet

- Developed April 2004
- Reviewed and updated January 2005
- Reviewed and updated April 2007
- Reviewed and updated November 2008
- Reviewed and updated April 2011 – V:5

S:\AA Quality Management\Policy Procedure\Student Information Manual\Student Information Booklet DRAFT 2011.doc

Contents

Induction and orientation to Western College	1
Eligibility	2
Client support	2
Language, literacy and numeracy	3
Expressions of interest	3
Enrolment procedures	3
Facilities and services provided for students	5
Certificates	6
Students' rights	7
Students' responsibilities	8
Recognition arrangements	9
Assessment procedures	9
Appeals and complaints process	9
Student safety	12
Nationally recognised training programs	13

Induction and orientation to Western College

Our Purpose:

Western College provides life-long learning opportunities that lead to personal, community and economic development in our community

The courses Western College offer are a direct result of the input we receive from our community members (including current students, business and other community organisations). The feedback we receive from our community is very important; it not only ensures that our courses are responsive to community needs but it enforces the continuous improvement culture of our organisation.

This booklet has been developed to give all our students an understanding of how the College operates and how it can benefit you as a student.

Western College has the ability to satisfy the needs of both vocationally oriented students who wish to learn for business, career and employment purposes and/or those students learning for enjoyment or recreation. Students with special needs are also catered for. Our programs can be geared to the needs of Aboriginal people, early school leavers, mature aged or others that have been disadvantaged through disability, isolation or lack of literacy and/or numeracy skills.

We also have the flexibility and expertise to develop short, sharp and highly specific training programs for the business community. Our Nationally Recognised training programs are also widely used, particularly courses in computer applications and our professional training for workplace trainers, both of which have proven to be very cost effective options for local business.

For more information about the courses we offer you can:

- Pick up our course brochure at Western College or in venues around Dubbo
- Telephone us on 6884 2899
- Visit www.westerncollege.com.au, or
- Call into our office to discuss your individual training needs

Western College is proudly supported by the NSW Board of Adult and Community Education (BACE) and is a Registered Training Organisation (RTO) with the NSW Vocation Education and Training Accreditation Board (VETAB). Western College operates under the Australian Quality Training Framework (AQTF) standards.

The operating policies we have in place to protect our students includes:

- Occupational Health and Safety and Access and Equity issues
- Details of what to expect when we take and process your enrolments
- What to do if you are unhappy with the service you have received from Western College
- Details of the professional qualifications of our staff
- Information about our Nationally Accredited training programs.

The College also receives support from the Department of Education and Training (DET), Department of Juvenile Justice and the Department of Employment, Workplace Relations and Small Business through a range of specialty programs.

Eligibility

Who is eligible to become a student of the College?

It is the policy of Western College to accept any student for any course provided they are able to satisfy the prerequisites required for the course they wish to enrol in. We provide students with suggested training information to help them gain prerequisite knowledge and skills should he or she not meet the entry requirements for a specific course.

If no entry requirements are stated for a course no student will be denied access to enrol in a course.

Western College will ensure that students have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation. We will encourage and assist people who are disadvantaged to participate in our programs and courses. At times, funding can be provided to assist targeted equity groups to participate in our programs and courses.

Western College makes every effort to ensure a positive learning outcome, although ultimately students must accept responsibility for their own abilities and application.

Client support

Western College offer the following client support services to their students:

Adult Literacy Program

To provide students with the best learning environment, the College can offer additional support to help students with reading and writing skills relevant to the course in which they are enrolling. The nature of the support will be based on the current level of ability of the student.

Youth Program - Links To Learning

Assists young people to remain in or return to school, or access post-school education or training courses by improving skills in reading, writing and maths, developing communication skills, increasing confidence and self-esteem; setting education, training and career goals and developing work skills.

Employment Skilling Program (ESP)

This program aims to encourage clients of the Department of Juvenile Justice to establish individual goals for the future and to support them in attaining their goals.

