

2021-
22

nortec

Student Handbook



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STUDENT HANDBOOK 2021-22

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INTRODUCTION

Welcome to NORTEC

Thank you choosing NORTEC as your training provider. This student handbook contains information regarding the following:

- Understanding your rights and responsibilities related to your study, including enrolment and entry requirements
- Information on NORTEC Employment and Training and our standards
- Applicable fees and charges
- Appeals and complaints
- Student support and services available
- Important contact details and where to access or find other relevant information.

Please ensure you read through this student handbook carefully and retain a copy for future reference.

A Course Information Guide will be emailed to you and is also available for download on the NORTEC website. The Course Information Guide will contain more specific information on your chosen course including:

- Course content and delivery (including qualification details, location, mode of delivery, duration and units covered)
- Course entry requirements
- Applicable course outcomes
- Any other specific requirements, including access to resources and equipment required to successfully the course.
- Your trainer's contact details.

If you are unsure about any information contained in the handbook, please contact us below by:

- Email: trainingservicesadmin@nortec.org.au
- Phone: 1800 667 832 (please request to speak to a NORTEC staff member from the Skills and Activation Team)
- Or contact your trainer/assessor directly via email or phone.

About NORTEC Employment & Training Ltd

NORTEC is a for-purpose organisation that exists to deliver services to our community.

We connect our stakeholders to the resources and networks that enable them to create value. This enhances the lives of the people and sustainability of the businesses and regions that we serve. Under contract to the Australian Government, NORTEC leads the nation for performance improvement in the delivery of Jobactive.

NORTEC has grown from a commitment to serving our community's needs. With origins dating back to 1979, we have delivered a demonstrable, proven, and sustainable service throughout our footprint.

We now deliver services directly to more than 25,000 people each year from more than 40 locations throughout South-East Queensland and Northern New South Wales. Our staff are dedicated and committed to the delivery of our organisational purpose.

Purpose Statement and Core Value

Our organisational purpose is to provide support and service that enable disadvantaged and/or unemployed people in our community to secure and sustain meaningful employment.

NORTEC has a clear purpose. We have a team who are capable and determined to earn and retain the trust of our stakeholders by embracing and adhering to a singular core value.

We embrace a single core value, which is at the heart of everything that we do:

Integrity

Without integrity, nothing else matters. This is the expectation that we set for ourselves; we are committed to delivering it by showing that our people are always giving their very best.

Legislative Framework

NORTEC complies with all legislative requirements of State and Federal Government. Information provided to students will reflect current legislative requirements. Legislation may include but is not limited to the following:

- Relevant State/Territory Vocational Education and Training Employment Acts
- National Vocational Education and Training Regulator (NVR) Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Work Health and Safety Act 2011
- Australian Qualifications Framework (AQF)

Our Services

NORTEC Employment & Training Ltd offers the following services:

- Jobactive Australia
- Nationally Recognised Training (VET)– delivering in NSW and QLD
- Business Connect
- New Business Assistance (with NEIS)
- Skills for Education and Employment (SEE Program)
- Volunteering
- Community Initiatives
- Indigenous Engagement
- Commercial Recruitment –Temporary, Permanent and Labour Hire Solutions

NORTEC TRAINING

NORTEC Employment and Training Ltd is a Registered Training Organisation (RTO Code 91451) with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. Skills and Activation is the name of the NORTEC training department.

We offer:

- Accredited Qualifications (Nationally Recognised full qualifications)
- Short courses (partial qualifications – Statement of Attainment)
- Skill Sets
- Recognition of Prior Learning (RPL)
- Our Scope covers qualifications from the below Training Packages:
- BSB30120 Certificate III in Business
- BSB30220 Certificate III in Entrepreneurship and New Business
- CHC33015 Certificate III in Individual Support
- Foundation Skills – FSK10119 Certificate I in Access to Vocational Pathways; FSK10219 Certificate I in Skills for Vocational Pathways and FSK20119 Certificate II in Skills for Work and Vocational Pathways
- Hospitality – SIT30616 Certificate III units as part of Hospitality Skill Sets

Further details of these nationally recognised qualifications and/or skill sets can be found on [Training.gov.au](https://training.gov.au)

What you can expect from NORTEC

We will ensure we:

- Operate professionally and always conduct business in a sound, ethical and fair manner
- Employ staff who are knowledgeable and skilled, qualified, objective, experienced and understanding, who always act with integrity
- Treat your information confidentially, protect your rights to privacy and ensure the information is accurate
- Provide you with learning resources and assessment material required for you to complete your course.

