



BARRINGTON COLLEGE
STUDENT HANDBOOK
2022 - 2023

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Director's Message

Welcome!


Thank you for choosing Barrington College Australia 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.

A handwritten signature in black ink, appearing to read 'C Gauder', with a long horizontal flourish extending to the right.

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 Australia 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 14 days of the course being cancelled.

For courses that have commenced—In the unlikely event that Barrington College Australia is unable to deliver the course in full the student will be offered the option to enrol with another organisation and Barrington College Australia 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 ten (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 course.

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 Australia 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.

Course Enrolment

Learners can enrol for any course or unit on our scope of registration. Prospective learners will consult with a Barrington College representative (and their employer if a Traineeship is applicable) about the course, unit and delivery options available. All enrolments will include the negotiation of all units of competency electives, and have the opportunity to review and customise the learning materials and assessment tasks to requirements. All enrolments must comply with AQF Standards, Training Package requirements, and VET Standards.

Course/ Program Information, Consultation & Agreement

On receiving initial contact by a potential client, Barrington College staff shall enquire concerning any specific needs of the client, which course(s) they are interested in and ensure that they provide qualification & enrolment information relevant to their enquiry.

These could include:

- Course Flyers –e.g.: Certificate II in Kitchen Operations
- Brochure
- Fees & Schedule

A Barrington College representative will then source information in order to complete the Barrington College Training Agreement. This document covers the entire training agreement, including:

- Client information: Name/ Company names, Company contacts, ABN, address, phone & email contacts
- Training terms and conditions (including: training location, qualification(s), stream/ unit selection, customisation of resources and/or assessment materials; format of the training program including session schedule, session times and frequency of sessions, type of training workplace, distance, online etc.
- Information on any known special assistance requirements and resources available (if applicable)
- Establish and review the fee information & agreement (including: administration/ enrolment fees, payment terms and conditions, refund policy, any additional costs like materials fees and the fees the fees for issuance of a replacement certificates)
- Both the client and the Barrington College Representative sign off in agreement with the record

Traineeships and Apprenticeships

Barrington College delivers training eligible for “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with the Further Education and Training Act 2014.

These acts define our obligations to comply with Department of Employment, Small Business and Training’s requirements for funding of the Apprenticeship/ Traineeship Training Program (User Choice), including our reporting and other obligations under Division 11 Part 3 of the Further Education & Training Act 2014. Australian Apprenticeships is the new name for the scheme formerly known as 'New Apprenticeships'. Under the scheme, the Australian Government incentive and personal benefits program are still the same. Australian Apprenticeships still encompass all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based.

In the past, apprenticeships focused on traditional trades and training took at least three years to complete. Traineeships, by comparison, covered a much wider range of occupations but the training was shorter, lasting between one and two years. Over the last decade, however, the distinction between apprenticeships and traineeships has blurred with many higher level and longer traineeships being introduced. Apprenticeships and traineeships are now referred to nationally as Australian Apprenticeships – although some states and territories still make a distinction.

Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications. You can be a school-leaver, re-entering the workforce or simply wishing to change careers.

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Australian Apprenticeships offer:

- A great way to get a head start in a chosen career.
- Paid work and structured training that can be on-the-job, off-the-job or a combination of both.
- 'Competency based' which means you can complete your training faster if you reach the required skills level.
- Existing skills and prior experience are recognised and course credit granted, potentially reducing formal training time.
- Available as full-time or part-time, also available part-time in many schools.
- Leads to nationally recognised qualifications and skills which provide the basis for further education and training over the course of your working life.
- A pathway from school to work.

Barrington College offers Australian Apprenticeships/Traineeships in most qualifications on their Registered Scope of Training.

Please see a Barrington College representative for further details on the courses or contact your Australian Apprenticeship Office for more information about traineeships.

www.australianapprenticeships.gov.au

www.aatinfo.com.au/

www.training.gov.au/

www.qtis.training.qld.gov.au/

www.desbt.qld.gov.au/training

Traineeships Enrolments & Training Procedures

Learners enrolling under a traineeship pathway must have employer approval. Traineeships require particular guidelines to be followed over the months of the contract as they are government funded and must comply with the RTO standards and the standards set by the State Training Authority. The procedures, processes, paperwork and actions that need to be completed are:

Pre-Enrolment

- A Barrington College representative provides advice to the learner and the employer regarding course selection, possible funding and/or cost, and training & assessment options
- A Workplace Consultation Agreement is developed in coordination with the employer and the learner to ensure:
 - The Learner's needs are met
 - To assist in developing the training schedule
 - To assist in developing the Training Plan
 - To support the Delivery & Assessment Strategy
 - Review and determine course selection, costs of training and the assessment delivery
- Training resources and assessment kits are reviewed to ensure they are suitable:
 - To the learners' needs (e.g. access & equity arrangements)
 - Access to employers' facilities and equipment
 - Meet the requirements of the training package

Enrolment

- The Australian Apprenticeship Support Network (AASN) representative enrolls the learner and completes the contract paperwork and issues Barrington College with the contract notification.
- Barrington College accepts the AASN notification and student is registered under the state funding body as an Apprentice/Trainee.
- The Barrington College representative carries out an Enrolment induction to explain the training's purpose and structure, explaining all parties responsible and training outcomes
- The Barrington College representative ensures all parties complete all relevant paperwork for enrolment.
- The learner completes a Language, Literacy & Numeracy (LLN) level assessment during enrolment which helps the Trainer/Assessor identify if the learner has any support needs for the development of training plan and delivery.
- A Trainer/Assessor is allocated to students' enrolment once processed and training is to commence.

Training and Assessment

- The Trainer/Assessor contacts the Employer to negotiate and develop the training schedule
- The Trainer/Assessor schedules the Training & Assessment dates with the learner and the employer based on the developed training schedule
- The Trainer/Assessor provides the learner with the required Barrington College training and assessment resources

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- The Trainer/Assessor discusses with the learner any learning needs identified on the LLN and implements any support needed
- The Trainer conducts a Training Session with the Learner/s
- Assessment Kits are:
- Completed by the Learner, Assessor and Workplace Supervisor
- Marked by the Assessor
- Feedback on Assessment outcomes are communicated by the Trainer/Assessor to the Learner
- Completed Assessment Kits are submitted to the office for processing into Student Management System
- The Trainer will monitor the Learners' progress and provide further feedback to the Learner/Employer if required

ASSESSMENTS MAY BE CARRIED OUT OVER MULTIPLE VISITS AND REFLECTED IN THE NOTES ON ASSESSMENT KIT

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 can 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 Australia 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 Australia team.

