



**Premier
College**

Student Handbook

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ACCESS AND EQUITY

Purpose

The purpose of this policy is to ensure that Premier College Training Section is responsive to the diverse needs of all clients. Through the implementation of these principles the benefits of participating in training are made available to everyone on an equitable basis, including the following groups:

- Non-English speaking backgrounds.
- Indigenous Australians.
- Unemployed individuals.

Policy

Premier College as a Registered Training Organisation will incorporate access and equity principles into all of its training delivery and assessment strategies.

Premier College is committed to access and equity principles and processes. As such, a fundamental principle of Premier College Training Services is fairness and equity. This means that Premier College's way of doing business and treating all people and each other must be impartial (that is to operate in a fair and unbiased way).

Premier College training and assessment programs will contain no implicit limitations based on age, gender, social or educational background.

ASSESSMENT POLICY

Definitions

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to those standards expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards.

Recognition of prior learning (RPL) is the process of equating an individual's prior learning to the learning outcomes offered by Premier College. Only prior learning relevant to competencies to be assessed can be considered for recognition.

Prior learning is learning that has been achieved through work, life experiences or other non-formal process.

ASSESSMENT POLICY (Continued)

Policy

To ensure that the requirements of the training package or accredited course are met through the use of appropriate assessment instruments.

To recognise the prior learning of all trainees/students.

To ensure that all assessments conducted are valid, fair, reliable and flexible.

Assessment Policy

Assessment of learners will be in line with the curriculum guidelines. Assessment tasks will vary from competency to competency.

Learners are only assessed against competencies they have commenced.

Assessments take place in the form of theory and practical assessments. These occur as and when each unit is to be assessed. All assessors communicate to the learner on an individual basis, in person or in writing, giving feedback related to their assessment on and off the job.

Failure to achieve Competency

If, due to a medical or personal crisis, a student fails to achieve competency in a module/unit, the student is required to make written application to the college, providing relevant evidence of the crisis, for a plan of action for future assessment. The student will be given a date for re-assessment within 21 days of the original assessment time. No fee will be charged.

If re-assessment cannot be performed within 21 days of original assessment, a fee of \$350 will apply for the student to either a) re-enrol in the whole module in the following semester or b) re-take the assessment at a time suitable to both the student and the college.

If a student fails to achieve competency due to unexplainable non-attendance and/or a lack of application to the module, the student will be deemed Not Yet Competent and will be required to re-enrol in that module at the full cost of the module.

All re-assessments will be offered at the discretion of the college.

Learners who feel they have been unfairly assessed should refer to the Grievances/Appeals Policy.

ATTENDANCE & COMPETENCY POLICY

Students Assessed Not Competent

Premier College aims to deliver the highest quality training, and endeavours to provide students with ample opportunity to develop the required competencies. Assessment of student competencies is categorised as Competent or Not Competent.

A student may be deemed not competent for a module, course or qualification if one or more of the following criteria are evidenced

- Insufficient attendance
- Course fees not paid
- Assessment tasks not completed satisfactorily
- Assessment tasks not completed within the required time
- Course criteria not met

Attendance

Students who do not meet the minimum attendance requirements will be deemed not competent. Minimum Attendance requirements are 80% of total module time. For example, if a module is scheduled for 30 hours, students must attend at least 24 hours in order to be deemed competent.

Non-payment of course fees

Premier College reserves the right to withhold issuing a student with a Certificate or Diploma qualification if all course fees are not paid upon completion of study. Premier College will make available all reasonable avenues for students to pay via payment plan or any other means as agreed upon in writing by the college. If course fees remain outstanding after all reasonable attempts at debt recovery are exhausted, Premier College will engage the services of its collection agency to recover the outstanding debt, including all associated fees and charges.

Plagiarism

During studies, students will be researching from other sources and text books. Students must not directly copy someone else's work or plagiarise from books or the internet. Any instances where students have used information from any source, quotations must be clearly cited and an acknowledgement of the source of information used, such as diagrams, ideas and data must be clearly referenced and sourced.

Students who submit plagiarised work will be deemed Not Competent for that assessment task.

ATTENDANCE & COMPETENCY POLICY (Continued)

Maximum length of time to completion of Qualification

The Certificate IV course is designed to be completed in 6 months. Students undertaking the Cert IV course on a part time basis will be granted 12 months from time of enrolment to complete the course. The Diploma course is designed to be completed in 6 months. Students undertaking the Diploma (not including the Cert IV component) on a part time basis will be granted 12 months from time of enrolment to complete the course. Where a student has been granted a deferral, the "time off" will be taken into consideration and the Deferral policy will be applied.

