

NC  
AT

NORTHERN COLLEGE  
OF THE ARTS &  
TECHNOLOGY

VET &  
GENERAL  
STUDENT  
HANDBOOK  
2018

# CONTENTS

<b>NCAT VET &amp; GENERAL STUDENT HANDBOOK</b>	<b>3</b>
<b>PROFESSIONAL PRACTICE AND PERSONAL CONDUCT</b>	<b>3</b>
<b>REVIEW OF PROFESSIONAL PRACTICE AND PERSONAL CONDUCT</b>	<b>3</b>
<b>CODE OF CONDUCT</b>	<b>3</b>
<b>DRESS CODE</b>	<b>4</b>
<b>PUNCTUALITY AND LATENESS TO CLASS</b>	<b>4</b>
<b>CLASS TIMES AND IMPORTANT DATES</b>	<b>4</b>
<b>ABSENTEEISM</b>	<b>5</b>
<b>SMOKE-FREE WORKPLACE</b>	<b>5</b>
<b>DUTY OF CARE – STAYING IN COLLEGE GROUNDS</b>	<b>5</b>
<b>EXCURSIONS AND CAMPS</b>	<b>5</b>
<b>VALUABLES</b>	<b>5</b>
<b>SPORT EQUIPMENT, BIKES AND SKATEBOARDS</b>	<b>5</b>
<b>STUDENT SUPPORT SERVICES</b>	<b>5</b>
<b>YOUTH ALLOWANCE</b>	<b>5</b>
<b>STUDENT CONCESSION</b>	<b>5</b>
<b>PARKING</b>	<b>6</b>
<b>FOOD</b>	<b>6</b>
<b>CHEATING AND PLAGIARISM</b>	<b>6</b>
<b>USE OF COMPUTERS, INTERNET, MOBILE PHONES &amp; ELECTRONIC DEVICES</b>	<b>6</b>
<b>SOCIAL MEDIA</b>	<b>6</b>
<b>DISCRIMINATION AND BULLYING POLICY</b>	<b>6</b>
<b>FEELING SAFE: INFORMATION FOR STUDENTS ON CHILD ABUSE</b>	<b>9</b>
<b>COMPLAINTS AND APPEALS POLICY AND PROCEDURE</b>	<b>10</b>
<b>RECOGNITION PROCESSES AND ACCESS TO RECORDS</b>	<b>10</b>
<b>ACCESS AND EQUITY</b>	<b>11</b>
<b>PRIVACY POLICY</b>	<b>11</b>
<b>REFUND POLICY FOR TRAINING FEES AND OR MATERIALS CHARGES</b>	<b>12</b>
<b>INDUSTRY ENGAGEMENT and CONTINUOUS IMPROVEMENT</b>	<b>12</b>
<b>STRUCTURED WORKPLACE LEARNING (SWL)</b>	<b>12</b>
<b>VET PROGRAMS RUN BY NCAT</b>	<b>12</b>
<b>KEY NCAT STAFF MEMBERS</b>	<b>13</b>
<b>NCAT CONTACT DETAILS</b>	<b>13</b>
<b>ACKNOWLEDGEMENT:</b>	<b>15</b>
<b>NCAT ICT ACCEPTABLE USAGE - STUDENT AGREEMENT</b>	<b>16</b>
<b>NCAT VET &amp; GENERAL HANDBOOK STUDENT AGREEMENT</b>	<b>16</b>

## NCAT VET & GENERAL HANDBOOK

### PROFESSIONAL PRACTICE AND PERSONAL CONDUCT

Northern College of the Arts & Technology (NCAT) is a registered training organisation (RTO No 6736) delivering a broad range of VET certificates as part of its Years 10 to Diploma programs.

Being a Senior College and an RTO we aim to assist students to make the transition from the college to work or further training smooth by providing an adult learning environment and having the same expectations regarding students' professional practice and personal conduct in the college as would be expected at a workplace.