Your Rights and Responsibilities

When you enrol with NORTEC, you enter into an agreement that you will abide by our guidelines:

YOU MUST:

- Treat NORTEC staff and other students fairly and with respect
- Be punctual and regularly attend the course schedule as specified
- You must advise your trainer if you are unable to attend on the day of the course via email, by emailing trainingservicesadmin@nortec.org.au or by contacting 1800 667 832.
- If you have prior knowledge of your inability to attend the course, please advise your trainer so they can determine the best course of action for you. Failure to notify us of attendance may result in your enrolment being cancelled.
- Actively participate in training, this includes attending scheduled face-to-face classes (where applicable) or other training requirements such as webinars, Microsoft Teams meetings or phone appointments, as well as participating and completing the required assessment tasks.
- Submit assessments by requested date as determined by your trainer/assessor and/or course schedule. If you are unable to submit assessments by the agreed date, please liaise with your trainer regarding an extension. Extensions will be granted on a case-by-case basis and your trainer will negotiate a new submission date with you.
- Abide by general WHS practices, including but not limited to; following correct manual handling techniques, wearing correct footwear, clothing, and PPE (where appropriate), and following instructions related to WHS.
- Advise the Skilling and Activation Team of any changes related to your enrolment details, including your personal details and contact information.

YOU MUST NOT:

- Engage in threatening or offensive behaviour toward other students, staff, or the general public
- Swear or use other offensive or inappropriate language
- Plagiarise or cheat by using others work as your own assessments (please refer to the Plagiarism section of this Student Handbook for more information).
- Litter
- Steal or misuse equipment or material that do not belong to you
- Harass other students, staff, or members of the general public
- Attend training or NORTEC offices under the influence of drugs or alcohol.

YOU ARE ENTITLED TO:

- Be treated fairly and with respect from trainers, other students and NORTEC staff
- Be provided with a safe and supportive learning environment, free from harassment and discrimination
- Given support and guidance with your learning and employment goals
- Have your training records and personal information stored and maintained confidentially, securely and in a professional manner
- Get information on assessment procedures and timelines, including your study progress
- Receive the learning and assessment resources required to complete your studies.

Competency Based Training and Assessment

NORTEC delivers Competency Based Training and Assessment. All our accredited programs deliver Nationally Recognised Qualifications and/or Statements of Attainment to successful students.

Competency Based Assessment (CBA) is the process of collecting evidence and making judgements on whether a person has achieved competence in a task or group of tasks. CBA confirms that the student can perform to the standard expected in the workplace, as identified in relevant competency standards within National Training Packages or Accredited Courses.

Assessment practices are in-line with:

- Assessment requirements of the endorsed training package
- National Assessment Principles
- The current standards for the AQF
- Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTOs) 2015.

NORTEC regularly reviews, compares, and validates our assessment processes and tools to ensure they produce reliable and fair results. We regularly seek feedback from students, staff, and industry to improve the quality and consistency of assessment.

NORTEC assessment, including Recognition of Prior Learning (RPL), will ensure that the principles of assessment and rules of evidence are adhered to. These principles are outlined below:

Principles of Assessment

Fair

The individual student's needs are considered in the assessment process and, where appropriate, reasonable adjustments are applied by the RTO to consider the individual student's needs.

Flexible

Assessment is flexible to the individual student. Our Assessments will be flexible in considering the student's needs, assessing competencies held by the student (no matter how or where they have been acquired), and drawing from a range of assessment methods. Assessment methods chosen will be appropriate to the context, the unit of competency, associated assessment requirements and to the individual needs.

Valid

Any assessment decision of the RTO is justified, based on the evidence of the individual student's performance. Validity requires assessment against the unit/s of competency, and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance. Assessment of knowledge and skills is integrated with their practical application. Assessment is based on evidence that a student could demonstrate these skills and knowledge in other similar situations and judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Valid

The assessor is assured that the student has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a student's competency.

Authentic

The assessor is assured that the evidence presented for assessment is the student's own work.

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessments

NORTEC requires a minimum of 2 forms of evidence to be provided. Your trainer/assessor may ask you to undertake additional assessment activities to be able to make a judgement about your ability to fully meet the requirements of the unit.

Evidence may include a combination of:

- Written activities (questions, reports, case studies)
- Portfolio (a collection of samples or tasks)
- Oral questioning
- Projects
- Completion of a role play under simulated work environment (observation)
- Observation (undertaken in the workplace)
- Third Party Report (workplace supervisor provides feedback on your work knowledge and performance against specific criteria)

For courses requiring practical work placement, you will also be required to maintain and complete a student work experience logbook. You will be advised by your trainer at commencement if this applies to your course.

Upon commencement of each unit, you will receive an Assessment Booklet (classroom based or upon enrolment into your first unit via an online portal). You will be required to read through the guide and assessments for each unit prior to commencement.

