



# Academic Misconduct

## Purpose

To assist the World Tec College and other staff in teaching and supervision roles to understand the academic conduct expected of students. To outline the management of plagiarism in student work and establishes a standard for ethical scholarship.

## Principles

- Promote ethical scholarship and develop guidelines to reduce instances of academic misconduct.
- Ensure that plagiarism is correctly dealt with so to reflect its serious nature.

## Application

This policy applies to all part-time and full-time students undertaking Higher Education courses of study. The scope of academic misconduct is extended, but not limited, to:

- Collusion;
- Inappropriate collaboration;
- Plagiarism;
- Misrepresenting or fabricating data or results or other assessable work;
- Inappropriate electronic data sourcing/collection; and/or
- Breaching rules specified for the conduct of assessment in a way that may compromise or defeat the purposes of assessment.

## Definitions

Unauthorised Material: Any material, excluding clear drinking bottles, that has not had prior approval to be admitted into an assessment venue

## Policy

The following principles are to be observed in all cases of alleged academic misconduct:

- Cases of alleged and established misconduct must be treated confidentially by staff. Discussion of cases should be limited to those who have a direct line of procedural responsibility in such matters.
- Lines of responsibility for investigating cases of suspected misconduct must be rigorously adhered to by all learning areas.
- Course co-ordinators must advise students that they are suspected of committing academic misconduct no later than when assessment items are returned to other students. This advice must be confidential and coupled with information on potential appeals and disciplinary courses of action.

If a case of academic misconduct is established, the degree of misconduct will be defined according to a system of two levels, as follows:

- Level One: Minor Academic Misconduct
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- Where the misconduct may be reasonably judged to result from careless practices and/or neglect of specific guidelines relating to assessment requirements by students, whose outcome compromises the purpose of an assessment to a limited extent only.
- Inadequate or inconsistent referencing or paraphrasing too close to the original.
- Minor copying of material, such as copying one or two sentences, including copying where a student utilises a verbatim transcription in their notes and presents it as their own words.
- Level Two: Major Academic Misconduct
  - Where the misconduct may be reasonable judged to be a serious and substantial breach of ethical scholarship.
  - Cheating in assessments including:
    - Bringing in and/or referring to unauthorised material in an assessment, including written notes, formulae or other banned materials
    - Communicating in an unauthorised manner with others during assessments
    - Reading the work of other assessment during the assessment
    - Engaging in, or agreeing, to any act of imposture whereby an enrolled assessment is undertaken by another who assumes their identity
  - Fabricating or falsifying data, experimental results in an assessment item
  - Colluding with another student about assessable work and representing that as individual work
  - Recycling an item of assessment from one unit and resubmitting it in complete or substantial form for another assessment.
- For acts academic misconduct that involve plagiarism:
  - The degree of plagiarism will be defined according to a two-tier schedule:
    - Level One Plagiarism: Conduct that is not dishonest or unfair in connection with any academic work such as inadequate or misleading citing, referencing or paraphrasing arising from a student's limited knowledge of plagiarism or how to conform to academic conventions, or from carelessness or neglect rather than an intention to deceive.
    - Level Two Plagiarism: Conduct that is dishonest or unfair in connection with any academic work. It includes inappropriate or fraudulent acts, work arising from a student's ignorance of Academic Integrity/Conventions (where adequate knowledge would have been expected), and where intention to deceive an assessor or cheat by way of plagiarism is apparent. The effect or consequence of the plagiarism must compromise the assessment process in some way.
  - In determining the seriousness of plagiarism, the following should be considered:
    - Whether the plagiarism is dishonest or unfair in connection with any academic work;
    - The experience of the student;
    - The nature of the plagiarism;
    - The extent of the plagiarism; and
    - Where evidence is available, the intention of the student to plagiarise.

In determining the level of academic misconduct that has occurred and the appropriate penalty to be applied the Course Coordinator, in conjunction with the Director of Academic Strategy and Innovation, may take into account one or more mitigating circumstances that is deemed to bear upon the case.

Penalties for academic misconduct vary according to the seriousness of the case and may include:

- The requirement to do further work or repeat work,
  - Deduction of marks;
  - The award of zero marks for the assessment;
  - Failure of one or more units;
  - Suspension from a course of study;
  - Exclusion from the College
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## Access and Equity

### Policy

Our access and equity policy represent commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

World Tec College will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. We also recognise the many diverse factors which influence the ability of people to participate and succeed, including – prior educational experiences; cultural identity; language; learning styles; goals and expectations; motivation; work and social commitments; gender; values and beliefs; religion; income; family; geographic location and age.

World Tec College is able to provide support and counselling services when necessary. Where a need for extra support is identified, the student will be contacted on a regular basis by World Tec College's Training Manager. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs, they will receive regular contact from the Training Manager. This does not prevent the student from contacting the Training Manager at any time that they feel extra assistance would be helpful.

The Training Manager is available during office hours on (02) 8824 9631. All enquiries and requests for extra support or assistance will be followed up.

World Tec College students enrolled into qualifications from endorsed training packages and units of competency are required to demonstrate competence in the specified elements and performance criteria, as well as the required skills and knowledge.



# Administration & Records Management

## Purpose

This purpose of this policy and procedure is to describe the processes that World Tec College will use to administer and manage all records and documentation relating to its delivery of training and assessment services.

## Policy

World Tec College will:

- maintain up-to-date records of the qualifications and experience of all staff employed by or contracted to us to deliver training and assessment services;
- maintain accurate electronic records of all enrolments, participation, training outcomes and certification/statements of attainment issued;
- ensure that all forms of communication with a student are recorded on appropriate letters, forms etc., or file notes;
- ensure the confidentiality of staff and student records;
- ensure the safety and integrity of all records;
- ensure that all training resources, materials, forms and procedures utilised within the RTO are current;
- ensure that all fees received from students are receipted and that all refunds are appropriately recorded;
- ensure that all certificates and statements of attainment issued by World Tec College are consistent with the requirements of the Australian Qualifications Framework (AQF);
- ensure that the Nationally Recognised Training (NRT) logo is only used in accordance with their conditions of use; and
- Ensure that the required documents are maintained for a period of 30 years.