Access and Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System Barrington College Australia 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 Australia 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 Australia 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 Australia 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 224 636 or

www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or

www.salvos.org.au

Disability Support Guide 1300 186 688 or

www.disabilitysupportguide.com.au/search/in-

home-and-community-support/gld

Certificate 3 Guarantee Program

The Certificate 3 Guarantee Program supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

The Certificate 3 Guarantee will provide a government subsidy towards the training cost for eligible students undertaking a qualification on the Queensland Training Subsidies List.

The principal aim of the Certificate 3 Guarantee is to assist working-age Queenslanders without a certificate III or higher level qualification to complete a nationally recognised certificate III level qualification that leads to:

- A job outcome for individuals trying to enter the labour market or their desired industry/career.
- Advancement in the workplace or career progression for individuals already employed in their preferred industry.

Under the program, Barrington College is required to charge a student contribution fee as outlined below.

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or above, and no longer at school (with the exception of VET in School (VETiS) students.)
- Permanently reside in Queensland.
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Students studying a certificate III and non-concessional students in lower-level training will need to contribute to the costs of training.

VET in Schools (VETiS) students will choose from a range of subsidised qualifications primarily at certificate levels I and II. For more information on the qualifications that can be delivered to VETiS students through the Certificate 3 Guarantee, see the list of subsidised VETiS qualifications at www.desbt.qld.gov.au/training/providers/funded/vetis

For more information on the Certificate 3 Guarantee including the Certificate 3 Guarantee Student Fact Sheet visit the website at www.training.qld.gov.au/certificate3guarantee or phone Barrington College on 1300 404 218.

At the end of your training or should you withdraw or discontinue your training, you will be required to complete a mandatory employment survey. These surveys are administered by your campus administration within three months of completion or withdrawal. The results of these surveys are reported to the Queensland Government. For more information a fact sheet is available at <http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-policy.pdf>.

FAQ's – Certificate 3 Guarantee

Can I Complete More Than One Certificate III Level Qualification Through the Certificate 3 Guarantee Program?

The short answer is no. You are only entitled to access government subsidised training for **one** completed Certificate III qualification. For this reason, it is very important that prior to signing an enrolment form and committing to a course of study which will use up the entitlement, you take the time to consider the course you are choosing and to compare training options and costs.

Paying Your Student Contribution Fees

At the commencement of your training, you will be invoiced for the contribution fees advised during the induction process and specified on your training plan – Fees are payable by direct deposit.

Simply follow the instructions on your invoice or contact your Campus Administration for more information.

Refunds of student contribution fees are paid on a pro-rata basis and based on units of competency yet to be achieved. Student contribution fees will not be refunded for those units of competency that have been achieved; full refund only applies to units that have not commenced. Credit Transfers are exempt from co-contribution fees. Students are required to request refunds in writing. Refunds will generally be processed within 28 days.

Certificate 3 Guarantee Program Funding and Student Contribution Fees

During the enrolment process, a Barrington College representative will conduct an induction session during which you will be advised of the contribution fees. You will also receive a qualification factsheet detailing information on your contribution fees at the unit level, delivery modes, proposed timeframes in which it is expected that you should complete the training and other information to help you make an informed decision.

Student contribution fees for the qualification are invoiced upon commencement of training and only once your enrolment has been confirmed. The schedule below provides an overview of contribution fees for concessional and non-concessional students. Eligibility Criteria to funding and concessional rates apply to enrolling in qualifications funded under the Certificate III Guarantee Program.

The **resource fee** refers to food costs, a knife set, apron and hat.

Qualification	Student Co-contribution Fee (Non-concessional)	Student Co-contribution Fee (Concessional)	Resource Fee - \$1000	
			Non-Concessional Total	Concessional Total
Certificate II in Kitchen Operations	\$260 (\$20 per unit)	\$130 (\$10 per unit)	\$1,260	\$1,130

User Choice Program

The User Choice program provides public funding for the delivery of accredited entry-level training to Apprentices and Trainees.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which Apprentices and Trainees enter into legally binding Training Contracts with their employers and receive structured training to achieve a nationally recognised qualification. The program provides a public funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees.

Apprenticeships/ Traineeships

Apprenticeships and traineeships combine training with working in a real job, for a real boss, with a real wage. Apprentices and trainees complete a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation.

- Apprenticeships and traineeships combine work with structured training.
- Apprenticeships and traineeships can be full-time, part-time, or school-based - where some of the training is undertaken while the apprentice or trainee is in high school.
- Existing employees may undertake an apprenticeship or traineeship.
- Apprenticeships and traineeships require employers to enter into a training contract with the apprentice or trainee.
- Employers work with a training organisation and the apprentice or trainee to draw up a training plan.
- Training options must be negotiated and outlined in the training plan. Aspects of training that are open to negotiation (subject to training package requirements) include: selection, content and sequencing or competency units, timing, location and mode of delivery, and the trainer or facilitator.

Full-time apprentices and trainees work and train full-time, usually from 36 to 38 hours a week. Part-time apprentices and trainees work and train no less than 15 hours per week, averaged over a four-week cycle.

Traineeships vary in length from 12 months to three years, while apprenticeships are generally four years in length. The term of a part-time apprenticeship or traineeship is generally double that of the full-time term.

However, as the training is competency-based, completion is dependent upon when the apprentice or trainees has successfully gained all knowledge, skills and competencies required.

User Choice Student Contribution Fees

In most cases, apprentices and trainees are required to pay a Student Contribution Fee. In some cases though, you may be eligible for a partial or full exemption. School based apprentices and trainees are not required to pay a student contribution fee while they are still at school, but may be required to pay fees once the training contract has been converted to full-time or part-time post school.

Student Contribution Fees are currently charged at the rate of \$1.60 per nominal hour. The total is based on the State Government's nominal hours it allocates to each unit of competency in your qualification. All student contribution fees are charged at the end of every month based on the units that a student has commenced within that month. If agreed between the employer and the apprentice/trainee, student contribution fees can be paid by the employer.

Refunds of student contribution fees are paid on a pro-rata basis and based on units of competency yet to be achieved. Student contribution fees will not be refunded for those units of competency that have been achieved; full refund only applies to units that have not commenced. Credit Transfers are exempt from contribution fees. Students are required to request refunds in writing. Refunds will generally be processed within 28 days.