After reading the guide, you will be required to complete an Assessment Agreement. This is where you indicate that you understand the assessment requirements for each unit and can also advise your trainer/assessor if you feel that you may require some extra support or resources to assist you with completing your studies. It is important to be honest and openly discuss any concerns with your trainer prior to commencement.

All assessment tasks will need to be completed as set out in the Assessment Booklet (or via online assessment overview) and submitted for assessment by the due date, as advised by your trainer/assessor. If you are unable to complete by the due date, contact your assessor as soon as possible to advise of any issues and to negotiate a new submission due date.

For classroom-based courses or paper-based assessments you will also need to:

- Ensure the work submitted is your own – unless referenced (please refer to “Plagiarism” section in this Student Handbook for more information)
- Ensure each piece of evidence submitted has your full name, the unit of competency code and assessment number written on each page (included a cover sheet if available)
- Keep a copy of your completed work (you may request these to be copied at your local NORTEC office)
- Notify your trainer/assessor if you are having difficulty with any of the tasks, or being able to

submit your work on time

- Ensure you read carefully through the submission requirements for each assessment task and provide all required documentation, as per instructions provided.

For students completing online assessments you will need to:

- Ensure the work submitted is your own – unless referenced (please refer to “Plagiarism” section in this Student Handbook for more information)
- Ensure you correctly name and save your electronic assessments as per the naming conventions specified in your Assessment Booklet. Upload your completed assessments as per instructions provided via your online portal. Ensure that you upload all relevant assessment tasks and documents as per assessment instructions.
- Ensure you keep your electronic assessment submission stored on your device, USB or similar.
- Notify your trainer/assessor if you are having difficulty with any of the tasks, or being able to submit your work on time
- If using a NORTEC computer, email your assessment to yourself as you cannot use a USB or other portable devices with NORTEC computers due to our IT security policy.

Pre-enrolment Information

NORTEC will provide all the information you require about studying with us prior to enrolment, to ensure you are fully informed about the following:

- Your rights and responsibilities, student expectations and code of conduct
- Enrolment process and required enrolment forms
- Entry requirements or pre-requisites that may apply
- Fees and charges and our refund policy (where applicable)
- Appeals and complaints

All this information is contained in this Student Handbook.

Course Flyers and Course Information Guides for each of our courses are available on the NORTEC website. You can also request a copy of these via email to: trainingservicesadmin@nortec.org.au

Please read through this information carefully prior to enrolment. Some courses require you to have specific entry requirements and/or access to certain equipment and resources to undertake course.

Entry Requirements

Access to courses is offered to students based on their suitability and ability to meet the Entry Requirements for the course of study they are applying to undertake.

General entry requirements include the following:

- Age requirements – you must be 15 years of age or older at the time of enrolment. Please note that if you are under 18 years of age, a parent/guardian must sign your enrolment form on your behalf to provide consent. For RSA and RCG in NSW, you will need to be 18 years of age or older to complete all requirements. For RSA and RCG in QLD, you must be 16 years or older.
- Language, Literacy, Numeracy and Digital (LLND) - Students are required to complete a LLND Assessment prior to being accepted into a Course. This is to ensure each student has the ability to succeed in achieving the standard set for the unit/s or qualification. If your LLND results are not at the level required for that course, the Trainer or your referring agent will contact you to discuss further options available, such as referral to the SEE program to build on your current skill levels, or a different level of study.
- Resources – For online courses generally you will need to have access to a suitable device i.e., computer/laptop, reliable Internet, email, and Teams. Please note that mobiles may not be compatible with some of the online platforms, so if you only currently have access to a mobile to complete your course, please let us know prior to enrolment.
- Software Applications - Access to appropriate software including Word, Excel, Publisher, Access, or PowerPoint (where required to complete set assessment tasks and course requirements, including completing self-paced study or online/correspondence delivery).
- Work placement - for CHC33015 Certificate III Individual Support and some Hospitality units, you are required to participate in and complete work placement in a real industry environment as part of successful completion. Work placement requirements and scheduling will vary depending on the course. Please read through the Course Information Guide for more details.

If you are concerned you may not meet these entry requirements, please contact us via email to: trainingservicesadmin@nortec.org.au or via phone on 1800 667 832

Please note: Additional entry and/or eligibility requirements may also apply to specific Government funded programs i.e., Skills for Education and Employment (SEE) and New Business Assistance with NEIS. These program specific requirements must also be considered prior to enrolling, in addition to our course entry requirements.

ENROLING WITH US

Enrolment steps include.