## Definitions

- Current files are those files for which the training and/or assessment service is still being delivered;
- Completed files are those files for which no further training or assessment services are to be provided to an individual under a fee for service arrangement;
- Individual student files may include, but are not limited to, the enrolment form, copy of the direct debt authority, assessment records, training materials, copies of certificates/ statements of attainment issued, any notes made by the trainer/assessor on the student;
- Archived files may include, but are not limited to, the enrolment form, copies of certificates/statements of attainment issued, assessment records, attendance records and any notes made by the trainer/assessor about the student; and
- For definitions relating to the Australian Qualifications Framework (AQF) refer to the AQF Implementation Handbook. <http://www.aqf.edu.au/>

## Fees Received and Refunds Given

- all fees paid by individual students are to be receipted and a copy of the receipt placed on the student's file; and
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- Where a refund has been granted, the amount, date and reason for the refund are to be noted on the student's file.

## **Document Control**

- the Compliance Manager shall authorise the issue of all documents, materials, etc. relating to the Scope of Registration;
  - the Compliance Manager shall maintain a register of the current versions of all documents and the persons to whom they were distributed;
  - when a new/revised document is issued, the Compliance Manager will retrieve and keep in an archive file a copy of the previous version of the and document and destroy all other remaining copies of previous versions of the document; and
  - All authorised documents and materials must contain the month of issue, the version number, document name and the number of pages in the version.
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## Course Progress and Intervention

### Policy

World Tec College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

World Tec College will assess each student's progress at the end of each compulsory study period. World Tec College considers one semester of two terms (nine weeks without breaks) totally 18 weeks to be equal to one study period.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Course requirements for each study period are defined as all scheduled completion of units of competency for the recognised period

NOTE – course progress/requirements/achievement is measured in completed units of competency.

World Tec College has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and specifies:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; and
- the process by which the intervention strategy is activated.

The intervention strategy also includes provisions for:

- where appropriate, advising students on the suitability of the course in which they are enrolled;
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress (i.e. demonstrating competency in at least 50% of the course requirements), the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.

However, if World Tec College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, World Tec College will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress (i.e. demonstrating competency in at least 50% of the course requirements) in a second consecutive compulsory study period in a course.

### "At Risk" Procedures and Intervention Strategy

Details of World Tec College intervention strategy will be made available to staff and students through induction and publishing in the World Tec College student handbook.

Students identified for the first time as "at risk" will be sent a warning letter outlining the consequences of poor academic achievement and be coded in the student data base as "intervention level 1". These students will be required to attend an interview with the Training Manager when an appropriate intervention strategy will be negotiated. This may include:

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- Identification and implementation of support strategies to enhance the student's progress;
- A recommendation that the student seek appropriate personal and/or academic support from within or outside of the College;
- Regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress,
- Model answers, lists of common mistakes, peer and self-evaluation;
- Counselling to consider alternative programs; and
- Other such support as deemed appropriate by the Training Manager in light of the academic and/or personal difficulties facing the student.

A record of all counselling sessions and the specific support decisions will be held on the students' file.

## Unsatisfactory Academic Progress

A student who is identified as "intervention level 2" and who fails to demonstrate competency in at least 50% of the course requirements in a study period will be deemed as making unsatisfactory academic progress. The student will be provided with a written notice of intention to exit them from the College and the complaints and appeals processes, and that they have 20 working days in which to do so. Whilst this process is being conducted the student will be permitted to attend classes and will be placed on an "intervention level 2" condition for the semester.

### Academic Warning Action

- The Administration Officer monitors student academic results upon completion of delivery unit;
- The Training Manager mails out unsatisfactory Academic Warning Letter;
- Follows-up warning letter with phone call to organise a counselling session; and
- Make electronic entry and files copies in student file.

## Calculations to Determine Academic Progress

### Period Duration

The following calculation is to be used for determining academic progress and can be used for study periods or complete programs. The result will indicate the current progress. It may be possible for a student to have less than 50% progress and still be able to recover to above that figure. To determine this, use the calculation below:

$$\frac{\text{UOC successful}}{\text{Total UOC for the period}} \times \frac{100}{1} = \text{Percentage Academic Achievement}$$

## Compassionate and Compelling Circumstances

World Tec College international students will be consideration to their academic progress by the implementation of compelling and compassionate reasons.

Compassionate and compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's wellbeing or academic progress in a program.

These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - Bereavement of close family members such as parents, grandparents and siblings;
  - Pregnancy, as evidenced by a medical certificate;
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- Major political upheaval or natural disaster in the home country which may require emergency travel or reduction in enrolment load impacting on the student's studies;
- A traumatic experience which could include involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime (supported by police or psychologist's reports);
- Delay in receiving a student visa (supported by relevant, dated visa documentation);
- Academic progress has resulted in students being unable to complete within expected duration; or
- A student has not achieved grades enabling progression at the standard rate but has not done so poorly as to be identified by the College as a student at risk of losing their good academic standing.

## **Grievance**

Where a student objects to a recommendation for reduced study load or the implementation of the College's Intervention Policy they may initiate an academic grievance under the Complaints Policy.





## Credit Transfer

### Policy

Under national recognition World Tec College recognises the qualifications issued by other Australian Registered Training Organisations and will confer an exemption for all previous training resulting in a competent result for the nationally recognised unit of competency as listed on World Tec College course profiles. Only the Training Manager and the CEO may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration. Students will be informed in writing as to the results of their application and any further evidence is required.

The granting of an exemption will reduce course length. Applicants will be notified as to the new course length and any adjustments to course price due to exemptions will be managed by the organisation's Administration section.

