

BARRINGTON COLLEGE



BARRINGTON COLLEGE AUSTRALIA

STUDENT HANDBOOK

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BARRINGTON COLLEGE

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Director's Message

Welcome!

Thank you for choosing Barrington College to assist you to achieve your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this STUDENT HANDBOOK. It contains information on your course and sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best educators and support services to ensure that your learning experience meets and exceeds your expectations.

To help maintain our high standards, please take time to read this information. You may wish to refer to the details in this document during your traineeship / qualification, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Barrington College.



Colleen Gauder
Managing Director

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced educators, secure suitable facilities and ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Barrington College cancel a course before it commences, students will be offered alternate dates (if the course is being rescheduled). If the course is not rescheduled or the dates offered do not suit the student's fees paid, we will have refunded in full within fourteen (14) days of the course being cancelled.

For courses that have commenced—In the unlikely event that Barrington College is unable to deliver the course in full the student will be offered the option to enroll with another organization and Barrington College will assist in both finding a suitable college and in the transition to the new college.

Our service

- Your questions are important to us. Please be aware that our educators are working with other clients as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 21 days of the date being assessed as competent.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.

Expectations of Students

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.
- Work towards achieving goals set within training plan and completion by anticipated completion date.
- Abide by copyright and plagiarism laws and legislation.
- Comply with occupational health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your educator.
- Inform your educator in advance of any intended absences.
- Inform your educator immediately should you be unable to attend due to illness or other reasons.
- Inform your educator if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.



Entry Requirements

Entry requirements are in place to make sure that students who gain entry to these courses have the skills and abilities they require in order to successfully complete their studies.

Students need to be 15 years old and are required to have reading, writing and comprehension skills equivalent to year 10 pass level to successfully complete a Diploma level courses.

Enrolment Procedures

Access to vocational courses is open to all students who have successfully attained the prerequisite English language level as determined by Barrington College and met any pre-requisites.

Courses will be offered if enrolment numbers are viable and human and physical resources are available.

The following will be provided to students at the beginning of each course.

- A course outline indicating units of work, units of competency, assessment requirements , materials and equipment required
- A student handbook
- RPL process and complaints and appeals processes will be discussed
- Vocational outcomes and opportunities will be discussed\Credit transfers will be outlined
- Work placement application form used for some qualifications

A student file and training plan for the duration of the course of study will be established and maintained.

Pre-enrolment procedure

Prior to commencement, prospective students will receive a letter of offer which contains information on fees and charges. The course guide and student handbook are available on the Barrington College website. These contain information on entry requirements, the induction and orientation procedure, refund policy, payment options and unit details are included in these documents. In order to apply for enrolment students must return the signed letter of offer. This process ensures that all fees and charges are known to students before enrolment. Course content and assessment procedures are explained and vocational outcomes are outlined in the course handbook and are covered during the student orientation procedure in the first session.

Vocational Placement

Vocational placement forms an essential part of competency based assessment and provides our Hospitality students with practical job skills and work experience required to complete their course.

The vocational placement requirements vary for the faculty of Hospitality depending on the course level you will be required to complete between 80-350hrs of unpaid work. You are able to find your own work placement (approved by Barrington College) or we will assist in placing you in Industry through our network.

Resources and Learning Materials

Learning materials and resources will remain the property of Barrington College until the student end date. All resources provided to students are to be returned in their original condition if the student finishes before the end date.



Induction

After enrolling, and at the beginning of the course, students will complete an induction. The induction will be arranged by an educator or other member of the Barrington College team.

Access and Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System Barrington College will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Providing equal opportunity for all people
- Providing access for all to appropriate quality vocational education and training programs and services
- Providing support services which enhance achievement of positive outcomes

Barrington College will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Barrington College to uphold our commitment to Access and Equity principles. If you have questions or concerns, please don't hesitate to contact us on 07 5562 5700.

Barrington College is concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

PRIVACY NOTICE

Under the Data Provision Requirements 2012, Barrington College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Barrington College for statistical, regulatory and research purposes. Barrington College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;

Student Support

Barrington College is dedicated to providing a high standard of service to students. Students can contact their educator via email or office phone during office hours. We endeavour to respond to students as quickly as possible but students are reminded that our educators do have other students and classes to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within 2 working days.