1. Discuss your Employment and Training goals with your Referring Agent
2. Your ESO will provide you with the Course Information Guide and Course Flyers which you should read carefully to consider whether the chosen Course is right for you.
3. Complete the Online enrolment form. You will be provided with a link to our training calendar and to the enrolment for your selected course by your Referring Agent

Ensure you have a Unique Student Identifier (USI) – this will need to be provided in your online enrolment form (please read below USI section for more information). If you don't have one, then it is an easy online application that a member of our Skills and Activation Team or your Referring Agent can assist with,

4. Complete the Language, Literacy, Numeracy and Digital (LLND) screening test. A link to this test will be provided once you have completed the Enrolment Form. Please note that this must be completed prior to your enrolment being confirmed. If you need any assistance with this, then don't hesitate to speak to your Referring Agent or a member of our Skills and Activation Team.
5. Once LLND has been completed, your trainer will review the results and contact you regarding next steps and to answer any of your questions.

Based on this discussion, if you feel that the course may not be right for you, your trainer can discuss other alternate training options with you.

6. Your enrolment will then be confirmed and processed,

For Classroom based Training

You will receive an email prior to the course commencing which will include the Course Information Guide which will contain specific on the Course. This Guide is also available online and should be read prior to enrolment – refer to step one above.

This email will also confirm what you need to bring on the first day and any other details not contained in the Course Information Guide.

For Online Training

You will be sent an email from your trainer regarding any scheduled webinars, virtual meetings, or individual phone contact. The Course Information Guide will also be attached which includes log in details and user instructions for Catapult to get you started online.

Please retain your enrolment confirmation so you are aware of the details of your course, location, dates, and times of your course.

During the enrolment process on the Enrolment form, you will need to advise if you wish to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT). We will be able to provide you with the forms required and additional information about the process. You can email us at trainingservicesadmin@nortec.org.au or contact us on 1800 667 832

Please note specific Government funded programs, such as Skills for Education and Employment (SEE) and New Business Assistance with NEIS, may require you to read other information and complete other program specific forms, in addition to the above-mentioned enrolment forms. You will be advised of and provided with this information and relevant forms by the program administrator.

Unique Student Identifier (USI)

From 1 January 2015, anyone studying a nationally recognised qualification or accredited course is required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results that you have completed for any recognised training and qualifications gained in Australia since 1 January 2015.

The USI is a reference number made up of ten numbers and letters. You will need to supply your USI upon enrolment. If you do not have a USI, you can apply by going to the USI website at www.usi.gov.au

The USI:

- provides a secure online portal where you can access your training records anytime from anywhere
- is free and easy to set up
- stays with you for life
- will give you easy access to all your training records and transcripts

If you already have a USI and are unable to locate it, you can visit www.usi.gov.au and select "Find My USI", then follow the instructions provided on this website.

Please note you will need access to the email address or mobile number you used when you initially created your USI.

Please be aware we will not be able to finalise your enrolment until we have received and verified your USI, and no Statements of Attainment or Certificates can be issued until a valid USI is provided and verified by NORTEC. If you have not provided your USI at enrolment, you will be contacted via email.

Course Cancellation

NORTEC may cancel or reschedule a course if there are insufficient enrolments or due to circumstances that are beyond our control. You will be contacted by your Referring Agent or a member of our team if your course is cancelled or postponed at least 48 hours prior to commencement.

Refund Policy

Please note: the following only applies to students whose training is not Government funded or funded by their employment service, and are paying under a Fee for Service arrangement:

If a student requests to withdraw from their training and apply for a refund, they must do so in writing to the Skills and Activation Manager at trainingservicesadmin@nortec.org.au

- For students wishing to cancel an enrolment where notification is received 24hrs prior to their course commencement, any fees paid will be refunded in full.
- For students wishing to cancel an enrolment where notification is received on the day their course commences or any time after commencement, they will not be entitled to a refund.
- A refund may be paid on application if the student can provide medical reasons with a Medical Certificate, or in exceptional circumstances.
- Where the student withdraws from a course due to illness (verified by a medical certificate), NORTEC will refund course fees paid in advance.
- The amount retained by NORTEC is required to cover costs of staff and resources which have already been committed based on the student's initial intention to undertake the course.
- Discretion may also be exercised by the Skills and Activation Manager if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal.
- A refund of all or part of the fee may be given in the following extenuating circumstances:
 - Student has overpaid the fee
 - Student enrolled in a course that has been cancelled
 - Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from training. In this case, a refund on a pro rata basis may be given
 - The Skills and Activation Manager is of the opinion that the student would be unreasonably disadvantaged if they were not granted a refund, for example, if the student met with a serious misadventure and was unable to continue their enrolment (an administration fee may apply)
- Circumstances not regarded as grounds for a refund include:
 - Employment changes
 - Change of mind

- Inconvenience or change of circumstances

Where the refund is approved, the refund payment will be paid to the student within 30 Days from the date the student submits the form. Refunds are paid via electronic funds transfer using the authorised bank account nominated by the student. Refunds are not transferable to another party.