Indigenous Program

The College offers a variety of programs specifically developed for Aboriginal communities.

Tailored Training

Customised individual or group training in a range of skills development areas is available.

Post School Options

Programs for living and literacy/numeracy skills development specifically tailored for young people with disabilities.

Language, Literacy and Numeracy

Western College recognises that vocational training requires language, literacy and numeracy skills to complete learning tasks and assessment tasks. We can provide assistance to you through private consultation with our Literacy and Numeracy Team.

Please discuss your concerns with your trainer either before the course commences or during the course. This is a confidential process.

Additional support

Support is available to all students in the form of private tuition, essay writing, study skills and computer skills. Some of these services will attract an additional fee. Please contact the Training Team or your trainer at Western College if require support.

Expressions of Interest

Western College encourages students to offer ideas for new courses that interest them, or may be of interest to their employer. You can express your interest when completing a **Course Evaluation Form** on completion of your current course. This information is then entered into our database and when a course of this nature, or similar, is scheduled to commence you will be notified by our staff either electronically or in writing to advise you. You can then enrol in the course if you wish to, however you are under no obligation to enrol.

If you can offer suggestions of courses, please feel free to contact our office on 6884 2899 or info@westerncollege.com.au and we will pass on this information to our Program Development Team.

Enrolment procedures

How do I enrol?

You have a range of options available to enrol in a Western College course. They include:

- Calling into our college office on the corner of Cobbora Road & White Street.
- Telephoning our office staff during office hours on 6884 2899.
- Faxing a completed enrolment form that includes your credit card details to 6882 9968.
- Mailing your completed form with a cheque or credit card details to PO Box 408 Dubbo 2830.
- Through our secure website using our online enrolment form – www.westerncollege.com.au

On receipt of your enrolment form and full payment of course fees, you will be issued with a receipt and **Letter of Confirmation**. This letter outlines the name of the course, training dates, start and finish times and other details relevant to that particular course. You will also receive this **Student Information Booklet** and a handy map to assist you in getting to your training venue.

It is important to note that you will not be placed into a course until an enrolment form has been completed and payment received in full, so to avoid disappointment please be sure you have funds available to pay for the course at the time of enrolment.

Enrolment Cut Off

It is a good idea to enrol early as some courses fill quickly. Once a course has commenced, no further enrolments can be taken unless accepted by the trainer of the course. Enrolments can be accepted up until the close of business on the day prior to the course commencing, providing places are available. (NB: This does forfeit the student's right to withdraw from a course and receive a Credit Note).

Fees

Full fees must accompany enrolments to guarantee a place in a course. When the maximum class number is reached the course enrolments will close. If possible additional classes will be arranged should the need arise. You may be asked to bring other materials to your course at your expense. This information is available to you prior to enrolment in the course.

Concessions

Concessions are only available to recipients of Social Security Benefits and holders of State Government Senior Cards. If you are eligible, a concession of \$10 is available on non-accredited courses with a course fee of \$50 or over. To qualify, please produce proof of your eligibility at the time you enrol. Some courses are not eligible for additional discounts – these are generally noted on promotional material at the time of enrolment.

Children in Classrooms

It is the policy of Western College that children cannot accompany their parents/caregivers to courses.

Confidentiality and Personal Information

No personal information about students will be divulged to outside individuals or organisations unless authorised by the students or as required by law. All students have access to their personal records held by the College. While all students will be asked and encouraged to answer the official survey questions on the Enrolment Form, your refusal to answer those questions will not be grounds for denying enrolment. Students can indicate if they do not wish for additional course information to be forwarded to them following their enrolment.

