



Parade College
1436 Plenty Road
Bundoora VIC 3083
T: 03 9468 3300



Marcellin College
160 Bulleen Road
Bulleen VIC 3105
T: 03 9851 1589

22338VIC Certificate II in Building and Construction Pre-apprenticeship Carpentry Stream



This course and all related training and assessment services are delivered by Marcellin College in partnership with Parade College RTO number: 40750.

About the Course

This pre-apprenticeship course will provide you with the opportunity to gain carpentry skills and knowledge at a beginning level.

The completion of a carpentry pre -apprenticeship program in a senior secondary environment has many benefits including:

- assisting you to decide if you are suited to a trade career;
- being the preferred pathway of many building and construction sector employers when employing apprentices to complete Certificate III qualifications, and
- providing useful skills for future domestic/D.I.Y building and construction projects.



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Course Entry Requirements

Course applicants must meet the following selection criteria:

- satisfactory completion of Year 10 secondary school studies or higher, and
- satisfactory completion of a language, literacy and numeracy test.

Duration and Schedule

The course is completed over 3 years / 6 semesters.

Units 1 & 2 - 10 day cycle Class 1

- Monday 12.50pm – 1.50pm
- Wednesday 9.43am - 10.00am
- Friday 8.52am - 9.58am
- Monday 12.50pm - 1.50pm and 2.20pm – 3.20pm
- Tuesday 10.01am - 11.01am
- Wednesday 11.47am – 12.47am
- Thursday 9.42am - 10.41am

Units 3 & 4 – Class 1

- Monday 10.01am – 11.02am
- Tuesday 8.58am – 9.58am
- Wednesday 10.33am – 11.21am and 12.06am – 12.54pm
- Thursday 2.21pm – 3.20pm
- Friday 12.50pm – 1.50pm
- Tuesday 12.50pm – 1.50pm and 2.20pm – 3,20pm
- Thursday 12.57pm – 1.56pm
- Friday 8.58am – 9.58am

Class 2

- Monday 11.47am – 12.47am
- Thursday 12.57pm – 1.56pm
- Monday 10.01am – 11.01am
- Tuesday 12.50pm – 1.50pm
- Wednesday 12.50pm – 1.50pm
- Thursday 8.40am – 9.39am



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Units of Competency

This course requires satisfactory completion of the following units of competency:

Unit Code	Unit Title
CPCCWHS1001	Prepare to work safely in the construction industry (C)
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry (C)
HLTAID002	Provide basic emergency life support (C)
CPCCCM1012A	Work effectively and sustainably in the construction industry (C)
CPCCCM1014A	Conduct workplace communication (C)
CPCCCM1015A	Carry out measurements and calculations (C)
CPCCCM2006	Apply basic levelling procedures (C)
VU22014	Prepare for work in the building and construction industry (C)
VU22015	Interpret and apply basic plans and drawings (C)
VU22016	Erect and safely use working platforms (C)
VU22022	Identify and handle carpentry tools and equipment (S)
VU22023	Perform basic setting out (S)
VU22024	Construct basic sub-floor (S)
VU22025	Construct basic wall frames (S)
VU22026	Construct a basic roof frame (S)
VU22027	Install basic external cladding (S)
VU22028	Install basic window and door frames (S)
VU22029	Install interior fixings (S)
VU22030	Carry out basic demolition of timber structures (S)
VU22031	Construct basic formwork for concreting (S)

C – Core unit S – Specialisation unit



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Training and assessment methods, and location

Scheduled classes will be conducted at Marcellin College. Training methods include face to face, classroom based trainer led presentations and demonstrations. Students will have significant opportunities to develop practical skills in carpentry with trainer coaching and supervision.

During the course you will also have the opportunity to apply your carpentry knowledge and skills via practical activities and projects. These sessions will be conducted at the College's onsite training facilities.

Assessment:

A range of assessment methods are used throughout the course including workbook activities, written tests and practical skill demonstrations. You will receive detailed assessment information on commencement of each unit.

Course Requirements

During orientation you will be informed of any specialist clothing, footwear, equipment or materials required of the course.

Credit Transfer and Recognition of Prior Learning

Credit Transfer (CT) is the recognition by a registered training organisation (Parade College) of the qualifications, certificates and/or statements of attainment issued by other registered training organisations, universities and TAFEs. While Recognition of Prior Learning (RPL) recognises the knowledge and skills you have gained through previous informal training, and past work and life experience.

If you think that you might be able to apply for CT or RPL, talk to MS Davey - VET Coordinator, preferably before course commencement.

Further Training and Employment Pathways

Further Training:

After satisfactorily completing the 22338VIC graduates may undertake a range of carpentry related units and qualifications including CPC30211 Certificate III in Carpentry.

Employment:

After achieving 22338VIC graduates may commence an apprenticeship in the building and construction industry.



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Fees and Charges

Marcellin College Students	
Tuition Fee	Included in College tuition fees
Material Fee	\$500.00
Total Fees:	\$500.00

All fees are inclusive of GST

For information regarding refunds, refer to the Fees and Refund policy available on our website
<http://www.marcellin.vic.edu.au>

Course Contacts:

Ms Fran Davey

VET Coordinator

Telephone contact: 03 – 9851 1589

Email contact: frances.davey@marcellin.vic.edu.au

Mr John Meagher

Teacher

Telephone contact: 03 – 9851 1589

Email contact: john.meagher@marcellin.vic.edu.au



RTO number: 40750

Parade College RTO Division

Student Handbook

Introduction

Parade College is a Registered Training Organisation that was established in 2013 in accordance with the VET Quality Framework and the requirements of the Australian Skills Quality Authority. We offer a range of vocational courses to both internal and external secondary students. Our courses are delivered by fully accredited trainers whose industry-based knowledge and skills remain relevant and current.