### How to apply?

#### Internal Credit Transfer

For those students who have previously studied with a Registered Training Organisation and wish to request credit for their current program no supporting documentation is required for internal credit transfers.

#### Credit from other Institutions

If you have studied at another Institution, please see below.

#### Other Australian RTO's/Institutions

If you have studied at another Australian RTO or Institution, you need to provide the following:

- Certified graded transcript; and
- Qualification and/or unit of competency outlines for credit for which you are requesting.
- Please note that your application can not be assessed until all the required supporting documentation has been received. Please note that it is the student's responsibility to provide this documentation

#### RTO/VET

If you have studied at an RTO you need to provide the following:

- Statement of Attainment; and
- Course outlines for each course for which you are requesting credit; and
- Transcript showing modules completed.

#### Application Timelines

Students will be advised to make an application for credit well in advance of term commencement. This is to allow time for assessment and considered decisions in relation to course enrolment. Applications received after the commencement date will not be considered.

Once the application has been received and assessed, the College will notify the student of the outcome and the amended program and associated fees.

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## Grievances/Complaints/Appeals

### **Policy**

Should there be any occasion where there is a grievance, complaint or appeal with any of World Tec College's services the following steps should be taken to resolve the issue (please note: the student may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint resolution process).

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## Harassment and Discrimination

### Policy

World Tec College is required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of World Tec College

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination;
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- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated;
  - When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it;
  - In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained;
  - Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation;
  - Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue;
  - Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised;
  - Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers; and
  - Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.
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## Information Technology – Acceptable Use

The Information Technology facilities of World Tec College are being provided to students for legitimate study purposes. This will normally mean academic coursework, academic research activities and administration. This policy covers:

- What are information technology (IT) facilities;
- Access to IT facilities;
- Responsibilities of users;
- Misuse of IT facilities;
- Electronic mail and other messaging;
- Internet use;
- Privacy and surveillance; and
- Relevant external laws.

### What are Information Technology (IT) facilities?

The Acceptable Use of Information Technology Facilities by Students governs all computers, computing laboratories and lecture rooms across World Tec College together with use of all associated networks, internet access, email, hardware, dial-in access, data storage, computer accounts, software (both proprietary and those developed by World Tec College), telephony services and voicemail ("the IT facilities").

### Access to the IT facilities

Users of the IT facilities must be aware of the conditions on which access is provided.

Access to the IT facilities is restricted to authorised users. Access is normally based on correct enrolment status in World Tec College student database (e.g. SMS). This includes all prospective and enrolled students of World Tec College and associated entities.

The administrator of an IT facility may restrict access to an individual user on the grounds that the user is in breach of this Acceptable Use Policy. Disciplinary action may be taken against users of the IT facilities. Unlawful use will breach this Policy and will be dealt with as a misbehaviour offence. Unlawful use of IT Facilities may also lead to criminal or civil legal action being taken against individual students. This could result in serious consequences such as a fine, damages and/or costs being awarded against the individual or even imprisonment. World Tec College will not defend or support any student who uses IT facilities for an unlawful purpose.

### Responsibilities of Users

Each user is responsible for:

- The unique computer accounts which World Tec College has authorised for the user's benefit.
- Selecting and keeping a secure any password for each of these accounts, including not sharing passwords and logging off after using a computer. Users must not compromise or attempt to compromise the security of any IT facility belonging to World Tec College or other organisations or individuals, nor exploit or attempt to exploit any security deficiency.
- Using the IT facilities in an ethical and lawful way, in accordance with Australian laws/ relevant local laws. Co-operating with other users of the IT facilities to ensure fair and equitable access to the facilities.

World Tec College accepts no responsibility for:

- loss or damage or consequential loss or damage, arising from the use of its IT facilities for academic or personal purposes;
  - loss of data or interference with files arising from its efforts to maintain the IT facilities.
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## Misuse of IT facilities

- **Unauthorised access to accounts** - Users are expressly forbidden unauthorised access to accounts, data or files on World Tec College IT facilities, or on IT facilities belonging to other organisations.
- **Student computing laboratories** - Users of student computing facilities are required to abide by all rules and guidelines set by the facility administrator.
- **Peer to peer file sharing programs** - installation or use of peer to peer file sharing programs such as Kazaa, BitTorrent, DC++ (Direct Connect) etc. is not permitted on computers connected to World Tec College network.
- **Unlawful activity** - Users are not permitted to use World Tec College IT facilities for unlawful activity, e.g. infringement of copyright, defamation, etc.
- **Pornography** - Users are not permitted to utilise World Tec College's IT facilities to access pornographic material or to create, store or distribute pornographic material. It will not be a defence to claim that the recipient was a consenting adult.
- **Game playing** - Game playing is not allowed on World Tec College IT facilities, except as a formal component of a World Tec College academic subject or through a World Tec College sponsored event.
- **Assignment services** - Users are not permitted to use IT facilities to sell or purchase assignments, or to offer to write assignments or to request help with assignments.
- **No business activities** - Users are not permitted to run a business or to publish a journal or magazine (unless authorised by World Tec College) on World Tec College IT facilities.
- **World Tec College logo** - Users are not permitted to use World Tec College's name or logo on their personal web pages, email, or other messaging facilities.

World Tec College reserves the right to withdraw a service or withdraw access for student owned computers if there is evidence of misuse of IT facilities.

## Electronic Mail and Other Messaging

Users are entitled to use personal email and messaging facilities for private purposes, provided such use is lawful. Messaging facilities may include chat sessions, IRC, newsgroups and electronic conferences. World Tec College reserves the right to withdraw this permission in the event that such use places the IT facilities at risk or poses a security or other threat. Users must respect the privacy and personal rights of others.