Cancellation of course

Should the College need to cancel a course, you will be advised as soon as possible using the contact details you provided on your enrolment form. The decision to cancel a course will be made at a maximum of 10 days prior to commencement or a minimum of 24 hours prior commencement of the course. If the College needs to alter dates or times of a course and these new details are no longer convenient to you, a full refund or transfer to another course will apply. Western College guarantees a full refund (by cheque) or a Credit Note will be processed and mailed to each student at their request. All Credit Notes are valid for a period of 12 months and must be produced when re-enrolling.

Refunds/Credit Notes

We regret that the College cannot be responsible for your change in circumstances. Please choose your courses carefully. There will be no refunds, except in the case of cancellation of a course.

A Credit Note can be applied for if circumstances do not permit the student to attend the course, provided 5 working days notice is given. (NB: If you enrol within 5 days of the course commencing this will forfeit your right to receive a Credit Note). An administration fee of \$10 will be applied. A copy of the Refund Policy is available upon request.

Changes to courses

Unfortunately sometimes circumstances occur outside Western College's control and a change in the course is required. When changes need to be made to a course in which you are enrolled, you will be notified as soon as possible using the contact details you have provided on the enrolment form. At this time we will discuss alternative arrangements. For instance, if a course is cancelled due to insufficient numbers, we may be able to offer you study via online, distance or private tuition in order to complete your training. There may be a change in the course fee at this time.

If a change in the course structure needs to be made, or there has been a change in funding requirements for your course, we will offer alternate opportunities for you whenever possible.

Western College is committed to their core values of professionalism, innovation and flexibility to help you reach your learning outcome.

If you are unable to commit to the alternative arrangements, please refer to **Refunds/Credit Notes** above.

Facilities and services provided for students

All training venues are equipped with kitchen / refreshment facilities where students are able to help themselves to tea and coffee.

It is the College policy that we use venues that have the best possible facilities and access for our students. We seek to have facilities that have toilets for disabled students and wheelchair access. Unfortunately this is not always possible because of our limited resources and access to appropriate facilities.

The scheduling of classes can be flexible, through negotiation with the students, and can be arranged at a time that best suits a specific client group. Currently the College conducts courses during the day, at night and on weekends. This is designed to provide easier access to remote students and those working full-time and those with families.

Trainers are available by arrangement for additional support or private tuition. The College facilities and resources such as computers can also be accessed outside normal business hours by arrangement.

Western College will ensure that any programs involving students under the age of 18 will be conducted in a safe and secure environment.

As the College relies on the support of many community clubs and organisations to provide venue and resources for the delivery of courses, it is important that our students take care to respect any venue or item of equipment provided during any one of our training programs.

All venues and equipment used by the College **MUST** be treated with the utmost care and consideration by both trainers and students.

Smoking

Smoking is only permitted in designated areas at all our training venues. Please ask your trainer where the designated area is located.

Computers

No personal thumb drives / disks / CDs / software may be loaded onto any of Western College's computers at any time.

Training manuals

Where required, training manuals will be issued to students for their use throughout the duration of the course in which they are enrolled. These manuals can provide learning material and assessment material and remain the property of Western College. They cannot be reproduced.

Other training resources

Western College provides resources to trainers to enable the delivery of the programs. However students are responsible for the purchase of any recommended text required for a particular program. The College will identify the required text and arrange a reputable supplier.

Certificates

Four to six weeks after the conclusion of your course, a certificate will be issued in your name. Western College staff will contact you via SMS, email or telephone to advise that your certificate can be collected from the staff at our front desk. As certificates can get damaged or lost in the mail system, we prefer students to collect their certificates. If you live out of town, arrangements can be made for your certificate to be posted to you.