This Student Handbook provides a range of information about the services and courses we offer, as well as information about your rights and responsibilities as a student participating in vocational education and training. Information is presented alphabetically for ease of navigation. Please ensure you read this information thoroughly and complete the declaration at the end of the Booklet. If you have any questions or concerns, please contact one of the RTO staff.

Accessing your records

Students have the right to access or obtain a copy of the personal information and records of participation and progress held by Parade College – RTO Division. Requests to access or obtain a copy of such information can be made to the Student Services Administration Officer, students should allow 24 – 48 hours for information to be retrieved.

You can also access your records online using your College Log On details.

Assessment

At key points in your course you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each unit/module of your course will be provided at the beginning of each unit or module.

Assessment outcomes for each unit/module will be noted C – Competent or NYC – Not Yet Competent. You must satisfactorily complete all assessment components of each unit/module to be deemed Competent (C).

If you are assessed as Not Yet Competent, comments and feedback will be provided to you detailing requirements in order to achieve competency. A timeline will be also be negotiated for re-assessment to occur.

At the end of your course and subject to satisfactory completion of all units/modules a Certificate will be issued to you. In the event that you do not satisfactorily complete all course units/modules, you will be issued with a Statement of Attainment for those units/modules successfully completed.

At any stage of the assessment process the student can lodge an appeal related to an assessment decision. Refer to the Complaints and Appeals section of this booklet for further information.

Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting on your ability to meet the assessment requirements of the course, you should discuss this with your Trainer as soon as possible, and in all instances prior to due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request the matter will usually be resolved by your Trainer.

However in some circumstances the matter will be referred to the Executive Officer RTO for further consideration. You may also be required to write a letter to the Executive Officer RTO and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required. On the basis of the information provided, the Executive Officer RTO in consultation with your Trainer will determine if the request for special consideration is approved or not approved. You

will be advised in writing of this decision, and if approved, the changes to the assessment process will be implemented.

Certificates

Parade College is responsible for the issuance of certificates including courses delivered on behalf of Parade College by partner schools/organisations.

When you successfully complete one or more units for competency for a national qualification you will receive a Statement of Attainment listing all competencies completed. When all requirements of a national qualification are met you will receive a Qualification certificate and a record of results.

Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in disciplinary action.

Cheating includes but is not necessarily limited to:

- Submission of work that is not the your own.
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.
- Submitting an assessment developed with someone else without your trainer's knowledge or permission.

Plagiarism means to take and use another person's ideas or work without acknowledgement.

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly identifying the source/author;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer/internet files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Cheating and Plagiarism procedure, available on the RTO Division section of the Parade College web site.

Code of Practice

Parade College – RTO Division is committed to:

- providing a supportive and encouraging learning environment;
- promoting a climate conducive to effective learning, and
- conducting training in a professional and ethical manner

Parade College – RTO Division staff are committed to:

- treating all students with respect and courtesy;
- ensuring all students are treated equally and fairly , and
- maintaining currency in their vocational field of expertise and training and assessment practices.

Parade College – RTO Division will notify students as soon as practicable in the event that:

- there is a change of RTO ownership, or
- there are any changes to or new third party arrangements in the delivery of services.

Students are expected to:

- display a commitment to learning and to achieving success;
- be responsible and to be accountable for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- report to class promptly each day, ready and willing to actively participate;
- be accountable for punctuality and attendance;
- use acceptable language and be polite. (Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated);
- wear clothing and shoes suitable to undertake the course.
- work in harmony and respect the rights and opinions of other students;
- treat others as they themselves would like to be treated;
- stay within the designated areas and not distract other classes being conducted;
- value and care for all Parade College property, and
- be free of the influence of alcohol and drugs.

Any breach of this code may result in disciplinary action.

Complaints and Appeals

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are detailed in the Parade College – RTO Division Complaint and Appeals procedure, available on the RTO Division section of the Parade College web site.

Confidentiality and privacy

Parade College is bound by the Privacy Act 1988 (Commonwealth) and will only use information provided by you for the purpose that it has been collected and will seek consent to pass any information onto a third party.

What kind of personal information does Parade College collect?

The type of information Parade College collects and holds includes, but is not limited to:

- Student enrolment details
- Course details and progress
- Student results

How will Parade College use personal information as provided by or for a student?

Parade College will use personal information it collects for the primary purpose of registration in courses and sending out statements and certificates, or correspondence relevant to this, and for other purposes to which the student has consented.

Who might Parade College disclose personal information to?

Parade College may need to give personal information held about an individual to:

- Government departments as directed and required;
- Medical practitioners as directed and required;

- People providing services to Parade College, including trainers, and for
- Legal purposes.

Management and security of personal information

Parade's staff are required to respect the confidentiality of students' personal information and the privacy of individuals.

Parade College has in place steps to protect the personal information Parade College holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

Course Outcomes

Parade College - RTO Division does not guarantee:

- that you will successfully complete a course, or
- that you can complete a course in a manner which does not meet the training and assessment requirements of that course, or
- that you will obtain a particular employment outcome where this is outside the control of Parade College.

Parade College however is committed to providing you with an engaging, positive and productive training and learning experience. We will work with you to develop the knowledge and skills required by the specialist industry course you have selected. We encourage you to be actively involved in the learning process and make the most of our trainers' skills, knowledge and experience.