Users must not:

- Publish their World Tec College (if issued) email address on a private business card;
  - Use their World Tec College (if issued) email to conduct a private business;
  - Send defamatory messages;
  - Send aggressive or rude email messages to staff or other students;
  - Threaten or harass another person;
  - Send sexually explicit material;
  - Send bulk unsolicited emails;
  - Send spam (defined as unsolicited commercial electronic messaging - refer SPAM Act 2003 (Commonwealth). A single message can be spam. The message does not need to be sent nor received in bulk to be spam.);
  - Propagate chain mail (email sent to a number of people asking the recipient to send copies of the email with the same request to a number of recipients);
  - Impersonate another person by sending a message which appears to have come from another person's computer or represent themselves as being of a different gender, race etc. (e.g. in a chat session or electronic conference);
  - Plagiarise or infringe copyright or trademarks, or breach trade practices legislation; and
  - Send, without permission of the copyright owner, an audio or video file, music charts/lyrics, or commercial photographs to another person using email.
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## **Internet Use**

During their studies, students are able to make reasonable use of the internet for research and communications with academic staff and other students.

Internet usage is not free. World Tec College pays for internet access as part of student educational programs. Some non-educational uses of the internet can result in very large financial charges to the organisation and are not part of an educational program. Internet access which results in excessive use of the internet or breaches this Acceptable Use Policy may result in the student personally being charged the cost of this access and any additional charges which may apply.

All internet transactions are recorded and can be traced to a particular username. For this reason, students must keep their username and password secure (if issued). If a user has reason to believe that others may have obtained and could be using their username, then the user must report it immediately to reception.

Authorised users (i.e. students) are expressly forbidden to make digital files of commercially available recordings, music albums, album covers, and videos, without permission of the copyright owner. Infringing activities can be detected by investigative bodies and a student will be personally liable for damages and costs if a copyright owner takes action for infringement of copyright.

**NOTE:** Distribution of music/film files for the purpose of trade or any other purpose which affects the copyright owner prejudicially, for example making music files available for downloading free of charge on an internet website, is a criminal offence punishable by a fine and/or imprisonment for up to five (5) years.

Students using databases, online journals, eBooks and other electronic information resources provided by World Tec College must restrict their use to a reasonable level to support their study and research at World Tec College. Excessive use can be detected by information providers and reported to World Tec College for investigation. Using software including scripts, agents, or robots is prohibited and may result in loss of access to the resource for the whole World Tec College community.

## **Privacy and Surveillance**

World Tec College does not generally monitor email, personal websites, files and data stored on World Tec College computers or traversing World Tec College network. However, World Tec College reserves the right to access and monitor email, websites, server logs and electronic files and any computer or electronic device connected to the World Tec College network including personally owned equipment, should it determine that there is reason to do so. Such reason would include, but not be limited to, suspected or reported breaches of this Acceptable Use Policy, or breach of any statutes, regulations or policies of World Tec College, or suspected breaches of the law.

## **Relevant External Laws**

Users need to be aware of conduct which may breach laws outside of World Tec College and lead to criminal or civil proceedings and/or penalties for which they will be held personally accountable. The following Australian laws are cited as examples:

### **Copyright Act (1968) (Commonwealth)**

Text (including song lyrics), computer programs, illustrations (including maps and diagrams), photographs, music recordings, videos, films and television broadcasts are all protected by copyright. The duration of copyright protection is generally seventy (70) years following the death of the author. A user must not copy, send or place materials on the web without permission from the copyright owner. Infringement of another person's copyright could result in personal liability for damages.

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Users should assume that all materials published on the web are in copyright, unless explicitly stated otherwise. If a user wishes to include material from another webpage in one of their own pages, they should create a hypertext link pointing to the material rather than copy it. It is suggested that the permission of other webpage owners be sought prior to creating links to their pages.

### **Conduct Which Will Infringe Copyright**

Examples of conduct which will infringe copyright if undertaken without the permission of the copyright owner (e.g. the relevant recording company), includes but is not limited to:

- downloading a film, MP3 recordings, or software from the internet using World Tec College internet access or computers;
- uploading audio files, video files, software or commercial photographs, to a World Tec College website and making these available to the public;
- providing on a World Tec College website, links to other websites that directly offer copyright infringing material or direct users to copyright infringing material, including audio files such as MP3 recordings, video files, software or commercial photographs;
- sending copyright material, including audio files, such as MP3 recordings, video files, commercial photographs or software, to another person using World Tec College email;
- storing copyright material, including audio files, such as MP3 recordings, video files, commercial photographs or software, on World Tec College computers or servers.

Copyright infringement could apply to any file format, including, but not limited to MP3.

### **Trade Marks Act (1995) (Commonwealth)**

A user must not copy a trademark or logo belonging to another party. Trade mark infringement will expose the user to liability for damages.

### **Trade Practices Act (1974) (Commonwealth)**

The Trade Practices Act contains provisions which prohibit passing off and misleading and deceptive conduct. If a user were to copy material from an external site onto a World Tec College website (including features such as logos and trademarks) so that persons accessing the website would believe that World Tec College had been authorised to carry the material, this would constitute passing off or deceptive or misleading conduct.

### **Spam Act (2003) (Commonwealth)**

Under the Act, users must not send unsolicited commercial electronic messages. Any commercial messages that are sent electronically (including email, instant messaging or telephone accounts) must include information about the individual or organisation who authorised the sending of the message and a functional unsubscribe facility.

### **Anti-Discrimination Legislation**

Commonwealth and State laws and World Tec College Equal Opportunity policy prohibit sexual harassment and discrimination, vilification or victimisation on certain grounds such as race, gender, sexual preference, disability, or status as a parent or carer. World Tec College IT facilities must not be used to humiliate, intimidate or offend others on the basis of their race, gender, or any other attribute prescribed under anti-discrimination legislation.

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## **Defamation**

A user should not publish a statement about another person which could harm that other person's reputation. There is no need for the person to have been named specifically if he/she can reasonably be identified. Photographs and cartoons can also be defamatory if they hold someone up to ridicule or contempt. In a defamation case, truth is not always a defense.