Student Fee Waivers

Barrington College is able to offer waivers on student fees. However, students seeking a waiver of their fees must present evidence of severe financial hardship. Barrington College uses an evidentiary based process to determine the student's eligibility for a waiver of their fees. To apply for a fee waiver based on severe financial hardship, a student must complete the application form and present evidence to confirm their income and expenditure. This application will be assessed by the Campus Manager and students advised of the decision, including reasons for the decision, prior to an invoice for student fees being issued (where applicable).

A copy of the process and application form for fee waivers can be obtained from the Campus Administration at the time of enrolment.

User Choice Partial Exemption from Student Contribution Fees

You are entitled to a partial exemption from paying co-contribution fees if you:

- Are or will be under 17 at the end of February in the year in which training is providing, you are not at school and have not completed year 12
- Hold a Health Care Card or Pensioner Concession Card issued by the Commonwealth or you are the partner or dependent of a person who holds one of these cards and you are named on the card
- Hold an official form under Commonwealth law confirming that you or your partner are a dependent, entitled to concessions under a Health Care Card or Pensioner Concession Card.
- You are an Aboriginal or Torres Islander person.

User Choice Full Exemption from Student Contribution Fees

You may be entitled to a full exemption from paying the Student Co-contribution Fee if payment of the fee would cause you extreme financial hardship.

Barrington College is able to offer exemptions on the Student Co-contribution Fee. However, students seeking a waiver of their fees must present evidence of severe financial hardship. Barrington College uses an evidentiary based process to determine the student's eligibility for a waiver of their fees.

To apply for a fee waiver based on severe financial hardship, a student must complete the application form and present evidence to confirm their income and expenditure. This application will be assessed by the Campus Manager and students advised of the decision, including reasons for the decision, prior to an invoice for student fees being issued (where applicable). A copy of the process and application form for fee waivers can be obtained from the Campus Administration at the time of enrolment.

You may also receive a full exemption if you fall into one or more of the following exemption categories:

- (a) when you are a school-based apprentice or trainee
- (b) when the qualification is part of the Skilling Queenslanders for Work's Work Skills Traineeship program.

School Based Apprenticeships and Traineeships (SATs)

School-Based Apprenticeships and Traineeships are designed to support post school career goals by providing students with a clear pathway from school to employment after school. School based apprentices and trainees are exempt from paying student fees under the User Choice program whilst they are at school. Once their training contract has been converted to full-time or part-time they are eligible to pay the student contribution fees and charges for the remainder of their qualification.

The Apprentice/Trainee Responsibilities

- Attend work, do the job and follow the employer's instructions.
- Commit to study for the qualification or statement of attainment stated in the training contract.
- Participate in negotiating the training plan and undertake the training and assessment required under the training plan.
- Obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules.
- Pay student contribution fees (where identified)
- Keep the training record and produce it when requested.
- Do not terminate the apprenticeship or traineeship before completion unless you and your employer mutually agree to cancel the training contract and notify your Australian Apprenticeships Support Network (AASN) or the department accordingly and in writing.
- If it appears all required training and assessment will not be completed before the nominal completion date, talk to the employer and training organisation about applying to extend the training contract.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time i.e. a student is not funded to undertake two school – based traineeships at the same time. In addition, apprentices and trainees, including SATs, can only receive a maximum of two government funding contributions under the current User Choice program.

Students need to make informed decisions about what qualifications they want to complete since they will only be funded twice under the User Choice program. Once they have accessed two funding contributions, no additional funding will be available through the current User Choice program. This may have an impact if a student decides to pursue a career path outside those occupations they have already undertaken.

Further responsibilities that relate specifically to school-based apprenticeships and traineeships:

Please Note: Each school-based traineeship has minimum paid employment requirements that are unique to the traineeship. Please refer to each traineeship in QTIS for further information. www.qtis.training.qld.gov.au

- Ensure the school's agreement to the school-based arrangement has been obtained.
- Commit to undertaking a minimum of 375 hours (50 days) paid work per 12 months (or 600 hours (80 days) for the electrotechnology field).
- Talk to the school about how the training and employment will impact on your school timetable.
- If you are suspended or expelled from the school or the school withdraws their support to the school-based arrangement, contact your AASN or the department immediately to discuss how the apprenticeship or traineeship can be continued.
- If you change schools, the support of the new school must be gained before the school- based arrangement can continue.
- If the school-based apprenticeship or traineeship is in the electrotechnology industry, ensure the required criteria have been met as outlined on the [Queensland Training Information Service \(QTIS\) website](#).

Length of Apprenticeship/Traineeship

It is possible to finish your training early. There are three things to consider for this to happen.

- nominal term
- competency-based training
- expected duration.

Nominal Term

A nominal term (or length) is allocated to each apprenticeship or traineeship, giving the training contract an end date. This term may be reduced if:

- the apprentice or trainee has previous training contracts in the same calling, in Queensland or interstate, and applies for time credit or recognition of prior learning; or
- the parties to the contract agree to change the apprenticeship or traineeship from part-time or school-based to full-time arrangements.

Barrington College and your employer can agree to commence the completion process before the end of the expected duration if they agree that you have completed all training and assessment required under the training plan and can produce work to the industry standard.

Expected Duration

Apprenticeships (not traineeships) have an expected duration. The expected duration is the period of time it is reasonably expected an apprentice would take to become fully competent and complete the apprenticeship. It may be shorter than the nominal term. The expected duration can be found on the QTIS website.

All the required training for the apprenticeship is outlined in the training plan and should be scheduled to be completed by the end of the expected duration.

Barrington College and your employer can agree to commence the completion process before the end of the expected duration if they agree that you have completed all training and assessment required under the training plan.

Recognition of Prior Learning

To have your industry skills formally recognised in the national systems, our assessors will walk you through the comprehensive process of RPL. Recognition of Prior Learning requirements have high standards to ensure you have the necessary skills and knowledge to meet the industry requirements.

This process involves your past experiences in the industry and an opportunity to provide a wide range of evidence in conjunction with the necessary conversations and practical demonstrations with your assessor. The entire application and assessment process for RPL must be completed within the first 6 months of your indentured training contract.

The Training Record Book

After you have signed your Training Plan you will receive your training record book, to record evidence of progression of training.

You must:

- hold the training record and produce it to your employer, Barrington College or the department, when requested
- take it with you if you change employers. The Record will show what has been completed and where your training should recommence.

Your Barrington College trainer and employer must, at regular intervals, request you to produce the training record to inspect or record completed training. Ensuring this is done on a regular basis allow parties the opportunity to discuss training and ensure you are progressing or receive the assistance you need to progress satisfactorily.