Disciplinary Procedures

Parade College – RTO Division adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave in a professional manner at all times.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of Parade College property
- assault or harassment (physical or verbal)
- cheating or attempting to cheat or assisting any other student to cheat by any means
- negligent or disorderly conduct towards a staff member or student
- being under the influence of alcohol or drugs
- smoking on campus including grounds and buildings
- infringing copyright.

In addition students should also note that enrolment may be suspended or discontinued by Parade College for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens Parade College property, or the good order of Parade College;
- non payment of course/module/unit fees, or
- a second incident of cheating or plagiarism.

Dress Codes

Parade College requires all students to be dressed in attire appropriate to the course they are studying. For safety reasons most courses require the wearing of specialised footwear and clothing when doing practical work. You will be notified of such requirements prior to course commencement.

Drugs and Alcohol

Non prescription drugs, substances and alcohol are not permitted in training or assessment rooms. Offenders will be subject to disciplinary action and police action may also be taken.

Enrolment process

The enrolment process allows Parade College – RTO Division to collect accurate and true information on individual students and their programs of study. This information enables us to plan our resources and enables us to help identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion.

Enrolment data is collected and stored electronically, and the original copy is filed in your individual student file. Parade College accepts all students right to privacy and will treat all student information provided at enrolment confidentially.

Equal Opportunity

Parade College – RTO Division will not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of the RTO, including course selection, assessment, and student services.

Parade College – RTO Division will endeavour to provide assistance and support services to those students with special learning needs or those facing particular difficulties. Whilst Parade College – RTO Division will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely. Parade College – RTO Division will advise the applicant/student and assist the applicant/student in identifying a suitable alternative.

Feedback

Student Satisfaction

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via written surveys, will be conducted on course completion and we thank you for taking the time to complete these. If for any reason you have a concern about any aspect of the course or believe you did not receive the training and assessment services for which you enrolled then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.

Parent/Guardian Satisfaction

Similarly, parental/guardian feedback is also important to us. Parents/guardians will be informed of student progress via school reports and parent/teacher interviews with the latter providing a useful opportunity for parents/guardians to directly comment on the course and give their views of student progress. If for any reason parents/guardians have a concern about any aspect of the course or believe the provision of training

and assessment services do not align with those publicised by the College, then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.

Fees and charges

VET course fees will be set by the College Board on an annual basis.

As a school based RTO parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses. In Term 4 of each school year parents/guardians of Parade students who enrol in the Parade College - RTO division, receive a detailed fee invoice from the College which itemises such fees and charges applicable to the following year. This information will also be available via the Parade College website.

External students will receive a detailed fee schedule at the information evening.

All advertised fees will be inclusive of tuition, materials and GST.

In Term 1 of the school year, Parade College will forward, by postal mail or email, a fee invoice for College fees inclusive of the VET Training charge to the parent/guardian or responsible organisation for payment.

Payment of fees can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

Language, Literacy and Numeracy (LLN) Support

In order to successfully complete courses offered at Parade College – RTO Division you will need to be able to:

- read and comprehend simple texts and write a range of short texts in a number of contexts which may be inter related.
- use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study.
- deal with calculations either manually and/or using a calculator on an as required basis.

Prior to enrolling in your course of study, you will be asked to complete a language, literacy and numeracy assessment. The outcomes of this assessment will determine your suitability for the course, and to identify whether you need additional language, literacy and numeracy assistance during your chosen course. If during your course of study, you have language, literacy or numeracy concerns that may inhibit your participation or progress in the course, please let your teacher know. We will make reasonable efforts to modify delivery and assessment procedures, and provide additional assistance and services to support your participation and progress.

Legislation

As a registered training organisation Parade College – RTO Division is required to comply with relevant Commonwealth and State legislation including but not limited to:

- National Vocational Education and Training Regulator Act 2011 (Cwth)
- Privacy Act 1988 (Cwth)
- Occupational Health and Safety Act 2004 (Vic)
- Copyright Act 1968 (Cwth)

- Sex Discrimination Act 1984 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Equal Opportunity Act 1995 (Vic)
- Student Identifiers Act 2014 (Cwth)

So how does this affect you? As a course participant you can be assured that the policies, procedures, training and assessment of Parade College – RTO Division meets the requirements of this legislation.

You also need to be aware that by participating in a course at Parade College – RTO Division you also have obligations under this legislation. For example

- Taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on Face Book and other social media.
- Recording conversations or trainer presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.
- With regard to the Occupational Health and Safety Act 2004 (Vic), Parade College – RTO Division is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.
- Course participants need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, political comment which may be offensive to other students.

Course participants should also be aware that Parade College – RTO Division operations and all courses offered by us comply with national standards for vocational education and training providers. Parade College – RTO Division is responsible for the quality of training and assessment, and must meet these national standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. So you can be assured that the courses you undertake have been quality assured.

For more information about how this legislation and/or these requirements may affect your participation in our courses ask a member of the training team.

Credit Transfer – Recognition of Prior Learning (RPL)

Credit transfer is the granting of credit to an individual for units of competency/modules previously completed. The application process determines the extent to which your initial course's units of competency/modules are equivalent to the required competency/module outcomes, or standards in a qualification.

Credit transfer:

- Recognises the qualifications and statements of attainment issued by any other RTO, or
- applies where a unit of competency/module previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought.
- Credit Transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will be required to attach a certified copy of the qualification, statement of attainment and/or certificate issued by the training provider where you completed your course. Please be aware that Parade College staff will contact the training provider to verify the authenticity of qualifications, statements of attainment and certificates. If direct recognition is clearly established you will receive full status and not be required to undertake additional training and assessments. If equivalence, College staff will undertake a gap analysis and inform you of the outcome in writing. No fees apply to Credit Transfer.