Course Withdrawal

If you choose to withdraw from a course, you will need to notify your trainer and advise trainingservicesadmin@nortec.org.au of your intention to withdraw. You should complete a Course Withdrawal Form and submit the form to the above email address. A copy of this form can also be requested from this email address. Depending on the time in which you withdraw from your course you may be granted a refund as per our Refund Policy. You will receive an official notification of your withdrawal once your paperwork has been processed.

Replacement certificates or statements of attainment

To request a replacement certificate or statement of attainment you can do so in writing by emailing: Trainingservicesadmin@nortec.org.au

Replacement of Learning Materials

If a student loses or damages resources given to them as part of their study, they will be charged a replacement fee. Resources can include the following:

- Learner workbooks
- Textbooks
- Computers/IT equipment on loan from NORTEC (if applicable)
- Other equipment including uniforms or clothing that may have been borrowed (if applicable)

The cost will vary depending on the replacement material and you will be provided with a cost for the total replacement.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of the skills, knowledge and experience a student has acquired through previous training, work, or life experience, including volunteer community engagement which can be used to as evidence towards a unit of competency, partial qualification, or whole qualification. If you are granted RPL you will not need to study or be assessed for those unit(s) which can reduce your study requirement time.

NORTEC will charge a fee, depending on the qualification level to assess your evidence for RPL. Contact trainingservicesadmin@nortec.org.au or your trainer for further information.

If you believe you have the knowledge and skills required for RPL then you should:

- Discuss with your trainer/assessor your previous qualifications, work history and life experience.
- Complete our RPL Application Form – available upon request
- Gather relevant evidence - your trainer will be able to assist you with ideas of suitable evidence

Evidence for RPL can include but are not limited to:

- Previous qualifications or Statements of Attainment (certificates)
- Professional development
- Work samples
- Current resume
- Job/position descriptions, including letters from current or previous employers
- Performance appraisals
- Testimonials from clients
- Portfolios

Additional instruction on RPL can be found in the RPL Application form. Once you have submitted your application and your supporting documentary evidence your assessor will then review your application and evidence and advise you of a result. Please contact trainingserviceadmin@nortec.org.au regarding fees related to RPL.

Credit Transfer

NORTEC recognises all Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation. If you are enrolling into a course and have previously completed the same unit code and title as part of any other accredited course, you may be eligible for recognition credit transfer (CT).

If you wish to apply for recognition, please request a Credit Transfer Application by emailing:

Trainingservicesadmin@nortec.org.au

Further instruction on how to apply for recognition can be found on this form. Please be aware that we may seek verification from your issuing RTO on the validity of your statement/qualification as part of the approval process.

There are no fees for Credit Transfer.

If you are approved for Credit Transfer then your enrolment in these specific unit/s will be resulted as Credit Transfer in our Student Management System (SMS), and you will not need to complete any assessment requirements for these units.

Student Support

NORTEC ensures all students are given every opportunity to participate in and successfully complete our courses. Some students may have different learning needs or personal barriers which may require adjusting to the way we deliver and assess, or students may require additional support and resources to assist with completing certain assessment tasks. NORTEC provides the following to all students.

Reasonable Adjustment

NORTEC will ensure that our training is tailored to meet the needs of individual students by ensuring we make Reasonable Adjustment to the way we:

- Deliver training (learning strategies)
- Set up out training environment
- Conduct assessment of the student (without compromising the integrity of the unit)

Reasonable adjustment can include but is not limited to:

- Allowing extension to submission dates for assessment tasks
- Providing additional reading, writing or performance time for set activities
- Allowing students to use an interpreter service, for students who are deaf or have a hearing impairment, or students who are from a non-English speaking background
- Allowing students to have another person read to or scribe their answers for them
- Providing or allowing adaptive technology or equipment to be used (digital audio and video recordings or files, speech recognition software, ergonomic furniture) where available and appropriate
- Ensuring assessments are developed using plain “English” and use clear and generic instructions
- Giving students one-on-one additional support outside of the classroom schedule
- Allowing students to use alternate evidence i.e., third-party reports related to practical demonstration, if applicable
- Altering learning material to adjust to different learning preferences i.e., PowerPoint presentations, use of diagrams, pictures, audio recordings of webinars or classroom delivery

NORTEC will work with students to identify any additional requirements they need in order to undertake training with us. We will discuss with students and record on their individual Training Plan any support we can provide, and reasonable adjustment applied will be recorded in assessment tasks where applicable.