The Training Record Book Is Used To:

- Record the results of observing the demonstration of skills and comment on the progress of the apprentice
- Track progress by demonstrating work evidence from the workplace
- Upon completion of each unit of competency, the training record will be signed by all parties:
- The employer's signature supports that you are competent in the workplace, industry and company standards.
- Your signature supports that you agree you have the ability to competently perform the workplace tasks.
- Barrington College representative signature supports that successful completion of off-the-job training in the underpinning knowledge and skills.

How to Use the Training Record Book

Demonstrating or achieving tasks should be completed as part of your routine work and not as a special activity. When you successfully complete a task and provide the required work evidence, your employer/supervisor marks off each performance criteria and signs and date the bottom of each unit. This certifies that you have undertaken all of the tasks listed.

Important notes

- Each unit of competency must be signed and dated by you, your employer and your trainer/educator
- You must bring your Training Record Book to work each day so that records can be kept up to date
- You must bring your Training Record Book to every training session

Training Plans

The training plan is the guide to your learning and assessment and is developed and implemented for all qualifications funded under the Certificate 3 Guarantee and User Choice. It provides with you information about where, what and when you will study and who will deliver the training and conduct the assessment. A copy of the training plan will be provided to you once it has been signed.

It is important that you are part of developing and maintaining your Training Plan. The Training Plan will be used as part of any review of training arrangements and will be negotiated between Barrington College, yourself and your employer.

It is also important that your employer can provide the range of work and the facilities and resources necessary for you to complete your apprenticeship or traineeship. During the induction process a Barrington College representative will undertake an assessment to ensure that the facilities and resources are available for the duration.

If amendments to your training plan are required, for example, you want to change a unit of study, it will be necessary to develop a new training plan and have the training plan signed again.

How Will Assessment Take Place?

Depending on the mode of delivery and program of study, assessment may consist of:

- conducting assessment activities in real or simulated work environments by a qualified assessor
- conducting observations of your work on the job by your workplace supervisor and/or a qualified assessor
- a qualified assessor having discussions with your supervisor
- your workplace supervisor and/or a qualified assessor asking you questions regarding your job
- the collection of client feedback on the quality of the completed job

The training record book divides the tasks (competencies) expected into levels of difficulty. Employers/supervisors check that you are completing the job to the required level, as they are in the best position to know the standard of work being completed.

What Is Learning?

Learning is something everyone does, every day. It involves acquiring new facts and interpreting and applying this information to show that you are competent or have mastered it. During training you will complete a series of tasks to learn information (knowledge) and acquire new skills. This could involve being trained on-the-job by your supervisor and completing a series of tasks, or completing tasks under the direction of a trainer/educator. During the learning process you will need to seek advice and information from many resources. The skills you acquire will need to be practiced many times under the watchful eye of your supervisors / trainer/educators to demonstrate your competence. You will only be assessed after you have learnt the required information and mastered the tasks.

How Do You Know If You Are Competent?

Your employer/trainer/educator will ensure you have learnt the theory behind the task, and practiced the work to the satisfaction of your industry / company standards and workplace health and safety practices.

There may also be a quality performance system in place, or someone available to check the work is done properly. If these procedures are used, your employer can be confident you are competent for this task and can sign-off the competency.

What Do You Do If You Are Not Making Satisfactory Progress?

The tasks listed in the learning and assessment strategy give the opportunity to plan work to make sure you become fully qualified. If there is any area that is not up to standard, an employer has the chance to provide opportunities for you to further develop the necessary skills. This might mean having you work with another staff member or spending a little extra time showing how the job should be done. Practice makes perfect!

Barrington College Australia: Privacy Policy

Introduction

Barrington College Australia (referred to as we, us or our throughout this policy document) has implemented this Privacy Policy to provide individuals with information about how we hold and use the personal information that we collect.

By providing your personal information to Barrington College Australia, you consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

If you wish to make any enquiries regarding this Privacy Policy, you should contact us through the contact details included in this policy.

We respect your privacy and are committed to protecting your personal information.

Policy Scope

This policy applies to all Barrington College Australia employees, associates, students and stakeholders.

Personal Information – Privacy policy

Personal information is defined in Section 12 of the *Information Privacy Act 2009* (Qld). The personal information collected and held about you includes, but is not limited to:

- your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, occupation and contact information
- information about your education history and other related information if you are a student registered for studies with us
- payment details, such as your credit card details
- details of courses undertaken with us and other institutions
- background checks including police checks and working with children checks if you have applied for employment or other related positions
- any audio, photography or videorecording of you while in training programs, industry placement or any college- related activity on or off campus
- health and sensitive information
- other information provided voluntarily by you

How we collect your personal information

We collect personal information about you in several different ways including directly from you, for example when you:

- apply to study a course
- undertake training
- provide information to us in person or by telephone, email, online, or through a college form,
- submit information through our website
- from third parties, such as:
 - commercial partners
 - other government departments and agencies
 - social media sites
 - third party service providers

How we use your personal information

We may use your personal information for the primary purpose for which it was collected and secondary purposes either related to the primary purpose or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation and completion
- verify your identity
- develop student registers to enable us to communicate with you and any nominated parent/guardian/ nominated agent
- facilitate health, safety and wellbeing at our campus and other training locations
- process any job application you might submit to us
- develop, run, administer, and promote competitions, programs, activities and other events run by us, including promotions on social media

- market and promote products, services, merchandise and special offers made available by us or our respective commercial partners through various channels including print material, our website and social media accounts
 - administer and manage our websites and provide you with access to those websites
 - administer and manage any account you may hold with us
 - keep adequate records for audit, record keeping and compliance purposes
 - keep you informed of news and information, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages
 - research and develop new programs, activities and other events relating to education and other related products and services
- We respect that you may not wish to share certain personal information with us and we will take reasonable steps to allow you to opt-out of sharing information if that is possible.

You can contact us if you do not want to receive marketing information (such as our newsletters, publications and other communications) or use the unsubscribe option within electronic communications. However, you cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

We may collect and use your personal information for other purposes not listed in this Policy. If we do so, we will make it known to you at the time we collect or use your personal information.

We will not otherwise use or disclose your personal information without your permission, unless the disclosure is in accordance with this Privacy Policy or any agreement you enter into with us; or required or authorised by law, including without limitation under the *Information Privacy Act 2009*(Qld) or the *Right to Information Act 2009* (Qld).

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

Health and sensitive information

In some circumstances we may collect information about your health or other sensitive information.