If you think that you might be able to apply for a credit transfer, talk to the Executive Officer RTO.

Recognition of Prior Learning (RPL) recognises the knowledge and skills you have gained through previous informal training, and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as Parade College – RTO Division must be satisfied that you are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some testing prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

Applying for RPL

If you think that you might be able to apply for RPL, talk to the Executive Officer RTO preferably before or at the start of course commencement.

You will be provided with a RPL Application Kit which includes an application form, a self assessment tool, and instructions. A separate appointment will generally need to be made to assess your RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided within the RPL Kit.

If you are confused about whether to apply for credit transfer or recognition of prior learning, don't worry bring in your documentation and the Executive Officer RTO will assist you.

Occupational health and safety (OH&S)

Parade College – RTO Division is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. Our RTO will endeavour to meet its obligations under the Occupational Health and Safety Act 2004 (Victoria).

In summary:

- All students need to identify any potential hazards in the training centre or surrounds and report any hazards to your trainer.
- All students need to report to the trainer if any injury occurs during a training/assessment session and report to the first aid office and fill out an incident report.
- All students must wear appropriate clothing, footwear and personal protective equipment whilst in the training centre as advised by your trainer.
- All students should make themselves aware of fire exits and evacuation procedures.
- OH&S principles are everyone's responsibility and all people who use the facilities and equipment provided by Parade College need to be aware of correct behaviour and reporting methods for breaches of OH&S.

Refunds

Parade College is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation: In the event of a training course being cancelled by Parade College – RTO Division all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid.

Course withdrawal: In the event of a student withdrawing from the College RTO Division during the year, there may be an entitlement to a partial refund or fee rebate in accordance with the following policy:

- If withdrawal occurs before 28th February 100% of the RTO related fees and levies is refundable
- If withdrawal occurs after 28th February – 30th June 25% of the RTO related fees and levies is refundable
- If withdrawal occurs after 30th June no refund of the RTO related fees and levies is applicable.

Cease to Operate as an RTO: In the event that Parade College – RTO Division ceases to operate as an RTO, Parade College will:

- Issue a Statement of Attainment to include all units of competency/modules you have achieved a Competent Outcome for;
- Refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and
- To the best of our ability, refer you to another suitable RTO with the same qualification on their scope of registration.

Replacement certificates

Student results are held by Parade College for a period of thirty years. If your certificate or statement of attainment is lost, damaged or stolen you can contact our Student Services Administration Officer to organise a replacement. Replacement certificates are issued at a cost of \$12.00. Please be aware that verification of personal details will be required prior to re-issuance.

Smoking

Smoking is not permitted on campus including grounds and buildings.

Student Support

Internal Parade College students have direct access to all support services provided by the wider College Student Social Services department. Learning assistance is available for students in class on a needs basis. Students from external schools may access College support services whilst on campus; and services of their home school when not undertaking studies at the Parade College campus.

Internal support services you may find useful include:

- a) Additional coaching from your teachers including phone and email contact.
- b) Course materials available in alternative formats including hard copy, CD, memory stick.
- c) Special consideration in assessment including reasonable adjustments.
- d) Flexible delivery and assessment schedules.
- e) Library and resource centre
- f) Computer labs
- g) Teacher supervised (after school) homework sessions
- h) Access and/or referral to the Parade College Student Support Department including:
 - Counselling services
 - Psychologist
 - Speech Therapist
 - Social Worker
 - Special education and student support teachers

External support services you may find useful include:

Service	Contact Number	Contact Email
Reading and Writing Hotline	1 300 655 506	www.literacyline.edu.au
Disability Rights Victoria	1 800 462 480	
Lifeline	13 11 14	www.lifeline.org.au
Kids Help Line	1 800 55 1800	www.kidshelpline.com.au

Third Party – Partner Arrangements

Parade College may enter into a third party or partnership arrangement with other organisations for the delivery of training and assessment. If your course is provided by one of our partners you can be assured that they have been fully vetted and the services they deliver regularly monitored.

In such arrangements Parade College as the Registered Training Organisation retains responsibility for:

- Your enrolment;
- Issuing certification on satisfactory completion of nationally recognised training products;
- Issuing documentation to meet any licensing requirements;
- Course compliance i.e. that the service is delivered to the standard required by the national regulatory body;

- Stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in, and
- Notifying you should a third party be unable to fulfil its obligations in providing training and assessment services, or there are any changes to third party/partner arrangements.

We also have a role in managing and resolving any concerns, complaints and appeals. So, any issue you have may be raised with the third party/partner organisation, with us or both. Check out our Complaints and Appeals Policy via the College or third party website.

Training

Parade College – RTO Division is committed to providing an engaging, positive and productive training and learning experience. We work closely with our students to develop the knowledge and skills required by the specialist industry. We offer a range of training methods including trainer presentations, small group work, practical demonstrations and work placements. We encourage you to be actively involved in the learning process and make the most of your time with our highly experienced and knowledgeable trainers.

Unique Student Identifier (USI)

The USI scheme provides a national single authenticated online record of your training achievements. In this way you will have the ability to access and share your training records with a variety of stakeholders including other training providers, making enrolment and credit transfer more efficient. Over time other education sectors will join the scheme, providing a one stop repository of your training and education achievements.