Re-issuing Certificates

Statements of attainment and/ or certificates of attendance are issued to participants after they have satisfactorily completed all requirement of their course and the course has concluded. While it is the responsibility of the student to carefully store their qualification, Western College understands that sometimes certificates can be misplaced and/or damaged and they need to reissue a certificate for the student. There are specific costs associated with this and they are:

- During 2010 = \$30
- Between 2006 and 2010 = \$65
- Prior to 2005 = \$100 or more

Student's rights and responsibilities

Students' Rights

We recognise that all of our students have the right to:

- Expect us to provide courses of high quality that recognise and appreciate their individual needs and learning styles.
- Expect to achieve the published learning competencies from their course, if they, in turn, devote the necessary time and diligence to it.
- Learn from qualified, experienced, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve published course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that we will be ethical and open in our dealings, our communications and our advertising.
- Expect that we will observe our Duty of Care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions and refunds.
- Privacy and confidentiality, and secure storage of their records in accordance with our policies, to the extent permitted by law.
- Have access to their personal records.

In addition we recognise that students enrolled in our accredited vocational programs have the right to:

- Have their prior learning, acquired competencies and experience appropriately recognised in determining their requirements for accredited courses.
- Be guaranteed the delivery and assessment for the unit/s in which they have enrolled.
- Access competencies and assessment plans for the course in which they are enrolled.
- Access their assessment records and results.
- Appeal against their assessment results (refer to our **Assessment Appeal Process**).

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the Enrolment Conditions for the courses they undertake.
- Providing accurate information about themselves at enrolment, and advising us of any changes to their address or telephone numbers.
- Paying all fees and charges associated with their course and providing their own course materials where notified prior to or at the time of enrolment.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free. Western College reserves the right to remove anyone affected by alcohol or drugs from the premises.
- Smoking in designated areas, away from other people.
- To use the internet for the purposes of their course only and not access web sites that are inappropriate or could cause offence or distress to others.
- The security of their personal possessions while attending a course. Please ensure your personal belongings are with you at all times.
- Promptly reporting all incidents of harassment or injury to the trainer who will then notify the Training Department.
- Respecting the organisation's property and observing Policy Guidelines and instructions for the use of equipment.

IMPORTANT

Western College retains the right to refuse enrolment as permitted by law and to remove from class students who do not behave in an acceptable and appropriate manner towards staff or other students, or who fail to respect the property of the organisation, the staff or other students, or the premises in which classes are conducted.

Recognition arrangements

Recognition of Qualifications from another RTO (Direct Credit)

If you have current qualifications from another RTO and wish to use them as credits against competencies offered by the College, Western College is required under its mutual recognition obligations to recognise your qualifications. Credit transfer may be granted for unit(s) of competency previously completed by a client within the last three years, subject to a validity check. If you want to have any current competencies recognised you will need to supply the college with copies of your certification.

Recognition of Current Competency (RCC)

Western College may provide RCC where a student has previously successfully completed the requirements for a current unit of competency or module. However, if the unit of competency or training package has been superseded, the student will be required to undergo reassessment to ensure the competency has been maintained. A fee applies for assessing RCC and no additional training will be provided for the unit. This fee will be discussed with you prior to commencement.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assess the individuals non-formal and informal learning to determine whether the individual has achieved the require learning outcomes. RPL may or may not require additional training as it depends on the non-formal and informal learning against the unit of competency. If you wish to apply for RPL, please contact our Program Development Team on 6884 2899. A fee applies for assessing RPL. This fee will be discussed with you prior to commencement.

Assessment Procedures

Accredited courses require participants to provide evidence of competence. This is done through assessments as required by the AQTF 2007 standards. Assessment is not compulsory and therefore allows the student to make the choice of whether to be assessed or not.

Assessment results are maintained by the College. Students found competent will receive either a statement of attainment or a certificate from the relevant qualification(s). These statements are kept on file by the college, and if you require a certificate /statement to be reissued, this will incur a fee.

Should a student wish to appeal the assessment process and re-sit an assessment, the College Assessment Appeal policy is implemented and the student's appeal assessed by appropriately qualified staff (a qualified assessor, College Management staff and related industry personnel where requested). Students must pay for any additional expenses associated with re-sitting the actual assessment.