We will collect health and sensitive information about you only if you directly provide that information to us.

We may use health information about you to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have, for insurance purposes and otherwise as required or authorised by law.

When do we disclose your personal information

We may disclose your personal information to:

- your school, the Queensland Curriculum and Assessment Authority and the Queensland Tertiary Admissions Centre if you are a school-based trainee or VET in Schools student
- to your employer or that third party - if you are enrolled in training paid for by your employer or another third party
- if you are enrolled with Barrington College Australia and are undertaking training with another organisation (including other training providers, community organisations or schools) - the organisation with which you are undertaking training
- if you are enrolled with us in a program eligible for articulation through a higher education delivery partner and/or intend to continue study via a pre-arranged articulation pathway- the higher education delivery provider
- if you are under the age of 18 - your parent or legal guardian (unless you have formally advised us not to provide this information);
- if you are an international student - the parties outlined in the terms and conditions agreed upon when accepting a place
- Government Authorities and Agencies including but not limited to the Department of Immigration and Citizenship, Department of Home Affairs, Queensland Department of Employment, Small Business & Training, Centrelink, Commonwealth, Australian Tax Office, Australian Skills Quality Authority, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education, the Commonwealth Department of Education and Training and the Tuition Assurance Scheme
- third parties that we have engaged to carry out functions and activities on our behalf (such as other education providers, our website hosts, trade suppliers, independent contractors and other third-party service providers) or that we otherwise work with to provide our education programs
- third parties to whom you have expressly given consent
- our professional advisers, including our accountants, auditors and lawyers
- our insurers; and
- other persons as required or authorised by law

Compliance with Legislation

Barrington College is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation is continually being updated and, the CEO/DIRECTOR is responsible for ensuring Barrington College clients and learners made aware of any changes to current legislation by their Trainer/Assessor throughout the training program.

Copies of current legislation are available for access by Barrington College clients and learners from:

- Barrington College 's Administration/Trainer upon request, or
- You can access the current legislation online at the websites listed below

<p>Australasian Legal Information Institute</p>	<p>www.austlii.edu.au</p>	<p>Online free-access resource for Australian legal information, serving the needs of a multitude of users with over 900,000 hits daily. Austlii is a joint facility of the UTS and UWA Faculties of Law. Austlii relies on the generosity of its contributors to operate. To make a tax deductible contribution please use our contribution form.</p>
<p>Australian Industry Standards</p>	<p>www.australianindustrystandards.org.au/national-vet-system/</p>	<p>The national training system is the Australian system for Vocational Education and Training (VET). It provides people with the work-ready skills and qualifications needed to keep Australia's industry sectors productive and competitive</p>
<p>Training.gov.au</p>	<p>www.training.gov.au</p>	<p>Training.gov.au (TGA), the database on Vocational Education and Training in Australia. TGA is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTO's) and has been developed for experienced training Training.gov.au sector users.</p>
<p>Australian Apprentices</p>	<p>www.australianapprenticeships.gov.au</p>	<p>The Australian Government Department of Employment, Skills, Small and Family Business (formerly Department of Jobs and Small Business) is responsible for national policies and programs that help Australians find and keep employment and work in safe, fair and productive workplaces.</p>

Any other specific Legislation that will apply to the learners selected Qualification will be discussed with the learner during their Training Induction and will be based on their job roles and responsibilities. The Learner will confirm this information has been reviewed with them during their Training Induction prior to enrolment, by signing the declaration on the enrolment form.

All Employers, Workplace Supervisors & Learners confirm that they have reviewed and agree and abide by these principles by signing off on the on the Enrolment Form.

National Vocational Education and Training Legislation & Policy

The legislation empowers the AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA) to monitor and evaluate RTO's operations and compliance.

Barrington College is answerable to ASQA and works under the *National Vocational Education and Training Regulator Act 2011 - Standards for Registered Training Organisations (RTOs) 2015* which came into effect on April, 1 2015.

This includes the right of ASQA to audit Barrington College, apply penalties for non-compliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO.

The National Vocational Education and Training Regulator Act 2011 require that Barrington College comply in the following five different areas:

- **Standards for Registered Training Organisations (RTOs) 2015 ASQA - Registered Training Organisations:** will be used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.
- **Australian Qualifications Framework (AQF):** is a national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national framework.
- **Data Provision Requirements:** When requested, Barrington College must provide the ASQA with a range of accurate and complete data about their business and operations. RTOs to provide an annual summary report to ASQA against the quality indicators.
- **Fit & Proper person Requirements:** are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.
- **Financial Viability Risk Assessment Requirements:** aim to ensure that an applicant or RTO has the necessary financial resources to operate as an ongoing concern and deliver quality training and/or assessment services throughout the registration period.

Legislation:

- Vocational Education and Training (Commonwealth Powers) Act 2012
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

Apprenticeships and Traineeships Legislation & Policy

Barrington College delivers training eligible for “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with Queensland’s Further Education and Training Act 2014 (FET) and all National Vocational Education and Training Regulator Act 2011 & Amendments as they stand.

These acts define our obligations to comply with Department of Employment, Small Business and Training Office requirements for funding of the Apprenticeship/Traineeship Program and approved provider delivery schedule list, including our reporting and other obligations.

All Learners & Clients that are engaged in Traineeship programs with Barrington College are provided with a range of information that assists them throughout the completion of the training program:

- Learner roles & responsibilities have been explained, discussed, and agreed to by signing the Enrolment Form.
- The Employer roles & responsibilities have been explained, discussed, and agreed to by signing the Employer Resource Form and the Enrolment Form.
- The Workplace Supervisors’ roles & responsibilities have been explained, discussed, and agreed to by signing the Employer Resource Form.

Working With Children Legislation & Policy

Barrington College will comply with all Federal and State working with Children legislation by requiring all their Trainers & Assessors to do the Working with Children Check (or state/territory equivalent). The Working with Children Check (or state equivalent) specifically applies to persons employed or work in an industry that deals with a child or anyone under the age of 18.

Who Is Prohibited From Working With Children?

A person who has been convicted or found guilty of a listed serious offence against children is prohibited from child- related employment. Anyone registered under the Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004 - Qld (or state/territory equivalent) is prohibited from child- related employment.

Copyright Legislation & Policy

All staff & learners must comply with copyright laws.