Parade College will only issue qualification certificates or statements of attainment to you after you have provided a verified USI. Alternatively, Parade College can apply for a USI on your behalf. To avoid delays in the issuance of certificates Parade College will ensure that USI's are applied for or verified at the time of enrolment. Please note that security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access.

Once you have read and understand the information within this Student Information Booklet please sign and date the acknowledgement on the following page, and hand this to your teacher.

Student Acknowledgement

I confirm that I have received a copy of the Parade College – RTO Division Student Handbook, and have read and understand the information presented within the booklet.

Student Signature: _____

Print Name: _____ Date: _____

Students, once completed please remove this Page from the Booklet and give to your Teacher who will file it with your records.



RTO number: 40750

Parade College



Student code of conduct

All students enrolled in programs or using the services of Parade College – RTO Division are required to maintain appropriate standards of conduct at all times, whether attending a Parade College – RTO Division training venue or representing Parade College – RTO Division in any capacity, such as a work placement or vocational experience program.

Principles of Student Conduct

Students enrolled or using the services of Parade College – RTO Division should adhere to the following principles:

- display a commitment to learning and to achieving success;
- be responsible and accountable for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- work in harmony and respect the rights and opinions of staff and other students; and
- treat others as they themselves would like to be treated.

General Code of Behaviour

Parade College – RTO Division requires behaviour to be conducted in a physically and psychologically safe environment conducive to effective learning.

- Students are required to be punctual at all times so that fellow students are not disadvantaged by lateness or early departure from scheduled classes.
- Students are required to arrive at all scheduled classes with prescribed materials and equipment.
- Students are required to wear clothing and shoes suitable to undertake the training or assessment
- Food or beverages are not to be consumed in class, except for bottled water.
- The use of electronic equipment including mobile phones, iPods, CD players and the like are not permitted during training.
- Students are expected to use acceptable language at all times.
- Students should respect other person's rights to hold different positions and views.
- Students should not discriminate against another person(s) for their beliefs, nationality, religion, age, gender or associations.

Improper or Inappropriate Behaviour

Where student behaviour is deemed to be improper or inappropriate as outlined below, Parade College – RTO Division will take action in accordance with the Discontinuation of Enrolment Policy.

Improper or inappropriate behaviour includes but is not limited to:

- Persistent disruptive behaviour;
- Taking photographs or filming other participants or staff without their permission. This also includes posting on Face Book and other social media without permission.
- Engaging in verbally abusive or hostile behaviour which affects a staff member, fellow student or work site staff;



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- Behaviour which constitutes discrimination, victimisation or harassment;
 - Attending Parade College – RTO Division or work placement provider’s premises consuming or having consumed alcohol;
 - Deliberate cheating or plagiarism;
 - Smoking in non designated areas or the use of prohibited or illegal substances at Parade College – RTO Division or work placement provider premises;
 - Willful or malicious damage of Parade College – RTO Division’s or work placement provider equipment, materials or property;
 - Physical assault on a member of Parade College – RTO Division’s or work placement provider staff, fellow students or members of the public or behaviour which is perceived to be threatening;
 - Theft from Parade College – RTO Division or work placement provider staff or fellow students;
 - Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Parade College – RTO Division or work placement provider premises;
 - Any student found to be willfully or accidentally activating fire or security alarms which result in the call out of emergency services such as police, ambulance or fire services will be liable for whatever costs are incurred by their actions.
 - Any behavior deemed contrary to the ethos of Parade College.



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Fees and refunds

This policy aims to ensure that all course fees are protected and subject to appropriate auditing processes, and a fair and transparent refund policy is in place.

Fees

Course fees will be established and reviewed by the Business Manager in consultation with the Executive Officer RTO.

As a school based RTO parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses. In Term 4 of each school year parents/guardians of Parade students who enrol in Parade College RTO division courses, receive a detailed fee invoice from the College which itemises such fees and charges applicable to the following year. This information will also be made available via the Parade College website. External students will receive a detailed fee schedule at a scheduled information evening. All advertised fees will be fully inclusive i.e. tuition, materials; resources and GST.

In Term 1 of the school year, the Parade College Accounts Department will be notified by the RTO Administrative Officer of students enrolled in VET courses. The Accounts Department will generate an invoice for College fees inclusive of VET training fees and charges, and the invoice will be forwarded by postal mail or email to the parent/guardian responsible for payment. Payment of fees can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

NB Where course fees are greater than \$1,000.00, individuals will be required to pay no more than \$1,000.000 prior to course commencement, and no more than \$1,500.00 in one instalment thereafter.

Refunds

Parade College is committed to a refund process which is prompt, accessible and easily understood by students, parents/guardians and other clients.

Course Cancellation: In the event of a training course being cancelled by Parade College, all students enrolled in the course will have the option of being transferred to a later course or receiving a full refund of monies paid.

Course Withdrawal: In the event of a student withdrawing from a VET course during the year, there may be an entitlement to a partial refund or fee rebate in accordance with the following policy:

- If withdrawal occurs before 28th February 100% of RTO related fees and levies is refundable.
- If withdrawal occurs after 28th February but before 30th June 25% of RTO related fees and levies will be refundable.

If withdrawal occurs after 30th June no refund of RTO related fees and levies is applicable.



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Health and safety

This policy outlines the approach taken by Parade College – RTO Division to ensure a healthy and safe environment for all students, staff and others participating in any activities within the registered training organisation (RTO).

Overview

Parade College – RTO Division recognises the importance of providing a safe and healthy environment for staff, students, contractors and visitors who may be affected by the operations and activities of the RTO. Parade College – RTO Division aspires for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its staff, students and others.