Should students require further support Barrington College can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include language, literacy & numeracy, Business English, one on one support with an educator, holiday workshops, counselling services, additional learning materials etc. It should be noted that such services may attract an additional fee to be paid to the college. Such fees are the responsibility of the student.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered:

1. How current the qualification is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your educators to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your qualification signed by a Justice of the Peace (JP)

Recognition Processes

Barrington College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed
- You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact our administration department to discuss your options.



Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

Foundation Skills

All training and assessment delivered by Barrington College contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Access to Student Records

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your educator a time suitable to view your training records. Other parties will not be permitted to access student files without written consent from the student.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to students, ASQA conducts regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasions ASQA may contact past and present training students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of clients and industry.

Upon request Barrington College is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view student files. The purpose of this is to ensure compliance with regulations and standards.

Change of Personal Details

Should you change any of your personal details please request a "Change of Enrolment Form" admissions at the college. Such details include, address, surname, contact telephone number etc.

Marketing and Advertising

At Barrington College we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients has no false or misleading comparisons with other providers and courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Barrington College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

USI Exemptions may be possible under the following circumstances:

1	Exempt RTO or VET Courses
	A USI is not required where RTOs (or courses) are exempted by the Regulator* from AVETMISS reporting** on defence or national security grounds; or because they deliver emergency, fire, rescue or first aid training on a non-commercial basis (such as to their staff or volunteers)
2	Courses delivered over a single day or less before 1 January 2018
	A USI is not required where courses are delivered over a single day or less and a student is unable to provide a USI before completion of the course. If students have a USI, RTOs must collect it and verify it.
3	Exempt Individuals
	International students undertaking their entire VET course outside Australia (also known as offshore training). Students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment in respect of that training. Students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

* The Australian Skills Qualifications Authority (ASQA) is the national VET regulator; RTOs registered only in Victoria are regulated by the Victorian Registration and Qualifications Authority (VRQA); RTOs registered only in Western Australia are regulated by the WA Training Accreditation Council (WATAC). RTOs should check with their Regulator if they are exempt.

** All RTOs are required to report their training activity as a condition of their registration in line with the AVETMISS national data standard. The USI is an AVETMISS data field. Where RTOs are exempted by their Regulator from the requirement to report they are also exempted from collecting a USI for their students. Where there is no Regulator exemption but only a USI exemption, RTOs may still be required to collect and submit AVETMISS compliant data - there could be reduced reporting requirements in some instances. All AVETMISS inquiries should be directed to support@ncver.edu.au phone: 08 8230 8400 toll free: 1800 649 452

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, Barrington College will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Occupational Health and Safety

Workplace health and safety legislation applies to everyone at Barrington College. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Barrington College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance. Any student under the influence of drugs and/or alcohol is not permitted on Barrington College's premises, to use Barrington College's facilities or equipment, or to engage in any Barrington College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project

- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Barrington College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Language, Literacy and Special Needs

Barrington College recognises that its students bring a wealth of experience and diversity in cultures to the training area. It also recognises that these differences, whilst enhancing the training experience, may impede you in your studies.

If you are encountering difficulties with your course due to language, literacy or numeracy please do not hesitate to contact your educator. Barrington College has a number of ways we can help you. All problems will be dealt with in the strictest confidence.

If you have special needs to ensure successful training and assessing, Barrington College will do its utmost to provide you with the method of delivery and assessment required by you.

Fees

Information about fees and charges can be obtained by contacting Barrington College. Several factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Costs will be discussed prior to enrolment with you and/or a third party (such as employer) who will be paying the tuition fees. Please contact Barrington College if you have any questions related to course fees, see website <https://www.barringtoncollege.edu.au/> for course information.

Replacement of Training Materials

Barrington College will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your educator or contact us on 07 5562 5700 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$85 applies for **Barrington College** to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply.

Discussing Payment

If you are having difficulty in paying a fee by a due date, please call the office as soon as possible to discuss if there are any available options for your situation. Please note that we require 14 days' notice to change a scheduled payment, this may vary upon the date.

*All fees to be paid in full prior to completion of course.

Payment Structure

All course fees have an Acceptance fee which is required to be paid within in 14 days of The Letter of Offer and Invoice being sent. If this is not paid, Barrington College cannot secure the student a place in their chosen course. Each payment structure is individual to each client, All payment structures have due dates and if failure to pay on time this can incur extra fees and charges as well as automatic account deactivation.