## **Censorship Legislation**

Commonwealth and State laws prohibit publication of hard-core pornography (in particular where it involves children, bestiality, violence, cruelty and/or exploitation). A breach of these laws would constitute a criminal offence.

## **Incitement to Commit an Offence**

Users must not publish material which is an incitement to commit or instruction in crime e.g. material on how to prepare explosive devices, or how to steal or provide a link to a site that offers file-sharing software, use of which is likely to result in infringement of copyright.



## **Language, Literacy & Numeracy**

### **Policy**

World Tec College aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests students to provide information regarding their LLN requirements or any other special learning needs. The application process includes an LLN assessment test for confirmation of an applicant's ability. In the event of LLN becoming an issue, a more intensive test is applied to determine the depth of the requirements and the Training Manager will contact the student to discuss their requirements.

At the enrolment stage and the application of the LLN assessment tests applicants who indicate a significant deficiency as determined by the results of the second test will be referred to a specialist provider for assistance. The provider referral will be commensurate with the deficiency.

Students must ensure that they have discussed with their training facilitator any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for course students, World Tec College will make every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that World Tec College can offer include:

### **Literacy**

### **Language**

### **Numeracy**

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## Issuance of Certification

### Policy

World Tec College will only issue qualifications in the form of certification and transcripts for qualifications, which are on World Tec College Scope of Registration.

On completion of a course or exit point, students will be issued with the appropriate certification. On completion of delivery units, trainers will submit Student Summary Record to the Training Manager for subsequent entry into World Tec College student management system. On completion, at a competent level, of assessed units within the appropriate course/program, students will be eligible to receive certification. Students will only receive certification and transcripts for the qualifications into which they have been enrolled.

A student will receive a Certificate, Diploma or Advanced Diploma if all of the competency units have been completed at competent level and a Statement of Attainment for competency units that have been completed but cannot be packaged as a qualification. All certificates and statements of attainment will be issued without alteration or erasure and be identified by an organisational student identification number – printed on the testamur.

All certification issued will have the student name, number, qualification name, qualification number and the date of issuance on the Qualifications Issued Register and on the student management system. A soft copy of all certification issued will be filed in the respective student folder. World Tec College will be able to provide copies of all certification as required. The Student Management System has the capacity to issue a Unique Student Identification when required.

### Procedure

1. Student completes course;
  2. All results as received are placed on manual and electronic recording systems;
  3. The Administration Manager issues certification and transcripts as required within 30 days of final results being entered and confirmation of financial completion;
  4. The Administration Manager/Data Entry Officer completes electronic record of issuance;
  5. A softcopy is maintained on the SMS and connected to the students file; and
  6. All records of qualifications will be retained for 30 years.
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## Non – Academic Misconduct

### Policy

This policy applies to all students of the World Tec College and to conduct occurring at any premises or facilities owned or occupied by World Tec College and to any events or activities conducted under the name and auspices of World Tec College such as excursions and educational or vocational placements with outside organisations.

Non-academic misconduct includes, but is not limited to, conduct where a student:

- Contravenes any provision of World Tec College's policies or procedures or terms set out in the World Tec College Candidate Handbook;
- Behaves in a manner that prejudices the good name or academic standing of World Tec College;
- Engages in unlawful or criminal activity on the premises or facilities of World Tec College or in the course of any events or activities conducted under the name and auspices of World Tec College such as excursions, educational placements with outside organisations.
- Damages or destroys World Tec College property (including library books, computing hardware or software, or the deliberate release of computer viruses);
- Misuses World Tec College facilities, systems and equipment, to engage in illegal activity or activity prohibited by World Tec College's rules and policies (for example, computer hacking, infringing copyright);
- Steals or misappropriates World Tec College property or equipment;
- Harasses, vilifies, abuses, threatens, assaults or endangers staff, students or other members of World Tec College's community directly or by other means of communication;
- Unreasonably disrupts staff or students or other members from undertaking their normal activities;
- Fails to follow reasonable directions of an employee of World Tec College;
- Alters, falsifies or fabricates any document or record of World Tec College (e.g. Statement of Academic Record);
- Alters or falsifies any documentation that World Tec College requires of the student (e.g. Medical certificate or other supporting documentation);
- Divulges confidential or personal information relating to any World Tec College matter, staff member or student (e.g. Employment records, in-camera committee discussions) in circumstances where there is no reasonable or lawful excuse for doing so;
- Behaves inappropriately in an activity (e.g. In the virtual and physical environments such as e-learning sites, face to face classes, or meetings), in any facility in or under the control or supervision of World Tec College including educational placements with outside organisations;
- Knowingly provides false or misleading information to staff of World Tec College; or
- Fails to comply with a penalty imposed or outcome agreed to under this or other policies of World Tec College.

An allegation of non-academic misconduct may be brought against any student of World Tec College. An allegation may be made by World Tec College staff, students or an external person.

In all cases, an officer of World Tec College ("the Investigating Officer") will be appointed by the CEO to make an investigation of the allegation.

The Investigating Officer will prepare a written report of his or her findings. Where the Investigating Officer is of the view that the allegations are sustained whether in full or in part, World Tec College may take any one or more of the following actions:

- Give a warning or reprimand to the offending student;
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- Deny the offending student access to certain or all World Tec College activities, facilities or services for a specified period of time or impose a requirement that access be only in accordance with
- Particular conditions;
- Require the offending student to provide full restoration of the cost of any damage done to World Tec College property;
- Require the offending student to apologise formally to any aggrieved party where appropriate;
- Require the offending student to undertake some form of remediation;
- Suspend the offending student (that is, require that the student be excluded from World Tec College Courses and facilities) for a period no greater than 12 months;
- Expel the offending student (permanent exclusion) from World Tec College; and/or
- Such other penalty or action considered appropriate.