Compliance with Legislation

- 1.1. Parade College – RTO Division meets the requirements of the *Occupational Health and Safety Act 2004* (Victoria) and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as relevant policies and procedures of the College.

Organisational Responsibility and Commitment

2.1 Parade College – RTO Division is committed to:

- a) Providing a safe and healthy environment for all students, staff and others during their participation in activities with the RTO.
- b) Implementing effective risk management systems that; are relevant and suitable for the RTO's scope of business; promote workplace health and safety at all times; and continuously improve performance in relation to health and safety.
- c) Encouraging active participation, cooperation and consultation with all students, staff and others in the promotion and development of measures to improve health and safety.
- d) Actively responding to, recording and investigating all incidents.
- e) Taking immediate response to reduce the risk of identified hazards.
- f) Maintaining relevant policies, procedures, training, codes of conduct systems and resources to support and communicate effective health and safety practices throughout the RTO.
- g) Routinely conducting checks of the RTO environment to assess risks, identify hazards and identify areas for improvement.
- h) Providing appropriate induction, information and updates to staff and students about workplace health and safety.
- i) Maintaining appropriate records in relation to the risk management program.



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- j) Ensuring all relevant OHS documentation is made available to employees and regulatory authorities on an as required basis.

Staff and Student Responsibility

- 3.1 All staff and students have a responsibility to take all reasonable care for their own health and safety; and always consider the health and safety of others who may be affected by their actions.

Reporting

- 4.1 All staff, students and others are required to report any identified hazards and associated risks as soon as they become aware of them.
- 4.2 All staff, students and others are required to report any incident that causes harm to a person during their participation in work and/or training activities with Parade College – RTO Division.



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Access, equity and anti-discrimination

Overview

Parade College – RTO Division is committed to ensuring that:

- i. Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
- ii. No person is discriminated against, harassed or treated unfairly in their dealings with the RTO Division.
- iii. Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- iv. The RTO Division complies with relevant Equal Opportunity and Discrimination legislation.

Scope

This policy applies to the RTO's interactions and dealings with all students, prospective students, employers, prospective employers, host workplaces and staff.

Diversity

- 1.1 Parade College – RTO Division recognises and values the individual differences of its students and the community, and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- 1.2 Parade College – RTO Division promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all.
- 1.3 Parade College – RTO Division creates an inclusive environment for all people regardless of their background by:
 - a) Providing a welcoming and supportive training community.
 - b) Offering flexibility in training and assessment.
 - c) Providing reasonable adjustments to training and assessment activities.
 - d) Having open recruitment and selection procedures
 - e) Determining the needs of all individuals upon engagement with the organisation.
 - f) Providing students and clients access to a range of support services.

Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.



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Harassment

3.1 Parade College – RTO Division is committed to providing all people with an environment free from all forms of harassment. Parade College – RTO Division will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Fairness

4.1 The principles and practices adopted by Parade College – RTO Division aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Parade College – RTO Division.

4.2 Parade College – RTO Division aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.

4.3 Parade College – RTO Division has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Students will be selected on merit, based on the course's publicised criteria. Entry requirements as well as application and enrolment procedures are published in Parade College – RTO Division's marketing materials such as course guides and website.

4.4 All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Exclusion from Services

5.1 A person may not be permitted access to training services if:

- a) They have a criminal history which impacts on the requirements of the course or vocation of the area being studied.
- b) The student requires delivery in a language other than that being offered by Parade College – RTO Division in accordance with the related Training Package.
- c) The student requires special services or facilities and provision of such would cause unjustifiable hardship to the organisation.

Equity in Access

6.1 Parade College – RTO Division provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

6.2 Parade College – RTO Division provides equitable access to training and education services by:

- a) Offering culturally appropriate teaching resources that are relevant to participant needs and circumstances.
- b) Referring students to support and counseling services where needed.
- c) Offering a wide range of course and learning options.



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- d) Assisting students to arrange additional services if required such as interpreters or trained note takers.
- e) Providing courses that are self-paced and flexibly delivered.
- f) Encouraging participants to be involved in their own feedback and decision making processes regarding realistic goals and progress.

Support Services

7.1 General learning support is available to assist students with any aspect of learning and assessment and includes assistance for students from non-English speaking backgrounds. Where the required support is beyond the scope of Parade College – RTO Division, students will be provided with the contact details of relevant external agencies.

NB For Parade College – RTO Division students any costs incurred as a result of consulting with an external agency will be met by the student's parent or guardian. For external students undertaking VET courses at Parade College – RTO Division students any costs incurred as a result of consulting with an external agency will be met by the home school or referring agency.



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Privacy and personal information

Purpose

This policy ensures that Parade College – RTO Division meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

Principles

In collecting personal information Parade College – RTO Division will comply with the requirements set out in the *Privacy Act 1988 (Commonwealth)* and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth)*.

1.1 Parade College – RTO Division is committed to ensuring the confidentiality, integrity and security of all information.

Collection and use of Information

- 2.1 In the course of its business, Parade College – RTO Division will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 2.2 Parade College – RTO Division will only collect personal information by fair and lawful means which is necessary for the functions of Parade College – RTO Division.
- 2.3 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

Disclosure of Personal Information

- 3.1 Personal information about students studying with Parade College – RTO Division may be shared with the Australian Government and designated authorities, such as the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, competency completion and results.
- 3.2 Parade College – RTO Division will not disclose an individual's personal information to another person or organisation unless:
 - a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
 - b) the individual concerned has given written consent;



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- c) Parade College – RTO Division believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

3.3 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

3.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of public revenue, Parade College – RTO Division shall include in the record containing that information, a note of the disclosure.