Appeals and complaints process

The first step when reporting an issue is to talk to the Trainer. The Trainer should attempt to resolve, in an informal manner, any issues that relate to the course.

Should the issue not be resolved or should you feel uncomfortable discussing the matter with your Trainer, you may refer the issue to the Program Development Team of Western College and the grievance/ complaints procedure will be implemented.

We handle all complaints/ grievances in the following manner.

- All parties involved in the issue will be given an opportunity to explain the situation from their point of view.

- If the issue relates to another person that person will be given full details of the complaint/ grievance against him or her and will have the opportunity to respond to the complaint/ grievance.
- All procedures will be carried out in a fair, honest manner without bias.
- All procedures will be carried out in the most quick and efficient manner possible.

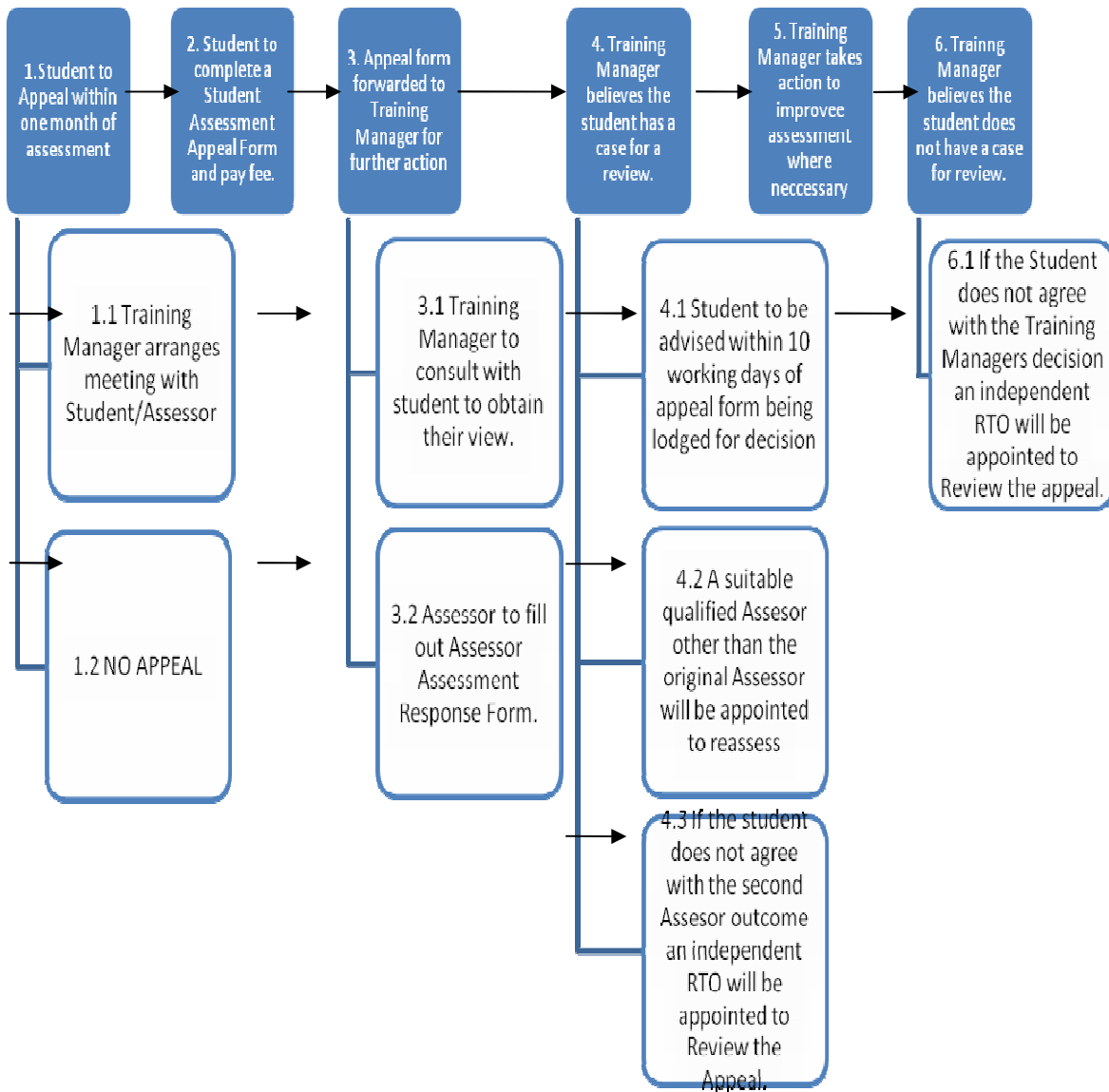
If your complaint/ grievance relates to a refund you will be required to write to the College explaining the circumstance of your situation. The College will then implement our Refund Policy Procedure. A copy of the policy is available upon request.