Students suspended, expelled or excluded from World Tec College facilities in accordance with this policy will be notified of this decision and informed that they have 20 working days in which they may appeal the decision.

An appeal against any finding of non-academic misconduct or any action taken by World Tec College as a result of such a finding will be dealt with in accordance with the procedures outlined in the World Tec College policy "Grievance and Appeal Policy & Procedure for Non-Academic Matters". If a student appeals the finding of non-academic misconduct and associated action then the suspension, expulsion or exclusion cannot take effect until the conclusion of the appeals process.

Students suspended, expelled or excluded from World Tec College facilities in accordance with this policy shall not be entitled to any refund of course fees.



# Privacy

## Policy

World Tec College will follow the ten national privacy principles in the handling of personal information of students / employees.

- **Collection** - World Tec College will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected;
  - **Use and disclosure** - personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies;
  - **Data quality** – World Tec College will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;
  - **Data security** – World Tec College will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;
  - **Openness** – World Tec College will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;
  - **Access and correction** - the individual will be given access to the information held except to the extent that prescribed exceptions apply. The World Tec College will correct and update information errors described by the individual;
  - **Unique identifiers** - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. World Tec College will not assign unique identifiers except where it is necessary to carry out its functions efficiently;
  - **Anonymity** - wherever possible, the World Tec College will provide the opportunity for the individual to interact with us identifying themselves;
  - **Transborder data flows** - the individual's privacy protections apply to the transfer of personal information out of Australia; and
  - **Sensitive information** – World Tec College will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.
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# Recognition of Prior Learning

## Purpose

The purpose of this policy is to confirm that all students, potential or actual, of World Tec College accredited courses are provided with full recognition of their current skills and knowledge. We promote acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

## Definition

**Recognition of Prior Learning (RPL)** - is the formal recognition of the skills and knowledge a person has regardless of how or where these skills may have been attained, that is, through formal or informal training work experience, (paid and unpaid) voluntary work and life experience. The evidence provided for RPL must address the currency of competencies being assessed.

**Recognition of Current Competency (RCC)** - This term is sometimes used. For general purposes the term is synonymous with RPL.

**Credit Transfer (CT)** - is an arrangement to give a standard level of credit or formal recognition to a learner who has previously achieved competence in a training or educational environment. Some Credit Transfer arrangements are also called Advanced Standing or Exemptions.

**RPL for Entry** - is an arrangement where learners are provided access to assessment tools and processes to assist them to meet minimum entry requirements for access to a course or qualification.

**Note:** In RPL for Entry no qualification is issued. Recognition is given to the person's prior learning to permit entry through equivalence into a qualification that requires some specified entry standard.

**Overseas Equivalence** - is an arrangement to give formal recognition to an individual who has completed a course or qualification overseas. The Overseas Qualifications Unit can assist this process – see contact details later.

## Policy

While the Recognition of Prior Learning (RPL) and Credit Transfer are related, and the boundaries between them are often blurred, they are distinguished as alternative pathways to an AQF qualification. They are distinguished by the way they relate to learning achieved through formal education and training (credit transfer) and learning achieved outside the formal education and training system (RPL).

The recognition of prior learning (RPL) process conducted by us is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

Our RPL process examines the evidence within the following key principles:

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- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential students of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course students.

All of our students are offered RPL at time of the enrolment and can elect to be considered for RPL by selecting the option available during the enrolment process. The special needs of RPL applicants that have been recognised by us will have all necessary and reasonable adjustments (taking into account such areas as LL&N) made during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner. Applications can be made by completion of the Student Information Kit for RPL and Exemption available on line as a component of the enrolment process.

The key objectives of our RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition;
  - allow the completion of studies in the shortest possible time;
  - provide clear RPL outcomes and access to further learning/training and career development;
  - provide quality advice and support to potential and current applicants;
  - conduct the RPL process only in respect to courses that we are registered to assess;
  - ensure that only fully qualified consultants are involved in the RPL process;
  - document the RPL process;
  - recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
  - ensure that the RPL processes are monitored, evaluated and updated where appropriate;
  - advise all RPL applicants of their right of appeal through the formal process; and
  - ensure fees and charges are fair and competitive with the industry standard.
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## Refund

### Policy

If World Tec College receives fees paid in arrears, then the refund policy is not applicable. For those students who pay their fees in advance the following applies:

If an applicant accepts a place offered by World Tec College and pays the fees, it means a binding contract is created between the student and World Tec College.

Under current legislation, there are a number of circumstances where a student may be in default.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to World Tec College.

In the case of cancellation/withdrawal, the cancellation fee will be calculated as shown at Table 1.

World Tec College offers the following information in relation to refunds of course money in the case of student and provider default:

- amounts that may or may not be repaid to the student;
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

### Student Default

There are a number of circumstances where a student may be in default. In the situation where a student has breached their enrolment conditions or does not pay fees or in cases of student misbehaviour, a student default situation is triggered when World Tec College refuses to provide or continue providing the course to the student. However, in terms of the student default notification and reporting obligations, the student default is not confirmed until any internal or external complaints and appeals process is completed. Additionally, World Tec College will not cancel a student’s enrolment without giving the student access to complaints and appeals processes.

### Calculation of the amount of unspent pre-paid fees – other cases

The amount of unspent pre-paid fees that World Tec College will refund the student the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:

the lesser of:

- 5% of the total amount of pre-paid fees that World Tec College received in respect of the student for the course before the default day; or
- the sum of \$450.

Withdrawal Reason	Amount Refunded
Withdrawal at least four (4) weeks prior to the agreed start date	Full refund
Withdrawal at least two (2) weeks prior to agreed start date	refund equal to 80% of the tuition fees less enrolment fee of \$450
Withdrawal less than one (1) week prior to agreed start date	refund equal to 50% of the tuition fees less enrolment fee of \$450



Withdrawal after the agreed start date	No refund
Course withdrawn by World Tec College	Full refund
World Tec College is unable to provide the course for which the original offer was made	Full refund

**Table 1**

### **World Tec College Default**

This policy applies to a student or an intending student in relation to a course if:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on World Tec College; and
- The student has not withdrawn before the default day.