Security of Personal Information

4.1 Parade College – RTO Division will take all reasonable steps to ensure that any personal information collected is:

- a) relevant to the purpose for which it was collected;
- b) up to date;
- c) complete; and
- d) accurately recorded.

4.2 Parade College – RTO Division will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Right to Access Records

5.1 Students have the right to access records of participation and results held by Parade College – RTO Division. Requests to access such information can be made to the Executive Officer – RTO Division, students should allow 24 – 48 hours for information to be retrieved.

Amendment to Records

- 6.1 If an individual considers the personal information that Parade College – RTO Division holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- 6.2 Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.



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Cheating and plagiarism

This policy and procedure exists to ensure Parade College – RTO Division has mechanisms in place to investigate and respond to instances of cheating and plagiarism.

Definitions

Cheating includes but is not necessarily limited to:

- Submission of work that is not the student's own for papers, assignments or examinations.
- Submission of work which has been stolen purchased or borrowed.
- Submission or use of falsified data.
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the assessor.
- Use of unauthorised material including textbooks, notes or computer programs during an examination.
- Submission of the same work for credit in two courses.

Plagiarism means to take and use another person's ideas or work without acknowledgement. Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes CD's or the internet, without clearly indicating the origin;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer files without clearly indicating their origin.

Prevention

Students will be informed of cheating and plagiarism including definitions via the Student Handbook.

Unsupervised assessment activities will require students to complete an authenticity declaration; which will alert students to matters pertaining to cheating and plagiarism in an ongoing way.

Staff will be informed of cheating and plagiarism requirements during the orientation and induction process.

Staff will have electronic access to this procedure.



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Detecting

Upon the submission of all unsupervised assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of authenticity of the work.

Parade College will take the necessary steps to detect cheating and plagiarism which may include:

- a) Comparison of the work with the work of other students;
- b) Comparison of the work with electronic reference materials and internet sources;
- c) Other methods deemed appropriate by the trainer/assessor.

All staff have an obligation to identify and investigate any possibility of cheating or plagiarism.

A staff member who suspects that cheating or plagiarism may have occurred should first establish the evidence (through identification of the source) to support their allegation.

Process

1. Where the primary assessor believes that the action of a student may involve cheating or plagiarism, the assessor will notify the Executive Officer RTO and shall request that the participant attend an interview with the primary assessor and an independent assessor.
2. The student may elect to invite a support person or nominee to be present at this interview.
3. If, as a result of this interview, the primary assessor concludes that no cheating or plagiarism was involved, no further action will be taken and no record of the interview shall be kept.
4. Where the primary assessor and independent assessor conclude that the action of the student was an example of inadvertent cheating/plagiarism, the student will be counselled by the primary assessor and the primary assessor shall place a note to that effect on the student's file. The Executive Officer RTO will be informed of the interview outcome.
5. Where the primary assessor and independent assessor conclude that the case involves deliberate cheating/plagiarism and provides evidence to the student to this effect, and the student admits to cheating/plagiarism, the matter will be referred to the Executive Officer RTO.
6. The Executive Officer RTO will undertake additional investigation as required, and determine what penalty will apply.
7. In instances of deliberate cheating/plagiarism all evidence, interview records and other relevant documentation will be retained in the student file.

Penalties

A student found guilty of deliberate cheating/plagiarism shall be subject to any of the following penalties:

- Formal warning from the Executive Officer RTO and a notation in the student's file;
- Not Yet Competent or zero score, in the component of the course/module/unit, and a notation in the student's file.

A student found guilty of a second incident of cheating/plagiarism will have their enrolment terminated.



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Complaints and appeals

Introductory notes

The essential elements of a complaints handling procedure are to:

- Explain the meaning of 'complaint and appeal';
- Ensure confidentiality, fairness and timeliness;
- Explain in detail what a complainant can do – state the different options available;
- Explain what will happen once a formal complaint is made;
- Detail outcomes if complaint is substantiated or unsubstantiated;
- Explain the appeals procedure;
- Detail the names of Compliant Officer/s, and include the right of the complainant or appellant to go outside the College if dissatisfied.

DEFINITIONS

Complaints Process:

A process by which a student, parent/guardian, staff member, or other stakeholder may raise a concern about the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party/partner organisation providing services on behalf of the RTO, its trainers, assessors or other staff; or
- c) a student of the RTO.

Where a complaint relates to a third party/partner organisation, the complainant may lodge a complaint with the third party/partner organisation, with Parade College, or both. The process for managing a complaint as detailed below will be followed irrespective of whether Parade College or the third party/partner organisation is managing the complaint.

Appeals Process:

A process by which a student, staff member, parent, guardian or other interested party may dispute a decision made by the RTO. An appeal is generally an escalation of a complaint, where the appellant is dissatisfied with the process or outcome of a complaint.

Purpose of this procedure

Parade College – RTO Division is committed to providing a safe and pleasant working and learning environment for all students, parents, guardian, staff and visitors. However we acknowledge that sometimes individuals may feel aggrieved about something that is happening at the RTO which appears to be unsatisfactory.

The purpose of this document is to provide a clear procedure by which individuals can have such complaints addressed.



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If you feel that you are being harassed or discriminated against, or a product or service of the College's RTO Division or one of its partner organisations is unsatisfactory, this complaints handling procedure is available to you so that your concerns can be addressed.

Key elements of the complaints handling procedure

Impartiality: If you make a complaint, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story.

Confidentiality: You can feel secure that if you do make a complaint under this policy, details of the complaint will remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person investigating.