Infringement of copyright is not permissible. All staff & learners should note the following principles:

- You may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter
- For Personal Study- you may copy up to 10% of the number of pages in a collection of works, as long as the works being copied have not been separately published, or, whether the work is separately published or not, it is not more than 15 pages long.
- You may copy the whole of any work if you check with the supplier that the work will not be available for purchase within 14 days (or six months for textbooks) at the price you would normally pay
- You must also acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher
- You must register details of the copies being made
- Learners may copy up to 10% of a chapter of work

Commonwealth Legislation could include (not limited to): Copyright Act 1968

Harassment and Discrimination Legislation & Policy

Barrington College are required under Australian law to ensure that we provide a workplace and training environment that is free from all forms of harassment and discrimination (including victimization and bullying) so that all staff and learners 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 by example.
- We will ensure all of our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and Learners 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 behavior 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. Victimization 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/staff/contractors of Barrington 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 learners have a right to work in an environment free of any form of harassment and discrimination,
- 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,
- Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in good faith.

Commonwealth Legislation could include *(not limited to)*:

Human Rights and Equal Opportunity Commission Act 1986
Disability Standards for Education 2005
Disability Discrimination Act 1992
Racial Hatred Act 1995
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Affirmative Action (Equal Employment Opportunity for Women) Act 1986
Age Discrimination Act 2004

Health and Safety Legislation & Policy

The Health and Safety Legislation describes the duty of care requirements to ensure a safe and healthy working environment.

The safety of staff and learners is of primary importance. Barrington College observes all Health and Safety legislation, and copies of the relevant Act are available to staff and learners. Trainers/assessors incorporate Health and Safety legislative considerations when planning and delivering training, and learners will be advised of the Health and Safety requirements of their programs and supervised accordingly.

The EMPLOYER'S Duty of Care Includes the Provision Of:

- a 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
- properly maintained facilities and equipment
- a clean and suitably designed workplace with the safe storage of goods such as chemicals

The Trainer/Assessor/RTO Representative's Duty of Care Includes the Provision Of:

- To take reasonable care and to comply with reasonable instructions
- Ensure learners safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported

The Learners/Employees Duty Of Care Includes The Provision Of:

- The Learner has a duty to take reasonable care for their own health and safety and also that of anyone else at the workplace.
- The Learner has a duty to comply with reasonable instructions, policies and procedures

Barrington College trainers and assessors will ensure that they inform you of the safety & security measures they intend to take to maintain compliance with safety requirements for the venue.

- The Trainer/ Assessor will conduct an assessment of the venue and/or training facilities and report any potential risks to safety/ or security to you and the venue coordinators.
- The Trainer/ Assessor will conduct an assessment of the venue and/or training facilities to ensure access and availability of resources, equipment and PPE as required.
- Prior to training commencement the Trainer/Assessor will advise you of nearest exits and emergency plans as applicable
- Prior to training commencement the Trainer/Assessor will advise you of the location and availability of facilities of the venue

Commonwealth Legislation could include (not limited to):

Work Health and Safety Act 2011
Work Health and Safety Regulations 2011

State Legislation could include (not limited to):

State Workers Compensation Regulations
State Workplace Injury Management Regulations
State Dangerous Goods Management Regulations
<http://www.safeworkaustralia.gov.au/sites/SWA>

Food Safety Legislation & Policy

Barrington College delivers training programs in a range of different industries, which can include some specific workplaces that must comply with the relevant Food Safety Legislation. Therefore, our Trainers/Assessors are required to comply with the relevant legislation and requirements when they are undertaking Training in these workplaces.

Some of the courses Barrington College offers contain information and training on Food safety legislation. This training information helps you and your organisation meet the needs of the Food Act 2003. For further information on food safety please see your trainer and employer.

- Follow all clients/ learners Workplace Policies and Procedures
- Abide by all food handling guidelines
- Understand and apply industry standards and guidelines
- Ensure that Learners and employers are aware of the legislation and standards
- Follow all legislation and standards

State Based Legislation could include (not limited to):

Food Act 2006
Food Regulation 2016
Food Production (Safety) Act 2000

Our Website

When you visit our website, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web sites.

We may engage third parties, to help analyse how our websites are used. This analysis is performed using data collected from the websites, including by using cookies which are stored on your computer. The information generated is used to create reports about the use of our websites, and these third parties may store this information. However, this information is not intended to and will generally not include any personal information.

We may also collect Internet Protocol addresses relating to you when you access and use the web sites. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.

Some of the content on our websites may include links to third party websites or applications made available by third parties, such as social media buttons or links that allow you to share content or links to our website through the relevant third-party platforms.

These third- party links or applications themselves may facilitate collection of information by those third parties through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these links or applications or the collection and use practices of the relevant third parties. Please visit the relevant third-party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

Accuracy of Your Personal Information

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete and current, however, we rely on the accuracy of personal information as provided to us both directly and indirectly. If you find that the personal information, we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to ensure that it is corrected.

How To Contact Us

If you have any questions in relation to this Privacy Policy or our Personal Information handling processes, wish to make a complaint in relation to a breach of your privacy or would like to correct your personal information held by us, you can write to our Chief Executive Officer at 59-73 Meron Street, Southport, Queensland 4215 or by email: reception@barringtoncollege.edu.au.

If you wish to opt out of direct marketing, you can write to our Regional Manager at 59-73 Meron Street, Southport, Queensland 4215 or by email at reception@barringtoncollege.edu.au

We take all privacy complaints seriously and will investigate any such complaint in a confidential manner.

Changes to This Privacy Policy

From time to time, we may need to change this Privacy Policy to reflect our changing business practices. We will notify you of any amendments by posting an updated version of this Privacy Policy on our website.

NCVER Privacy Notice

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

Privacy Notice

Why We Collect Your Personal Information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Without the required personal information requested in our enrolment form, Barrington College Australia is unable to process a student's enrolment in their requested course.

How We Use Your Personal Information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How We Disclose Your Personal Information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and Other Bodies Handle Your Personal Information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed here <https://www.barringtoncollege.edu.au/contact-us/>.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at

Surveys

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

Contact Information

At any time, you may contact Barrington College Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

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 ten (10) working days and to all queries, telephone calls and emails within two (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 Australia 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.

Records and Records Management

Barrington College maintains electronic and manual files covering all administrative and learner information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Barrington College ensures:

- Security and Confidentiality of all records
 - VETtrak- the student management system has a username and password login that only authorised staff has access to.
 - File Cabinets are lockable
 - Secure building
 - All computers are individually password protected
- External Reporting (for Traineeships) are processed through an individually password protected site for each State Training Authority
- Quality Assurance of all documents
- Access of Records by Learners is given directly to the Learner.
- Maintaining the Learner original file and documents for the term required by the State Training Authority
- Archiving of training records for 30 years through VETtrak (Student Management System) - this includes: Learner information; Enrolment OR Traineeship Contract information; Assessment results; Certificate/SOA; Invoices & Receipts.