World Tec College will make a refund within four (4) weeks of Provider default or receiving a written claim by the student in accordance with the Terms and Conditions as outlined on the Enrolment Form – this forming the written agreement with the registering student.

All refund considerations will be strictly limited to the total of monies which World Tec College has actually received.

The refund calculation will not include:

1. Enrolment fees are non-refundable;
2. If a student notifies World Tec College of their intention to withdraw from individual units or a program before their original start date, then they will be eligible to receive a refund minus a \$450 Enrolment fee;
3. No refunds will be given for notification of withdrawal which occurs after the start of the program. The exception to this is noted in paragraph four (4).
4. Once training has commenced in the course e.g. Certificate IV in Small Business (Pre-enrolment), no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
5. The cost of books, equipment and other materials needed for the course;
6. Proportion of course money received for the proportion of the course provided to the student before the default date;
7. If a student notifies World Tec College of their intention to withdraw before the original start date and are eligible for a refund as per paragraph three (3) above, then the refund will be paid within four (4) weeks of World Tec College receiving your request for refund.
8. No academic penalty will be incurred if a student notifies World Tec College of their intention to withdraw from individual units or a program before the end of week four (4) of the semester.
9. All fees and charges are payable upon invoice and will cover a period of the impending study period. Students may be precluded from sitting assessments, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.
10. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
11. Fees may be subject to change without notice.

In all circumstances World Tec College will provide a statement and an explanation of how the refund was calculated and make fully available access to World Tec College Grievance Policy. This agreement and the availability of World Tec College complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

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## **Refund Circumstances**

- World Tec College reserves the right to exclude students from class when fees are not paid;
- This agreement and the availability of the complaints and appeals procedure does not remove the students' rights to take action under Australia's consumer protection laws;
- The World Tec College dispute resolution process does not circumscribe the student's right to pursue other legal remedies; and
- Refer to World Tec College's complaints and appeals procedure if you wish to appeal the refund policy.

Tuition fees are not transferable to another person or institution.

World Tec College reserves the right to change, alter or amend curricula, syllabi, course structure, fees and/or any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.

If World Tec College has to change any of the above conditions for any reason, all students will be notified of the change in writing.

Refunds will be paid to the party who originally paid the fees. Fees will not be refunded directly to a student if it was not them who originally paid the fees.

Refunds will be paid no later than four (4) weeks after the application for refund is made.

Refunds will only be paid to the person who enters into the contract with World Tec College unless World Tec College receives written direction to pay the refund to somebody else.



# Risk Management

## Policy

The purpose of this policy is to confirm that World Tec College identifies and controls all possible risks associated with its operation of a Registered Training Organisation and the maintaining of compliance with the for Registered Training Organisations (2015).

This procedure expresses RTO’s commitment to manage risks in accordance with a systematic risk management process encompassing:

- the identification of potential risks;
- the analysis of potential risks;
- the assessment and prioritizing of potential risks;
- the development of a risk management matrix to treat risks;
- the monitoring of risks and review of risk management strategies;
- the provision of feedback to improve risk management; and
- integration of risk management into RTO’s business planning and monitoring processes.

We recognise the need to prioritise the treatment of risk, to concentrate on those risks that have a greater likelihood of occurring and/or more severe consequences when they do.

All of our risk management processes are reviewed at regular staff meetings with all staff. This to ensure that the risk management matrix is kept up to date and those new areas of risk identified by staff are included in a timely manner and that the staff is totally involved within the entire risk management process.

At each of the monthly management meetings a portion of the identified risks are reviewed and reassessed to ensure that the risk is continuously managed and to ensure that all staff are aware of the risk.

The risks are reviewed based upon their category of risk, as detailed in the matrix overleaf.

All High Risks are reviewed every three months, Moderate Risks every four months, and low risks every six months, thus over the course of the year, the High Risk are reviewed four (4) times, the Moderate Risks three (3) times and Low Risks twice.

The matrix shown below is derived from the Australian Standard for Risk Management and indicates management action prescribed within the RTO to address categories of risk:

	<i>Consequences</i>				
<i>Likelihood</i>	Insignificant	Minor	Moderate	Major	Catastrophic
<b>Almost certain</b>	Moderate Risk	Moderate Risk	High Risk	High Risk	High Risk
<b>Likely</b>	Low Risk	Moderate Risk	Moderate Risk	High Risk	High Risk
<b>Possible</b>	Low Risk	Low Risk	Moderate Risk	High Risk	High Risk
<b>Unlikely</b>	Low Risk	Low Risk	Low Risk	Moderate Risk	High Risk
<b>Rare</b>	Low Risk	Low Risk	Low Risk	Moderate Risk	Moderate Risk

Our response to risk:

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- **High risk** – management is accountable and responsible for ensuring that these risks are managed effectively.
  - **Moderate risk** - accountability and responsibility for effective management of these risks is delegated to staff at an appropriate level.
  - **Low risk** - these risks are managed in the course of routine procedures, with regular review and reporting through management processes.
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# Student Enrolment, Induction & Orientation Policy

## Policy

### Before Enrolment

World Tec College will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered training provider. World Tec College will ensure students' qualifications and experience are appropriate for the course for which enrolment is sought.

Prior to accepting a student, or an intending student, for enrolment in a course, World Tec College will provide, in print and by a website, current and accurate information regarding the following:

- the requirements for acceptance into a course, including educational qualifications or work experience required and whether course credit may be applicable;
- the course content and duration, qualification offered if applicable, modes of study and assessment methods;
- campus locations and a general description of facilities, equipment, and learning and library resources available to students;
- details of any arrangements with another registered provider, person or business to provide the course or part of the course; and
- indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.