No Victimisation: You can also rest assured that if you make a complaint you will not suffer in any way as a consequence. The College authorities will ensure that a person who makes a complaint is not victimised in any way.

Timeliness: Each complaint will be finalised within as short a period as possible. All complaints and appeals should be finalised within one month. If for any reason the management of a complaint or an appeal takes longer than 60 days, the complainant/appellant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter.

What to do if you have a complaint

1. Approach the person involved.

In many situations, the most appropriate thing to do in the first instance is to tell the person who is the cause of the complaint how you feel. If the complaint is about their behaviour, tell them that is offensive/hurtful/not acceptable. If it is about a product or service tell them the reason for your dissatisfaction. If it is about an assessment decision tell them the reasons for your dissatisfaction. Telling the person will give them an opportunity to stop what they are doing; improve the product or service; or review the assessment decision.

2. Go to a member of the Leadership Team

If you don't feel that you can approach the person directly, then go and explain your concern to your Teacher, the Executive Officer RTO, or a Complaints Officer (the names of Complaints Officers are listed at the end of this procedure). These people have been trained to be the first point of contact for people with complaints. This person will advise you of your options and what will happen if you decide to make a formal complaint. Nothing will be done in relation to your complaint without your agreement.

3. What happens next?

If you decide to proceed to a formal complaint, you will need to put your complaint in writing and submit this to the Executive Officer RTO or a Complaints Officer. Receipt of your written complaint will be acknowledged in writing, and your complaint will be investigated by the Executive Officer RTO or Complaints Officer.

The investigation process will generally include an interview with you. During this interview a number of things will be explained to you, such as what will happen if the complaint is found to be supported by



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evidence or not found to be supported by evidence. During the interview you should provide details of the complaint and tell the Executive Officer RTO or Complaints Officer what action you would like to be taken, for example an apology from the person, a written warning etc.

The Executive Officer RTO or Complaints Officer will then talk to the person about whom the complaint is being made to hear their side of the story. Any witnesses will also be interviewed. These interviews will be conducted separately and impartially. The importance of confidentiality will be stressed to all parties and they will be warned of the consequences if there is a breach of confidentiality. Any relevant documentation will also be considered.

Based on the outcome of the investigation you will receive written correspondence from the Executive Officer RTO or Complaints Officer, within one month of lodging the written complaint, as to whether your complaint has or has not been substantiated. If the complaint is substantiated, strategies to resolve the complaint will be included. If the complaint is not substantiated, reasons for this decision will be included. You will also be told where you can go for assistance if you are not happy with the complaint process or outcome.

Appeals

If you believe the complaints process has not been followed or that the outcome is unacceptable to you, you may appeal in writing to the Principal, Parade College.

The Principal will consider the way in which the complaint was investigated and managed, and examine the outcome. If the Principal believes the complaint process was properly followed and that the outcome was appropriate, the Principal will take no further action. If the Principal believes the complaint process was not properly followed, or that the outcome was inappropriate, the Principal will organise for the complaint to be reviewed. In this instance the appeal will be dealt with by someone other than the person who first managed the complaint.

Based on the outcomes of the review, you will receive written correspondence from the Principal, within one month of lodging the appeal, as to whether your appeal has or has not been substantiated. If the appeal is substantiated, strategies to resolve the matter will be included. If the appeal is not substantiated, reasons for this decision will be included. You will also be told where you can go for assistance if you are not happy with the appeal process or outcome.

Appeal against assessment result

Any student dissatisfied with the mark awarded or the outcome of an assessment task, or the final result for a unit/module because they feel the mark or result is unfair or incorrect, may submit a request to the Executive Officer RTO for review.

In the first instance, such review will be undertaken by the original assessor. If the student remains dissatisfied with the outcome then he/she may lodge a formal appeal. The appeal must be in writing, explaining reasons for the appeal and submitted to the Executive Officer RTO within 10 working days of the student being notified of the review outcome. Where reasonable grounds for appeal exist, the



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Executive Officer RTO will arrange for an external review to be undertaken. Any costs associated with the external review will be borne by Parade College.

Going to an external agency

After exhausting the College's internal complaints and appeals procedure, the complaint/appellant may wish to lodge a complaint or appeal with an external agency. You may take your complaint or appeal to an external agency at any stage of the Complaints and Appeals process if you are unhappy with the management, progress or outcome of your complaint or appeal. Such external agencies include but are not limited to:

- In the Melbourne Archdiocese – the coordinating Chairperson, Pastoral Care Unit, Catholic Education office.
- For Edmund Rice Schools – contact Edmund Rice Education Australia
- The National Training Complaints Hotline – Telephone 13 38 73 (Monday – Friday, 8.00 am – 6.00 pm) or via email to skilling@education.gov.au

Record management

All documentation related to a complaint or appeal will be kept in an individual file and stored in a secure area. Documentation related to a complaint or appeal must be stored in such a way that relevant parties cannot be identified or cannot be used for purposes other than which such documentation was intended. All complaints and appeals will be logged on a Complaints and Appeals Register.

Continuous improvement

Where improvements are to be made as a result of a Complaint or Appeal process, these will be assigned to the relevant staff member/s, recorded on the Continuous Improvement Register and relevant staff/students informed.

Parade College complaints officers

- Br. Denis J Moore – Principal
- Mr. Rob Inglis – Deputy Principal
- Mr. Andrew Kuppe – Assistant Principal
- Mr. Mark Callanan – Assistant Principal
- Mr. Anthony McKay – Executive Officer RTO