Referral to other programs

Where we do not have the capacity to deliver training and/or assessment services to meet the students' needs we will refer the student to:

- Other internal programs i.e., Skills for Education and Employment (SEE), New Business Assistance with NEIS and Business Connect
- Another Registered Training Organisation (RTO) delivering a more appropriate level of qualification or alternate qualification or course relevant to students personal and career goals
- Other specific programs for Language, Literacy and Numeracy such as English as Additional Language (EAL) or Adult Migrant English Program (AMEP)

Referral to other services

Students may be directed back to their referring agent where barriers are identified that may be impact the student's ability to participate in or complete the requirements of the course. Potential barriers may include (but not limited to):

- Housing
- Transport
- Mental health
- Medical issues
- Drug and alcohol related issues

Referring agents including employment services will be able to assist students/clients to address these barriers by referring to appropriate specialised support services.

Access and Equity

NORTEC respects the rights of all students to participate with dignity and fairness in the courses we provide, while acknowledging the educational and life experiences each person brings to our training.

Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. We ensure:

- all training and assessment policies and procedures and equity principles
- all learners have equitable access to the benefits of training and assessment irrespective of

their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction

- all nominations and enrolments into training courses and programs will always be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation
- all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities
- that all relevant information for students to make informed decisions is available on the website, in the student handbook, course flyers and course information guides
- that all staff are responsible to observe and be advocates for the policy

OTHER IMPORTANT INFORMATION

Work health and safety

NORTEC is committed to providing and maintaining a safe and healthy environment for all students, staff, and visitors.

If you identify a hazard, are injured or a near miss occurs, you must immediately report your concerns with your trainer/assessor who will take all reasonable actions to ensure appropriate action is taken to eliminate or reduce the risk.

Emergency/evacuation procedures

Where you are instructed to evacuate the premise, you should undertake the following:

- Keep calm
- If you are in class, follow the instructions of your trainer
- When instructed, you should move to the appointed exit and evacuate the building in a calm and orderly manner and move to the emergency assembly point
- Do not wander off or collect personal items from the classroom
- Remain in the assembly point for roll call and answer your name when called (failure to do so may put others at risk if they re-enter the building to look for you)
- Remain at the assembly point until instructed otherwise
- Never re-enter the building under evacuation

First Aid Assistance

If you require first aid or medical assistance notify a member of staff immediately. The staff member will contact the nearest available First Aid Officer or dial 000 if required.

Plagiarism

Plagiarism is where you use someone else's work without acknowledging the original source and attempting to pass it off as your own original idea or concept.

NORTEC takes plagiarism very seriously. If it is found that you have plagiarised the work of someone else, you will be given a NOT YET COMPETENT result and you will need to undertake the assessment again.

For continued breaches, your enrolment in the course will be cancelled.

Where you have used the work of someone else, you **must** cite or reference your source. You will need to include:

- Where you got the information from e.g., Ethical Business Practices in Australia
- Who wrote it e.g., James Keating
- Who published it and the date and edition – e.g., Viking Press Australia, 2015 2nd Edition
- The page where you found the information – e.g., p4

You must reference all sources of information in the following instances:

- Direct quotation – quoting the exact words of an author, enclose in single quotation marks
- Paraphrasing or putting the work of another writer in your own words
- Summarising or using ideas or materials solely based on the work of another writer
- Statistical information such as data, tables, figures, diagrams, maps, illustrations, Images, sound recordings and photographs used

Submitting Assessments

(Further instruction is provided in the Student Online Platform section)

- Ensure you save your responses as you go
- Do not rush completing assessments – read back through your learning material to ensure you have answered questions and/or tasks correctly and entirely before saving or submitting.
- Check your spelling and grammar – proofread and correct any errors
- Check for plagiarism i.e., that you have not used other people’s words (including word for word from the learning material) Plagiarised work will not be accepted, you will be asked to resubmit your work.
- Use correct naming conventions when submitting/uploading any attachments. The following naming conventions should be used:
 - SURNAME first name_Unit Code Task number
- Additional assessment submission requirements may also be outlined in the Unit Assessment Guide

What about Copyright?

- You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner’s copyright has been infringed.
- You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with or employed by an educational institution.

Assessment Marking and Feedback

Once you have submitted your assessment items your trainer/assessor will mark your work as satisfactory or not satisfactory for each part of your assessment. They will provide you with feedback on how you have met the assessment requirements. If you receive a not satisfactorily result, your trainer will provide you with feedback on what you will need to resubmit for that assessment task and advise you of a resubmission date for the assessment task. You will be given a total of 3 attempts of submitting or completing each assessment task. Your Trainer will assist you along the way to prepare you for the Assessment tasks.

All required assessment tasks, as indicated by your trainer and outlined in the Assessment Booklets (or online unit overview) must be submitted to achieve a “Competent” result. If you do not submit all required assessments tasks or do not submit assessments by the due date, you will receive a “Not Yet Competent” result from your trainer/assessor.