There are guiding principles that provide people with a framework upon which to act in the workplace. They include an awareness of

- / how to treat people
- / how to work together
- / what is important

As a workplace, College and RTO, our overarching principles for behaviour of both staff and students include:

- / creating an environment for individual and organisational learning
- / listening to and respecting each other
- / stretching individuals' performance
- / a commitment to doing things properly

It is important to be understand what will be accepted or not accepted by others in the team. Acknowledging other students' and staff's right to be able to work in a cohesive and productive work environment is fundamental to personal conduct and practice.

Swearing, inappropriate language and behaviour between fellow students, in front of staff or other members of the public is not permitted. Nor is dress that may offend or be inappropriate or breach OH&S requirements. Use of inappropriate language or behaviour may result in the termination of enrolment.

### REVIEW OF PROFESSIONAL PRACTICE AND PERSONAL CONDUCT

During the college year, your professional practice and conduct will be reviewed both formally and informally. NCAT has a procedure in place to assist you in identifying and addressing any problem areas. This process commences with informal talks with your teacher that may then be followed up with a series of formal letters requesting that you make the necessary changes to improve your performance. The process may culminate in a meeting with the co-ordinator to review your position in the course, if the concerns with your personal conduct continue to undermine your progress.

### CODE OF CONDUCT

The College's Code of Conduct is based on individual and group rights and responsibilities.

#### 1. LEARNING:

- / Students and the teacher have the right to do as much work as possible
- / Teachers have a responsibility to plan, prepare and meet learning needs
- / Students have a responsibility to attend, arrive on time, participate and come prepared for class

#### 2. SAFETY:

- / Students and the teachers have the right to feel comfortable and safe in the classroom
- / Teachers will deal with any behaviour that intimidates, puts others down or disrupts the learning environment.
- / Students have a responsibility to treat each other and staff politely and support each other's learning.

#### 3. RESPECT:

- / Students and staff have the right to be treated with respect and feel comfortable and safe in the College
- / The College has a responsibility to provide a safe and appropriate learning environment and deal with any behaviour that undermines this.
- / Students have a responsibility to treat others students and their property and college property with respect. This includes the following:
  - / No physical violence, e.g.: no hitting, kicking, unwelcome touching, throwing things, shoving, etc.
  - / No emotional violence, e.g.: no threats, bullying, intimidation, aggressive body language, etc.
  - / No verbal violence e.g. no put downs, sexist, homophobic, transphobic or racist comments, unwelcome or nasty text messages, emails or comments on social media, etc.
  - / No theft or property damage e.g.no stealing, graffiti, damage to school or personal property.

Any fighting incurs an immediate suspension. Bullying is dealt with according to the College's bullying policy.

## DRESS CODE

The Northern College of the Arts and Technology is a leading educational institution. It provides for a professional, adult learning environment where respect is given and received by all who work and study here. Clothing worn by students should be neat-casual and in a style appropriate to a professional workplace. It must also meet Occupational Health and Safety obligations. In our culturally diverse community we are committed to being mindful of the sensitivities of others.

This means that:

- / Students must have appropriate footwear and clothing for the area.
  - / Most classes require students to wear closed shoes and appropriate clothing for safety reasons. Thongs are not permitted.
  - / All students must dress appropriately.
  - / For example, students cannot wear singlets, or clothing that exposes their chest or midriff; underwear or lingerie should not be showing and leggings & jeggings are to be worn with either a skirt, shorts or pants. The length of shorts and skirts must be appropriate to a learning environment/workplace.
  - / No inappropriate or offensive print is accepted on clothing. For example no slogans or images that are drug related, sexist or racist.
  - / No wearing of hoodie on head once in the college grounds or inside college buildings
- If you are unsure about the dress code please talk to your Program Leader or Coordinator.

## PUNCTUALITY AND LATENESS TO CLASS

A fundamental requirement, as a person in the workforce, is to adhere to timelines and deadlines. As part of your training, you are expected to understand these. In particular, your punctual attendance is vital to the operational efficiency of all classes including VET classes. You are required to be present and ready for work at the appointed time of your classes. If you are unavoidably delayed please advise your teacher as soon as possible before your starting time. Latecomers may be refused entry to some classes.