### Formalisation of Enrolment

World Tec College will enter into a written agreement with each student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student. The agreement will:

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
- provide an itemised list of course money payable by the student;
- provide information in relation to refunds of course money; and
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

World Tec College will include in the written agreement the following information in relation to refunds of course money in the case of student and provider default:

- amounts that may or may not be repaid to the student;
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

World Tec College will provide a copy of the Student Handbook and copies of our course outcome sheets to each student prior to, or at enrolling into a nationally accredited training program.

The Student Handbook will contain clear information on each of the following areas and will be revised annually or as required:

- students' rights and responsibilities;
  - enrolment;
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- induction;
- access and equity;
- course withdrawals;
- change of enrolment details;
- issuing of qualifications;
- recognition of prior learning;
- credit transfer;
- mutual recognition;
- fees and refunds;
- harassment and discrimination;
- work health and safety;
- competency based training and assessment;
- complaints, grievances and appeals;
- discipline;
- language, literacy and numeracy;
- student training records;
- access to student training records;
- student welfare and guidance;
- privacy;
- training staff;
- vocational outcomes;
- code of practice – RTO;
- code of practice – assessor; and
- acknowledgement declaration.

#### Procedure

1. All applications in all formats are to be received and checked by Administration;
  2. Any training issues are to be discussed with the Training Manager prior to progression;
  3. Develop student file;
  4. Training manager to confirm enrolment;
  5. Receive Student agreement and Initial payment;
  6. Enter student to class roll for appropriate course;
  7. Registration day – Receipt of second payment;
  8. Induction/Orientation; and
  9. Course commencement.
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# Student Training Records

## Policy

The purpose of this policy is to detail the requirements to be used by World Tec College for the collection, storage and protection all individual student's documents to meet training and assessment activity requirements.

## Definitions:

Training Records covers all types' documentation and information relating to training and assessment activities of World Tec College. It includes but is not limited to:

- Student enrolment data;
- Commencement and completion dates for individuals of all competency units;
- Individual student assessment information for each unit of competency;
- Information on awards issued (award, date, certificate number);
- Individual student participation data (assignments / assessments where practicable, attendance);
- Documentation / records of grievances, complaints, appeals; and
- Recognition (RPL) process documents (application and results).

World Tec College are committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. World Tec College will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Individual student records will be stored in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements. Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records;
- Individuals authorising releases of specific information to third parties in writing;
- Our staff that require the information as part of their job role;
- Officers from the relevant state training authority or their representatives for activities required under the standards for registered training organisations; and
- Legal requirements (e.g. Subpoena / search warrants / social service benefits / evidence act).
- Student Training Records Procedure
- Each individual student will have a personal file for storage of training records. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password); and
- All trainers / assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information the decision of Training Manager.

## Retention Requirements

World Tec College is required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, as per the definition above, for a period of six months from the date on which the judgement of competence for the student was made.

**Note:** Other record-keeping requirements may apply if World Tec College participates in some training and assessment activities. For example, where training and assessment is conducted under a government-funded

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agreement or contract, World Tec College must consider the record-keeping requirements of that agreement or contract.

Qualifications, courses or units of competency that lead to regulated/licensed outcomes may also impose specific records retention requirements. World Tec College will refer to specific regulatory requirements relating to that delivery area to ensure compliance.



## Training Package Transition Arrangements

### Policy

Unless otherwise approved by the VET Regulator, World Tec College will ensure that:

- a) Where a training product on its Scope of Registration is superseded, all candidates' assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one (1) year from the date the replacement training product was released on the National Register;
- b) Where an AQF qualification is no longer current and has not been superseded, all candidates' assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register;
- c) A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified in Standards for RTOs 2015, Clause (a) above do not apply where a training package requires the delivery of a superseded unit of competency.

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## Welfare & Guidance

### Policy

World Tec College Welfare Services are administered by the Training Manager who has a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Staff and they will decide whether to handle the issue personally, dependent on the issue, or refer the student to the Training Manager. A referral appointment will always be arranged by the World Tec College unless specifically requested not to assist by the student requiring the assistance.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

World Tec College will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- student support services available to students in the transition to life and study in a new environment;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate.

**First Point of Contact** – Any staff member can act as a first point of contact although it is preferred that students approach the Training Manager. Other staff members will provide comfort support only until the Training Manager can take control of the situation.

World Tec College will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their progress.

World Tec College will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

World Tec College will have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

World Tec College will designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

World Tec College will provide sufficient student support personnel to meet the needs of the students enrolled with World Tec College.

World Tec College will ensure that its staff members who interact directly with students are aware of World Tec College under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

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**First Point of Contact** – Any staff member can act as a first point of contact although it is preferred that students approach the Training Manager. Other staff members will provide comfort support only until the Training Manager can take control of the situation.

**External Support Agencies** (local Sydney area)

## **In House Training Support Services**

In-house activities include individualised counselling/assistance, as needed, as well as facilitating student concerns or complaints, such as those of a racial or affirmative action nature. Individual student complaints are handled on a case-by-case basis, and more often than not, problems are dealt with internally, although external referral is available if amicable solutions cannot be reached.

Tutorial assistance is available as a supplement to that available from Trainer delivery. The particulars of each tutorial session are left up to the individual students. Minority organisation support continues from the Administration office, be it assistance with, programming, copying, facilities, equipment, etc. They may also freely use the available computers that are available in public areas of the College.

World Tec College will provide a variety of special programs of social and/or educational benefit as deemed necessary or by request.

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## Work Health & Safety

### Policy

Work Health and Safety Act prescribe the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- workplace that is safe to work in, with working procedures that are safe to use;
  - adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
  - properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
  - a clean and suitably designed work place with the safe storage of goods such as chemicals.
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