Quality Assurance

Quality Assurance (QA) of Training Records is the process of confirming that the information Barrington College receives is accurate and complete. Barrington College’s administration staff conducts regular checks on the accuracy of all documents to ensure our records. In order to help the administration team keep track of the quality assurance checks, a Student File Checklist is added to each file, the staff member conducting the quality assurance check initials & dates off when the check has been completed.

The minimum intervals that documents are quality assured are:

- Upon enrolment
- Before the first Funding claim
- Before each document is added to the file, and
- On completion or cancellation- prior to issuance of the certificate

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 Australia 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:
<https://www.myskills.gov.au/media/1860/the-aqf.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 Australia is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated

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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 Australia's premises, to use Barrington College Australia's facilities or equipment, or to engage in any Barrington College Australia 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 Australia 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 Australia 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 Australia 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 Australia 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 Australia. 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 Australia if you have any questions related to course fees, see website www.barringtoncollege.edu.au for course information.

Replacement of Training Materials

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

Refund Policy

Fees are only payable by your employer after the successful enrolment of the learner and registration of a Student Identifier Number.

Refunds will only be offered under exceptional circumstances as outlined in the traineeship contract.

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 Australia 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 Australia

Cancellation of Course by Barrington College Australia

In the event that a course is cancelled by Barrington College Australia 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 Australia 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 acknowledgment 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 ten (10) working days.

Complaints, Appeals and Feedback

Barrington College shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the next scheduled management meeting and Barrington College Stakeholder Feedback Form (Refer ATTACHMENT 1) shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and appeal.

Learner Complaints

Barrington College has in place a complaint procedure for learners. It is hoped that by following a set procedure trainers/assessors and management will be able to handle all situations with expediency, confidentiality and to the satisfaction of learners, staff and Barrington. If a learner wishes to lodge a complaint, trainers/assessors and management will deal with the situation confidentially.

1. Learners need to discuss the complaint with the trainer at the first instance; the trainer will be required to notify the CEO/DIRECTOR of any complaints or negative feedback received within 24 working hours.
2. If the issue is not rectified by the Trainer, the complaint is to be escalated to the CEO/DIRECTOR, along with a completed Stakeholder Feedback Form (ATTACHMENT 1) .
3. A meeting via phone or face to face will be arranged to discuss the issue and identify possible resolutions. The CEO/DIRECTOR will be required to document the conversation.
4. The complaint will be discussed at the management meeting focusing on the issue at hand, the background around the complaint, what has been done to rectify and what recommendations are made to ensure this issue does not reoccur.
5. Complaint resolutions/recommendations and actions details are discussed with the learner.
6. Complaint resolutions/recommendations and actions are applied and recorded
7. Staff are required to record and file all complaints – copies will be emailed to the CEO/DIRECTOR and kept on the learners file for future reference.
8. Management reviews & follows-up the applied recommendations and actions at the next meeting.
9. If a complaint is not resolved to the satisfaction of all parties, an external mediator may be engaged. Costs may apply.

Appeals for Reassessment

Appeals regarding reassessment will be handled in all situations with expediency, confidentiality and to the satisfaction of learners, and Barrington College staff. The schedule for reassessment appeals is as follows:

1. Learners are required to complete a Stakeholder Feedback Form (*ATTACHMENT 1*) and submit it to Barrington College to the attention of the CEO/DIRECTOR for a review and consideration.
2. If reassessment is applicable the learner will be required to resubmit the original assessment to the CEO/DIRECTOR.
3. The CEO/DIRECTOR will forward the Assessment to be reviewed by another trainer or management.
4. If there is a gap in the evidence, a gap assessment will be required by the learner to complete. Taking into consideration of learners' specific needs- which may include a different method of assessment to be conducted e.g. demonstration.
5. If the gap assessment is not yet satisfactory, the learner will be required to complete gap training to ensure the learner has learnt the skills needed.
6. Management reviews & follows-up the applied recommendations and actions at the next meeting.

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 Australia
- 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 Australia 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 Australia's staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Barrington College Australia. 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 Australia. 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 3 attempts over 4 weeks to re-submit the assessment at no charge.

If unsuccessful, students will be required to re-sit the unit of competency, this will incur additional fees.

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 Australia 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 Australia via email or phone to obtain feedback from you in relation to your course. This information is reviewed and shared with Barrington College Australia'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

Apprentice/Traineeship Specific Contact Numbers

Australian Apprenticeship Support Network

Australian Apprenticeship Support Network process incentives and register training contracts with DESBT and give advice. These organisations are usually the first point of contact for students and employer queries.

Phone: 1800 020 108

Web: <http://www.australianapprenticeships.gov.au/>

Fair Work Australia

Fair Work Australia is a national workplace relations tribunal who can provide students and employers with information on awards and conditions.

Phone: 1300 799 675

Web: <http://www.fwa.gov.au>

Apprenticeships Info

Provides free advice, referrals and support to all Queenslanders about apprenticeships, traineeships and training options.

Phone: 1800 210 210

Web: <http://www.apprenticeshipsinfo.qld.gov.au/>

Workplace Health and Safety QLD

For health and safety concerns.

Phone: 1300 362 128

Department Of Employment, Small Business and Training (DESBT)

Web: www.desbt.qld.gov.au

Attachment 1- Barrington College Stakeholder Feedback Form

Barrington College Stakeholder Feedback Form	
<i>Barrington College is committed to the Continuous Improvement of its assessment processes policies, procedures and outcomes. Please answer the following questions and return your response to : reception@barringtoncollege.edu.au FAX 1300 60 62 67</i>	
Date:	
Name:	
Type of Feedback: <i>(Tick relevant feedback type)</i>	<input type="checkbox"/> Appeal for Reassessment <input type="checkbox"/> Learner/Stakeholder Complaint <input type="checkbox"/> Improvement Feedback <input type="checkbox"/> Other feedback
Location/Department/ or Venue:	
Contact Information: <i>(Phone &/or Email)</i>	
Detail of Report:	
Barrington College Management Use	
Immediate Action taken:	
Suggested Action:	
Management Action: (Adjudication requested?)	
Date Action reported to complainant	
Risk Report Conclusion & Date:	