Cooling off Period

Students have the right to a 'cooling off period'. The cooling off period is 14 days from the date they signed and paid their Acceptance fee. To exercise this right, the student must notify our office in writing within the 14 days of signing the acceptance offer. This can be by email to admissions@barringtoncollege.edu.au. Failure to do this will attract a Cancellation fee.

Once the 14 days has been exceeded after signing the Letter of Offer, the cooling off period will have expired. A full refund of any fees paid will be applicable if a student exercises their right to the cooling off period.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course if adequate notice is not given.

Late/Rejected fee

If payment exceeds its due date by 14 days or if a payment is rejected or unsuccessful, an automatic Late fee will be charged. These additional charges are not in relation to the course and are non-refundable.

Payment Options

Payment in full of course fees can be made to Barrington College via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash
- PayPal

* The above only applies if the fees are paid in full, please call the office to discuss other payment structures.

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated upon enrolment. Please note that outstanding fees may result in cancellation of your enrolment and/or Barrington College withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us **on 07 5562 5700 to** discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Barrington College may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. Barrington College cannot issue a Certificate or Statement of Attainment until all outstanding fees have been paid.

If you are experiencing financial difficulty, please contact 07 5562 5700 as early as possible to discuss options.

Written Agreement

Barrington College strongly recommends that each client keeps a copy of their written agreement for their records

Refund Policy

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Barrington College on 07 55625700 to discuss individual circumstances.

All requests for a refund must be made in writing by the student(s) or guardian and submitted to Barrington College Australia together with any supporting documentation, if applicable.

Barrington College Australia may arrange for another course, or part of a course, to be provided to the student as an alternative to refunding the unused portion of the tuition fees. A student has the right to choose whether he/she would prefer a refund of the unused portion of the tuition fees, or to accept a place in another course. If a student chooses placement in another course, Barrington College Australia will ask the student to sign a new Student Letter of Offer and Student Agreement to indicate that he/she accepts the placement in the new course. If the student agrees to exercise this option, Barrington College Australia is no longer obliged to refund the money owed for the original enrolment.

- 1a.** 80% of the tuition fees paid if notice of cancellation received at least 6 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.
- 1b.** 70% of the tuition fees paid if notice of cancellation received at least 4 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.
- 1c.** 50 % of the tuition fees paid if notice of cancellation received at least 2 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.
- 1d.** No refund of tuition or enrolment fee if notice of cancellation or withdraw after course commencement. To avoid any doubt, no refund will be paid to the student if the student withdraws from the course either on or after the agreed commencement date.
- 1e.** No refund is granted where Barrington College Australia terminates an enrolment due to a student failing to satisfy course requirements relating to attendance or academic progress, in accordance with the obligations of the student under the student visa regulations.
- 1f.** No refund is granted where Barrington College Australia terminates an enrolment due to a student failing to pay an amount he/she was liable to pay the RTO, directly or indirectly, to undertake the course.
- 1g.** No refund is granted where Barrington College Australia terminates an enrolment due to a student misbehaving (i.e. consuming drugs, alcohol or smoking anywhere on campus) and causing problems for other students, staff, the RTO's reputation and its relationship with other organizations (such as building management) or for breaking laws anywhere in Australia. This does not affect the student's rights to access Barrington College Australia complaints and appeals processes.
- 2a.** Provider default – Occurs where the registered education provider fails to provide a course or ceases to provide a course to a student.
- 2b.** Reimbursement in the case of provider default is within two (2) weeks of the default day occurring to the student and will include a statement explaining how the refund was calculated.
- 2c.** In the unlikely event that Barrington College Australia is unable to deliver a course in full; a student will be offered a refund of the unused portion of the tuition fees that they have paid to the College.

2d. Alternatively a student may be offered enrolment in an alternative course by Barrington College Australia to the student. A student has the right to choose whether he/she would prefer a refund of the unused portion of the tuition fees, or to accept a place in another course at Barrington College Australia. If a student chooses placement in a new course, Barrington College Australia will require the student to sign a new Student Letter of Offer to indicate that he/she accepts the placement in the new course.

Requests for refunds will be processed and recorded in the refund register and in each students file via the Student Management Database.

Refund application requests to be made in writing on the Student Refund Request Form provided by Barrington College Australia and submitted to the Administration Manager for processing;

The Administration Manager will ensure all the relevant information has been recorded correctly, including Bank details as to where the money is to be deposited, before submitting to the Chief Executive Officer of Barrington College Australia.