If the complaint/ grievance relates to any other issue (including assessment appeals) we will request that the complaint/ grievance be documented. This can simply be a letter from you explaining the situation, completion of a Grievance/Incident Report (available upon request, together with a copy of the Grievance/ Complaints Policy) or a discussion with College staff where the situation will be documented and verified. Your grievance will then be discussed, documented and resolved with all parties involved in the incident.

Should College Management not be able to resolve the complaint/ grievance to your satisfaction a mutually agreeable independent party will be nominated to resolve the complaint/ grievance. A copy of all documentation relating to your complaint/ grievance will be maintained on record at Western College and all complaints/ grievances are reported to the regular Western College Board Meetings.

Further details can be obtained by requesting to see a copy of our **Complaints/ Grievance Procedure** which also outlines the **Assessment Appeal Process**.

The Appeals Process



If the student is still unhappy the college can refer them to the National Training Complaints Hotline on Telephone: **1800 000 674**

Student safety

The health and safety of our students

Western College aims to protect the health, welfare and safety of its students.

Prior to the start of your course the trainer will inform all students of the College's Emergency procedures. The procedures will differ slightly depending on the location of the venue.

Your trainer will supply any necessary information and/or safety equipment unless otherwise stated in the information material for your course.

Should you have any specific Occupational Health and Safety requirements relating to *your involvement* in the course, please notify Western College upon enrolment of your needs so that we can endeavour to provide adequate facilities.

Security of Student's Personal Items

Whilst the College takes the security of the student's personal items into consideration when scheduling courses, the College accepts no responsibility for the security of these items.

Nationally recognised training programs

Do you know what these two symbols mean?



They are the symbols that represent the Vocational Education Training and Accreditation Board seal of approval.

The Western College is a Registered Training Organisation with the NSW Vocation Education Training and Accreditation Board (VETAB). This regulatory Board oversees the provision of vocational education in NSW.

To be eligible for registration with VETAB the College must meet stringent quality Standards. The College operates under the new Australian Quality Training Framework (AQTF) standards. The AQTF was developed by the National Training Quality Council and the Australian National Training Authority Board in conjunction with States and Territories.

All accredited courses offered will be delivered in accordance with these quality standards. By getting the tick from VETAB the College is able to guarantee quality courses, assessments, trainers and learning experiences.

Accredited vocational training programs offer competencies that are linked to nationally endorsed industry standards. All students who successfully reach a competent standard will receive a Statement of Attainment. Students who reach the national level of competencies for a Certificate will be issued with the appropriate Certificate for their level of qualification.

These qualifications are recognised across Australia in line with the Australian Quality Training Framework (AQTF).

Western College has been utilising nationally endorsed Training Packages to deliver Accredited courses since early 2000. Training Packages have been developed by industry.

On behalf of WESTERN COLLEGE we thank you for taking the time to read this document and would appreciate feedback on the information contained within the document.

We look forward to delivering quality training that will enhance your future.