If your trainer marks you as satisfactory for all your assessment tasks you will be given an overall “Competent” result for your unit and you will be eligible for this unit result on your statement of attainment or certificate.

Work placement

Some of our qualifications and/or units of competency require for you to complete practical components and work experience in a real industry environment. If work placement is a requirement of the course this will be indicated on the course flyer, Course Information Guide, as well as in your assessments. Where work placement is compulsory, you may be also be required to complete and maintain a Work Experience Logbook in addition to your other assessment tasks.

You will be provided the following by your trainer/assessor:

- A copy of the Work Experience Logbook
- Work placement details, including host employer, times, and dates
- Instruction on how the logbook works
- Information and guidelines of what is required to be completed by yourself, the employer, and the assessor/trainer
- Information on your responsibilities with maintaining and completing the logbook
- Due date for submitting the completed logbook

If work placement is a compulsory requirement for a course or unit of competency, you will be required to successfully complete and hand in your logbook to your assessor at the end of the course. Failure to hand in a logbook may hold up or prevent you from achieving competency in a unit or units of competency required. Speak with your trainer/assessor if you require additional information. You may be required to have your flu shot and COVID-19 vaccinations before work placement commences (not applicable to all placements).

Complaints and Appeals

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned or relevant Manager before it becomes a formal complaint. NORTEC’s Skills and Activation Manager and other staff members are available to assist students to resolve their issues at this level.

Formal Complaint

If complaints are not resolved through an informal process, students can access the formal procedure, which will take place in three stages:

Stage 1: Formal Complaint

Formal complaints should be submitted in writing to NORTEC's Skills and Activation Manager. The Skills and Activation Manager will then either attend to the matter directly or, delegate it to another senior staff member.

The Skills and Activation Manager, or a delegate, will consider and investigate the complaint within ten (10) working days from the date submitted by the complainant.

In this process, the Skills and Activation Manager, or delegate, may seek information and clarification by written or verbal request, or by face-to-face interview with the complainant and/or the respondent. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany him or her.

The Skills and Activation Manager, or a delegate, will then endeavour to resolve the complaint and will provide a written response to the complainant on the steps taken to address the complaint, including the reasons for the decision. The complainant will be notified of their decision in writing within ten (10) working days.

If a complaint investigation time exceeds the above timeframe, NORTEC will notify the complainant in writing, the reason, and the new timeframe.

The complainant will be advised of their right to access an Internal Appeals process (Stage 2) if they are not satisfied with the outcome of the complaint in Stage 1.

Stage 2 – Internal Appeals (continuing from formal complaint or outcome from alternate process)

Where the complainant is not satisfied with the outcome of the formal complaint in Stage 1, or for an individual who is not satisfied with an outcome of an alternate process, they may lodge an appeal in writing within ten (10) working days of receiving notification of the outcome of their respective matter/formal complaint.

An internal Appeal is initiated when the [Student Appeal Form](#) is lodged by the application to the Skills and Activation Manager.

Within ten (10) working days of receiving the Student Appeal Form, the Skills and Activation Manager or nominee will convene an Appeal Meeting to hear the appeal and propose a final resolution.

The Applicant's appeal will be deliberated by an independent and impartial officer of NORTEC Employment & Training, referred to as the Reviewer.

The Reviewer will conduct all necessary consultations with the Applicant and other relevant persons and decide on the appeal.

The complainant or respondent may ask another person to accompany him/her at any meeting with the Reviewer.

The Reviewer may:

- a) uphold and confirm the decision
- b) vary the decision; or
- c) set the decision aside and substitute a new decision.

The Reviewer will advise the Applicant in writing of the outcome of the appeal, including the reasons for the decision, within ten (10) working days.

The Applicant will be advised of their right to have the decision reviewed by an independent external body (Stage 3) if they are not satisfied with the outcome.

Stage 3 – Independent Review

If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal, they may seek review of NORTEC Employment & Training's decision by referring their complaint or appeal to Australian Skills Quality Authority (ASQA).

In most cases, the purpose of the independent review is to consider if NORTEC Employment & Training has followed its policies and procedures.

If the complaint remains unresolved, the complainant may contact the following:

- ASQA, www.asqa.gov.au/complaints/making-a-complaint
- Training Services NSW, Telephone: 13 28 11 (traineeships)
- or the National Training Complaints Hotline on 13 38 73

Consumer Protection

Under our Smart and Skilled contract, we are to adhere to the “Consumer Protection System”. NORTEC outlines above our Compliant Procedure, and we encourage you to contact us first if you wish to lodge an official complaint.