COURSE FEES AND PAYMENT PLANS

On enrolment, students will be made aware, in writing, of the total cost of the course/qualification they are undertaking at Premier College.

All students enrolling in a course of study with Premier College must pay a deposit, as prescribed by the college, upon enrolment.

Students then have the option to pay the remaining balance:

- upfront, in full,
- via a written, signed payment plan agreement between the college and the student
- via monthly / fortnightly / weekly Direct Debits from the student's nominated account, spread over the term of the course.

Students will not be disadvantaged, by way of interest payments or extra charges, if they elect to pay off their fees over the period of the study – as per the payment plan agreement.

Paying via instalments:

Premier College will work in conjunction with students to ensure that a payment plan is conducive to both the student's lifestyle and cash flow situation. All payment plans will be considered as long as:

- There is a signed, written agreement with the student and the college stipulating exact and regular amounts to be paid within an agreed timeframe (this includes the Direct Debit Request {DDR} form)
- The total amount of the course / qualification is paid by the completion of study.

COURSE FEES AND PAYMENT PLANS (Continued)

Paying via instalments (continued):

Students may or may not be supplied with a regular invoice. In most cases, it is expected that students will adhere to the written payment plan agreement without regular, formal reminders from the college.

The written payment plan agreement is deemed to be a legally binding contract and any breach of the agreement could mean both the cessation of the agreement and the potential for the college to forward the outstanding debt to its collection agency.

Paying via Direct Debit

Students have the option to nominate a bank account or credit card from which regular payments will be automatically deducted.

Students opting to pay via direct debit must complete a Direct Debit Request (DDR) form, stipulating the regular amount to be deducted and the start and end date for all deductions. The DDR form must be returned to the college before the commencement of study.

The debit amount and term must equal the total amount of fees by the end date. Where there is an amount left outstanding after the end date on the DDR, students must submit a Payment Plan agreement for the payment of the outstanding balance.

It is the student's responsibility to ensure there are sufficient funds in the nominated account on the day the debit is to take place. If the debit is unsuccessful, the debit amount will be added to the following date and a dishonour fee will be charged.

All fortnightly/weekly direct debits are drawn every second Wednesday and monthly direct debits are drawn on the 30th of each month or the next working day.

WITHDRAWAL POLICY & PROCEDURE

Policy

Premier College aims to provide fair and adequate remuneration to students who discontinue studies.

WITHDRAWAL POLICY & PROCEDURE (Continued)

Procedures

Withdrawal by student

- If a student withdraws from any module prior to its commencement a fee of 30% of the outstanding course fees for which the student is enrolled is payable to the college. This includes all modules the student was scheduled to attend.
- If a student withdraws after commencement of the module, full fees are payable for all modules the student is currently attending and for any and all courses the student has completed. A student will be deemed to be "attending" if their name appears on the current attendance sheet for that class, whether the student has been physically attending or not.
- All withdrawal applications must be submitted in writing with a minimum of 2 weeks' notice or the student will be liable for 100% of course fees.
- All deposits and RPL fees are non-refundable.

Premier College will inform the student in writing of the cancellation fee and the date for payment.

If the cancellation fee remains outstanding after all reasonable attempts at debt recovery are exhausted, Premier College will engage the services of its collection agency to recover the outstanding debt, including all associated fees and charges.

DEFERRAL POLICY & PROCEDURE

Policy

Premier College aims to provide fair and adequate deferral procedures to students who postpone their studies.

A student is deemed to be enrolled in a course of study if they have completed and signed an enrolment form outlining the qualification and the dates the student is expected to commence any / all modules for that qualification.

DEFERRAL POLICY & PROCEDURE (Continued)

Procedures

In order to make application for deferral, a student must demonstrate that they have been making steady, competent progress throughout that module (as per the Attendance and Competency Policy p4 of this booklet). Students who are, or on the verge of being, deemed “Not Yet Competent” are not eligible for deferral.