The Chief Executive Officer will authorize eligible student refunds and a written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student will be sent to the student and a copy placed in the student file for Barrington College Australia records;

All Refunds will be paid in Australian dollars.

Any enrolment fee is non-refundable under any circumstances.

The written agreement, and the availability of a complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of **\$250**. This is because Barrington College will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

If the course has already commenced there is no refund.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of **\$250** will be deducted from any eligible refund
- Any refund will be at the discretion of Barrington College

Cancellation of Course by Barrington College

In the event that a course is cancelled by Barrington College for any reason, students enrolled at the time of the cancellation announcement will have their fees refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Appeals and Complaints

Barrington College is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

Appeals

Step 1

Students who are appealing an assessment outcome and/or the assessment process should discuss their issue with the educator involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Office Manager (This should occur within 5 working days of Step 1)

Step 3

The assessment is to be reviewed by a different assessor and the results of the review summarised on the Assessment Appeals Form. You will be advised of the appeals outcome within 10 working days.

(This should occur within 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the College Director. The Director will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Director, if necessary, will convene a review panel to thoroughly examine the appeal. You will be advised of the outcome within 10 working days.

Complaints

First instance: Students are encouraged to speak immediately with their educator. If the student is not comfortable addressing the issue with the educator they are encouraged to contact the Director.

Second instance: If the issue is not resolved the student is encouraged to either speak to or contact in writing the Office Manager

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the candidate in writing within 15 working days of the decision.

Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment or Certificate is required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge.

Presentation of Assessment Standards

Written Assessment:

- Written assessments shall be computer generated or type written.
- Students without access to a computer or typewriter must seek permission to present in any other form.
- All assessments shall be written in English
- Original assessments shall be submitted
- Email copies or disk copies will be accepted
- Harvard/date referencing is preferred.
- Students will make a serious commitment to his/her studies at Barrington College
- Students will make every effort to provide original, clearly legible work, and will refrain from copying the work of others. Plagiarism will not be tolerated and will result in a failure for the assessment. Plagiarism can be avoided by using accurate referencing. Plagiarism is using more than 10% of a source

Oral Assessment:

- Oral assessments shall be delivered in English
- Students are encouraged to use visual aids

Personal Presentation:

- Students will meet the expectations and demands of Barrington College in terms of participation, co-operation, punctuality, dress code, successful submission of work and high standards of behaviour and conduct.
- Students will be dressed in an appropriate manner

Training and Assessment Strategies

Barrington College's staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Barrington College. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Barrington College. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Student Assessment Policy

Assignment Submission:

Each assignment must have an assignment cover sheet attached. Any submissions made without an assignment cover sheet will be returned to the student unmarked.

Where a student is not able to submit an assessment to their Educator, it can be handed in to admissions. A received date must be recorded on the assignment cover sheet. Where a student hands the assessment directly to a teacher the student is to initial the received date.

Student Submission before end date:

Students are encouraged to have all assessment work completed and submitted prior to their end date. If an assessment that is submitted before their end date is marked Not Yet Satisfactory the student will have 4 weeks to re-submit the assessment at no charge.

Student Submission after end date:

1. A student may hand assessments in to be marked 4 weeks after their end date
2. If a student requires teacher assistance to complete assessments after their end date the student can either re-enrol in the unit or pay for private tuition. See fee schedule for private tuition costs. See re enrolment form.
If an assessment that is submitted after their end date is marked Not Yet Satisfactory the student will be required to re-enrol in the unit.

Results

All students will receive their assessment feedback and results within 10 working days of submission.

On completion of a Certificate or unit of study, Barrington College will issue Statements of Attainment/ Certificates within 21 working days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Barrington College office. You will then receive a tax invoice for \$85. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

Feedback

During or on completion of your qualification you will be contacted by Barrington College via email or phone to obtain feedback from you in relation to your course. This information is reviewed and shared with Barrington College's management team as part of a quality assurance system.

Full AQF qualifications are only issued where all units of competency relevant to the qualification have been successfully completed. Where all units and competency have not been successfully completed, a Statement of Attainment for units completed will be issued detailing the AQF qualification from which the units have been taken

I agree that the information contained within this handbook has been explained to me in an induction.

I _____ agree to abide by the requirements as detailed within this handbook.

Signed: _____ Date: _____

Barrington College representative: _____

Signed: _____ Date: _____

Name: _____



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