The Skills and Activation Manager under Smart and Skilled contact is the “Consumer Protection Officer” and is responsible for receiving and addressing complaints as per above. They can be contacted via email at trainingservicesadmin@nortec.org.au



STUDENT HANDBOOK

If the complaint is unable to be resolved directly with NORTEC Employment & Training Ltd then you can also contact the Smart and Skilled Customer Support Centre on 1300 772 104 or lodge a complaint online via the Smart and Skilled website www.smartandskilled.nsw.gov.au, or you can contact your regional Training Services NSW office.

To view our Consumer Protection Strategy contact NORTEC on 1800 667 832

Computer Usage, Email & social media

NORTEC have available computers that you can use to assist you with your study program. If you would like to use NORTEC computers outside of your scheduled training times, you will need to book an appointment to access these services onsite.

Your trainer/assessor will provide you with their NORTEC email address. This allows learners to contact their trainer to ask for assistance or email work. As this is a work email, do not:

- Send offensive or illegal files, images or content or links for any such material
- Use obscene, profane, lewd, vulgar, rude, inflammatory, or threatening language in any email or electronic communication with any NORTEC client or staff member (e.g., in emails, chat sites, blogs, public or private websites)
- Publish information that, if acted upon, could cause damage to property or persons, nor deliberately publish false or defamatory information about a person or organisation
- Use NORTEC resources to access gambling sites, or material that is profane, obscene, pornographic in any form (including child) or that promotes illegal acts, or advocates violence or discrimination
- Email chain letters or send annoying or unnecessary messages to other people (e.g., spam)
- Harass or threaten your trainer
- Pass your trainer's email onto any third party without your trainers' permission
- What YouTube or other video clips unless directed by your trainer.

NORTEC computers have Wi-Fi internet access. You are free to use this resource to:

- Complete assignments for your course
- Research for the purposes of study and/or job seeking
- Emailing your trainer or to apply for jobs

You will be allowed to access Wi-Fi at NORTEC sites via your own device. Please request the Wi-Fi access from your trainer or NORTEC site staff member.

Users also must not:

- Attempt to gain unauthorised access to NORTEC computer network or go beyond their authorised access
- Deliberately attempt to disrupt computer system performance or harm or destroy hardware and data – including through uploading or creating computer viruses
- Use NORTEC resources to engage in any illegal act. Such activities will be reported to the appropriate legal authority
- NORTEC reserves the right to:
 - Moderate access to the internet – including filtering of websites
 - Take disciplinary action when breaches of expected behaviour occur

Issuance of Certificates or Statements of Attainment

Where a student has successfully met all the requirements for their course they will be issued with:

- A full Qualification or Statement of Attainment
- An academic transcript listing all the units undertaken (this is listed on the second page of your full Qualification)
- Certificates and/or Statements of Attainment will be issued to you within 21 days. You will be emailed an electronic copy of your statement of attainment or certificate and posted out a copy to your nominated address from your enrolment.
- If you have changed your postal details since your enrolment and have not advised us of this change your certificate may get sent to your old address, so please advise of any changes to your enrolment as soon as possible. You can do this by notifying us via email at trainingservicesadmin@nortec.org.au

Acronyms and Definitions

Accredited Course	A structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment
ASQA	The Australian Skills quality Authority functions include: <ul style="list-style-type: none">• registering training providers as 'Registered Training Organisations' (RTOs)• recommending organisations as CRICOS providers—providers that can enrol international students• accrediting vocational education and training (VET) courses• ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits
AQF	The Australian Qualifications Framework is the framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia
Assessment	The process of collecting evidence and making judgments on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard provides a national framework for the consistent collection and dissemination of VET information throughout Australia
Learning Outcome	Describes what the learner will be able to do on completion of the training
Performance Criteria	Describes what someone must do to demonstrate competency for that element and the required level of performance
Qualification	In the Vocational Education and Training (VET) sector, qualification is formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), stating that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited course
Statement of Attainment	A record of recognised learning which may contribute towards a qualification outcome, either as attainment of competencies within a Training package, partial completion of a course leading to a qualification, or completion of a nationally recognised short course

RTO	Registered Training Organisation. An organisation registered in accordance with the Australian Qualifications Framework AQF, within the defined scope of registration. Only an RTO can issue qualifications that are recognised by the AQF
RPL	Recognition of Prior Learning. The formal acknowledgement of the skills and knowledge a person has acquired through previous training, work, or life experience, which may be used to grant status or credit in a subject or unit
Training Package	Set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise
Unit of Competency	The specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace and to industry standards
USI	Unique Student Identifier, required by legislation from 1 January 2015 for all enrolments in nationally accredited training
VET	Vocational Education and Training. The VET sector is responsible for developing the skills and knowledge of individuals for work. It encompasses vocational education and training undertaken in industries, enterprises, government agencies, and community and school settings.