ATTACHMENT 2- Barrington College CODE OF PRACTICE <i>Barrington College CODE OF PRACTICE</i>	
Training and Assessment services	Barrington College management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	Barrington College will promptly provide copies of all qualification and statements of attainment achieved by enrolled learners and provide ongoing assistance to enquiring learners with regard to their record of achievements and statements of attainment.
Financial Management	Barrington College applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the learner enrolment form)
Records and Information Management	Barrington College is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past learners. All staff employed by Barrington College will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	Barrington College management and staff provide assistance to all clients to identify and achieve their desired outcomes. Barrington College is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL(Recognition of Prior Learning)	Barrington College management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled learners. Enrolling learners are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Stakeholder feedback	Barrington College is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling learners at Barrington College. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	Barrington College management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S/WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	Barrington College management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of Barrington College shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

Attachment 3- Barrington College Learner Additional Questions & Learner Survey
AQTF Quality Indicators - Learner Feedback Survey

Dear Learner,

We invite you to take part in a survey being conducted to seek your views on the quality of our education and training services.

The survey is being conducted to collect feedback from learners on their views about their learning and training experiences. The outcomes play an important role in developing and delivering training.

Your feedback counts. The survey is being conducted to collect feedback from learners on their views about their learning experiences. We utilise the feedback it receives from learners as part of its continuous improvement processes to ensure it provides quality training and assessment. We must also provide a summary report of feedback from learners to its Registering Body to provide an indication of its performance. This is a condition of registration. The survey should take about 10 minutes to complete.

Please note that your responses are private and confidential. Individual respondents will not be identified in any data or reports. Survey responses will not be linked with enrolment records. Your name is only recorded on our surveys for internal purposes, specifically to follow up if clarification is required from your responses.

Our Trainers/Assessors collect the surveys at the completion of training, and the data is recorded into our smart database to generate the necessary reports and to gather an overall picture of the outcomes being achieved and how well training is meeting your needs.

Participation in this survey is highly valued, but voluntary. You are free to withdraw consent at any time. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

If you have any questions about this survey or would like further information, please contact your Trainer/Assessor or call 1300 60 62 67 or reception@barringtoncollege.edu.au

Thank you for considering your involvement in this survey. I wish you all the best in your future education and career.

Learner Questionnaire

Name:		Signature:	
Venue:		Date:	

Please tell us about your training. Your feedback plays an important role in developing the quality of your education. In this questionnaire, the term 'Training' refers to learning experiences with your training organisation. The term 'trainer' refers to trainers, teachers, lecturers or instructors from your training organisation. Provide one response to each item on the form. Complete using a black or blue pen. Print neatly in CAPITAL letters. Place a clear 'X' inside each box. Leave the box blank if the statement does not apply. If you want to change your answer, fill in the entire box and mark the correct box with a 'X'. E.g. or

About your training	Strongly Disagree	Disagree	Agree	Strongly Agree
I developed the skills expected from this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I identified ways to build on my current knowledge and skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training focused on relevant skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I developed the knowledge expected from this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training prepared me well for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I set high standards for myself in this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training had a good mix of theory and practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I looked for my own resources to help me learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend the training organisation to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training organisation staff respected my background and needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I pushed myself to understand things I found confusing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers had an excellent knowledge of the subject content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received useful feedback on my assessments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way I was assessed was a fair test of my skills and knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned to work with people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training was at the right level of difficulty for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of work I had to do was reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessments were based on realistic activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was always easy to know the standards expected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training facilities and materials were in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I usually had a clear idea of what was expected of me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers explained things clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training organisation had a range of services to support learners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned to plan and manage my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training used up-to-date equipment, facilities and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I approached trainers if I needed help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers made the subject as interesting as possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend the training to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training organisation gave appropriate recognition of existing knowledge and skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training resources were available when I needed them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough material to keep up my interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training was flexible enough to meet my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers encouraged learners to ask questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers made it clear right from the start what they expected from me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What were the BEST ASPECTS of the training?			
What aspects of the training was MOST IN NEED OF IMPROVEMENT?			
YOUR TRAINING DETAILS			
What TYPE OF QUALIFICATION are you currently enrolled in? Select one only.			
<input type="checkbox"/> Certificate II		<input type="checkbox"/> Diploma	
<input type="checkbox"/> Certificate III		<input type="checkbox"/> Advanced diploma	
<input type="checkbox"/> Certificate IV			
What is the FULL TITLE of your current qualification or training?			
What is the BROAD FIELD of your current training? Select one only.			
<input type="checkbox"/> Natural and physical sciences <input type="checkbox"/> Information technology <input type="checkbox"/> Engineering and related technologies <input type="checkbox"/> Architecture and building <input type="checkbox"/> Agriculture, environmental and related studies <input type="checkbox"/> Health		<input type="checkbox"/> Education <input type="checkbox"/> Management and commerce <input type="checkbox"/> Society and culture <input type="checkbox"/> Creative arts <input type="checkbox"/> Food, hospitality and personal services <input type="checkbox"/> Other	
In what MONTH AND YEAR did you start your current training?		/	
Are you undertaking an APPRENTICESHIP OR TRAINEESHIP?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did you get any RECOGNITION OF PRIOR LEARNING towards your training such as subject exemptions, course credits or advanced standing?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
About you			
Are you FEMALE OR MALE?		<input type="checkbox"/> Female	<input type="checkbox"/> Male
What is YOUR AGE in years?			
<input type="checkbox"/> Under 15	<input type="checkbox"/> 25 to 34	<input type="checkbox"/> 55 to 64	
<input type="checkbox"/> 15 to 19	<input type="checkbox"/> 35 to 44	<input type="checkbox"/> 65 or over	
<input type="checkbox"/> 20 to 24	<input type="checkbox"/> 45 to 54		
Are you of ABORIGINAL OR TORRES STRAIT ISLANDER origin?			
<input type="checkbox"/> No		<input type="checkbox"/> Yes, Torres Strait Islander	
<input type="checkbox"/> Yes, Aboriginal		<input type="checkbox"/> Yes, both Aboriginal and Torres Strait Islander	
Do you speak a language other than English at home?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you a permanent resident or citizen of Australia?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you consider yourself to have a disability, impairment, or long-term condition?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
What is the postcode of your main place of residence?			

GOLD COAST OFFICE

Phone number: 07 5562 5700
Address: 53 - 79 Meron St, Southport QLD 4215

BRISBANE OFFICE

Address: Level 13/288 Edward St, Brisbane City QLD 4000