- If a student defers their studies for longer than 12 months, this will be considered a withdrawal. As such, all withdrawal policies will apply.
- If a student defers their studies for a period of 12 months or less a \$50 admin fee will be charged for each module (that has not yet commenced) being deferred. Deferral will be granted provided that the resumption of the student’s studies is re-booked at the time of deferral.
- All deferral applications must be submitted in writing with a minimum of 2 weeks’ notice. Deferral without written notification will be deemed a withdrawal and all withdrawal policies will apply.
- A fee of 50% of module fees will apply for students wishing to defer a module in progress for 10 hours or less.
- Students cannot defer a module that has been in progress for 12 hours or more
- A fee of 100% of module fees will apply for students wishing to defer a module in progress for 12 hours or more. This will be deemed a withdrawal and all withdrawal policies will apply
- In the case where a student defers a module while that module has been in progress for less than 12 hours, that student will be required to resume that module from the beginning.

Premier College will inform the student in writing of the deferral fee and the date for payment.

If the deferral fee remains outstanding after all reasonable attempts at debt recovery are exhausted, Premier College will engage the services of its collection agency to recover the outstanding debt, including all associated fees and charges.

REFUND POLICY & PROCEDURE

Policy

Premier College aims to provide fair and adequate remuneration to students who discontinue studies.

Procedures

- Where a course is cancelled, or postponed by the college, the student is to be offered a full refund of fees paid or an alternative course to attend. If an alternative course or other arrangement acceptable to the student cannot be provided, the full refund will be paid within four weeks of the course being cancelled / postponed.
- Any requests for a refund by the student for any reason must be made in writing to the College. All documentation supporting the reasons for the cancellation must accompany the request for a refund.
- All deposits and RPL fees are non – refundable
- The college reserves the right to review each request for a refund on its own merits and under no circumstances guarantees a refund of any fees.

In most cases students requesting a refund will be referred to the Withdrawal or Deferral policies.

CHANGE OF ELECTIVE PREFERENCES FOR DIPLOMA STUDENTS

Policy

Premier College aims to assist students in making relevant Elective choices to best suit their chosen field of study.

CHANGE OF ELECTIVE PREFERENCES FOR DIPLOMA STUDENTS (Continued)

Procedures

- All students enrolling in a Diploma qualification will be asked to choose their electives at the time of enrolment.
- Students wishing to change their elective preferences before the commencement of that particular elective will be free to do so at no additional cost.
- Students who wish to change elective preferences after the module has commenced and been in progress for up to 10 hours will not be able to do so. If a student wishes to discontinue a module in which they enrolled, withdrawal policy will apply.

Premier College reserves the right to cancel an elective class due to insufficient numbers of enrolments. In this case, students will be asked to choose another elective, from the electives on offer.

GRIEVANCES, COMPLAINTS AND APPEALS POLICY & PROCEDURE

Defenitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of Premier College in relation to the following processes:

- enrolment
- training delivery
- training/competency assessment, including recognition of prior learning
- issuing of results, certificates and/or statements of attainment
- any other activities associated with the delivery of training and assessment services
- other issues such as discrimination, sexual harassment, student amenities, etc.

GRIEVANCES, COMPLAINTS AND APPEALS POLICY & PROCEDURE (Continued)

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the CEO or Training Manager. An appeals committee would comprise at least three of the following people; providing that the complainant and the subject of the complaint, if it relates to the action or inaction of a person, are ineligible to participate in the appeals committee set up to consider that particular complaint:

- a trainer with expertise in the area concerned
- a trainee enrolled in the area concerned
- the training manager
- a representative of the trainee's employer
- a representative of trainees enrolled with Premier College
- a representative of trainers employed by Premier College

Policy

Premier College will strive to meet all aspects of our policy and procedures documents as a minimum standard to ensure we continually provide the highest quality service and training delivery without bias to all our students. We will provide all prospective trainees with access to our Grievance Policy & Procedures document either in paper form or via the Premier College website.

All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.

We will at all times endeavour to ensure all parties will have a clear understanding of the steps involved in the grievance procedure.

Students will be provided with details of external authorities they may approach, if required.

All grievances will be managed fairly and equitably and as efficiently as possible.

Premier College will make every effort to resolve any grievances fairly and equitably within five (5) working days.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise.

GRIEVANCES, COMPLAINTS AND APPEALS POLICY & PROCEDURE (Continued)

The policy provides an avenue for most grievances to be addressed. However in some cases alternative measures may need to be explored.

Premier College will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

All employees/contractors and prospective trainees will be provided access to the grievance procedure.

All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the steps involved in the grievance procedure.

Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the grievance process. All discussions relating to complaints, grievances and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.

Premier College will provide trainers and/or trainees with details of external authorities that they may approach with respect to their grievance if required.

Premier College will endeavour to resolve any grievance referred to it by VETAB within ten working days of its receipt of the complaint.

Grievance Procedure

The grievance procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

1. Discussion with relevant teacher/trainer about the grievance, then
2. If the grievance is unable to be resolved, the grievance can be taken before the Training Manager
3. If it is unable to be resolved at this level, the grievance can then be referred to the College CEO
4. If the grievance cannot be resolved internally, Premier College will advise the student of the appropriate body where he/she can seek further assistance

GRIEVANCES, COMPLAINTS AND APPEALS POLICY & PROCEDURE (Continued)

The Training Manager will convene meetings of the appeals committee or directors of Premier College with the appellant/complainant as soon as is practical after the complaint, grievance, appeal is referred to that level in the grievance procedure.

The Training Manager will provide to the appellant/complainant in writing, the outcome of each complaint, grievance or appeal, including reasons for the decision, within five working days of the decision being made.

HARRASSMENT & ANTI-DISCRIMINATION POLICY

Objectives

Premier College Registered Training Organisation will not tolerate or support any type of discrimination or harassment in our workplace. It is our intent to foster an environment of tolerance, acceptance, professional conduct that is free from harassment or discrimination of any sort including that based on sex, age, religion, race etc. Discrimination & harassment, including bullying, in the workplace or training venues is not acceptable under any circumstances and will be dealt with by management promptly, thoroughly and fairly.

Legislation

Affirmative Action (Equal Opportunity for Women) Act 1986

Anti Discrimination Act of NSW 1977

Commonwealth Sex Discrimination Act 1984.

Preamble

It is the responsibility of Premier College representatives to do treat others with respect, to provide a culture and environment free of harassment and to report and address any harassment and discrimination they witness or become aware of within the workplace and training venues.

Premier College has an equal opportunity Policy. The registered training organisation operates under this and recognises the rights and responsibilities of all people within the company and in particular potential and existing clients who seeks the services of the registered training organisation

Premier College adheres to the Anti Discrimination Act of NSW 1977 and the Affirmative Action (Equal Opportunities for Women) Act 1986.

Premier College prohibits behaviour in staff, students and contractors, which harass other people in relation to sexual reference, advance and other sexual related activities.

Premier College adheres to the Commonwealth Sex Discrimination Act 1984.

Premier College adheres to the Anti Discrimination Act of NSW 1977 and The Affirmative Action (Equal Opportunities for Women) Act 1986.

If any of the above occurs then the Grievance Procedure will be utilised.

RECOGNITION POLICY AND PROCEDURE

Introduction

There are different terms used to refer to the recognition of an individual's learning and skills. These include Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Mutual Recognition (MR) Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a module or modules.

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Policy

Applications for skills recognition assessments will be managed and assessed efficiently by a person or under the guidance and supervision of a person with appropriate expertise.

Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic.

Premier College will only assess and grant recognition based on the information supplied by the candidate. No assumptions will be made. Adequate evidence is required for all competencies. Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken;
- Work and life experiences;
- Non-formally recognised training undertaken

Skills recognition assessments & outcomes will be recorded & relevant Qualifications/Statements of Attainment will be issued where applicable.

RECOGNITION POLICY AND PROCEDURE (Continued)

Recognition of prior learning

- All trainees/students are to be accorded the same opportunity to apply for RPL procedures prior to enrolment.
- Applications for RPL are to be made prior to the commencement of the module for which the student is seeking recognition or credit
- RPL and credit will only be assessed based the relevant supporting information supplied by the student. The onus is on the student to supply documentation they deem relevant.
- The training manager will assess each application and a decision will be made as to whether RPL can be granted.
- The applicant may be required to provide more information, eg more details, verification of experience, etc.
- The applicant may be invited to attend an interview with an RPL assessor and/or course expert and may be accompanied by his/her employer or friend.
- To provide evidence for any areas lacking competency, the applicant may be invited to undertake a written or verbal or practical assessment. Such assessments may vary from current course guidelines.
- An initial assessment and/or a request for further information will be made within 21 days of the receipt of the application.
- An applicant may appeal in writing against a decision in accordance with the grievance, complaints, appeals procedure.
- An initial, non-refundable Application Fee of \$150 will be charged to ascertain the student's eligibility for RPL
- Further fees may be incurred based on each competency or skill being assessed
- RPL fees are separate and additional to course fees and are non-refundable should the student choose not proceed with enrolment.

MUTUAL RECOGNITION POLICY AND PROCEDURES

Policy

All AQTF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Premier College.

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