## CLASS TIMES AND IMPORTANT DATES

### SESSION TIMES

Period 1	9.00-9.50 am
Period 2	9.50-10.40 am
Recess	10.40-11.05 am
Period 3	11.05-11.55 am
Period 4	11.55-12.45 pm
Lunch	12.45-1.35 pm
Period 5	1.35-2.25 pm
Period 6	2.25-3.15 pm

\*Some subjects have late classes:

Period 7	3.25-4.15pm
Period 8	4.15-5.05pm

### TERM DATES 2018

Term 1:	30 January to 29 March
Term 2:	16 April to 29 June
Term 3:	16 July to 21 September
Term 4:	8 October to 21 Dec

### PUBLIC HOLIDAYS 2018

Labour Day:	12 March
Good Friday:	30 March
ANZAC Day:	25 April
Queen's Birthday:	11 June
Melbourne Cup:	6 Nov

## WEDNESDAY & THURSDAY VET SESSION TIMES

The College runs an extensive range of VET programs for internal and external students on Wednesdays and on Thursday afternoons. Programs have different starting and finishing times as published in the Northern Melbourne VET Cluster Handbook.

Some programs have a morning session or an afternoon session. Please note:

### Technology Students

Wednesday:	Morning session starts at 8.30am and finishes at 12.30pm Afternoon session starts at 1.30 pm and finishes at 5.30pm
Thursday:	Afternoon session starts at 1.30 pm and finishes at 5.30pm

Certificate III Music Performance & Sound Production Units 3 & 4 –runs on Wednesday from 1.30pm-5.00pm.

All classes will be held between the hours of 8:30am and 6:30 pm. During these hours all students must adhere to the NCAT OH&S policy that covers student safety and security.

## **ABSENTEEISM**

Students must attend all classes and will be at risk of unsatisfactory or non-completion if they attend less than 90% of classes. For VET programs, since much of the work requires use of industry level equipment and training available only at NCAT, non-attendance will jeopardise successful completion of your certificate.

You or your parents/guardians must advise the relevant teacher or coordinator by phone or email at the beginning of the day in question that you are absent and, if possible, the length of time you expect to be absent. It is your responsibility to give this notification (as it would be when you are in the workplace). Asking another student, friend or relative to inform us is not acceptable except in an emergency.

## **SMOKE-FREE WORKPLACE**

Department of Education Training (DET) regulations state that no one may smoke on College premises. This also includes smoking around and inside cars parked on College premises or within 4 metres of any gates or along the front of the College. The College is a designated smoke-free area.

## **DUTY OF CARE – STAYING IN COLLEGE GROUNDS**

Please note that the College has a duty of care obligation that requires that no Year 10-12 student is to be out of the college grounds during the day. This includes external VET students who are not to leave the premises during any breaks.

## **OCCUPATIONAL HEALTH AND SAFETY (OH&S)**

NCAT has OH&S requirements that must be followed by all staff and students. In some areas there will be additional OH&S requirements for the use of personal protective equipment (PPE) and safety procedures. You will be made aware of these procedures and will be expected to follow them at all times.

## **EXCURSIONS AND CAMPS**

Some courses may require excursions for various subjects that are compulsory and a key part of the course. Students must complete the relevant permission forms signed by parent/guardian if student is under 18 years of age and return them to their teachers as required.

## **VALUABLES**

The College does not take responsibility for lost or stolen mobile phones, iPods, electronic or digital equipment or other valuables brought to the college.

## **SPORT EQUIPMENT, BIKES AND SKATEBOARDS**

No sporting equipment such as balls of any sort, cricket bats, skateboards or bikes etc, are permitted inside the corridors or classrooms. If students bring these things to College they are to be kept in lockers or bags or are to be left in staff offices or storerooms during class time.

## **STUDENT SUPPORT SERVICES**

Any student experiencing difficulty with a course or personal problems will be offered immediate assistance. There are a range of people available to provide support. Students can see their classroom teacher, relevant Year Level or area Manager, VET Coordinator or Youth Support Officer. Access to an external Psychologist or Counsellor can be arranged if required. See your Program Coordinator or Youth Support Officer for assistance.

## **YOUTH ALLOWANCE**

Eligible students (over 18 or living away from home and meet financial requirements) are able to claim Youth Allowance. Youth Allowance forms are available from the Student Support Officer and the NCAT front reception. Please note that the payment of Youth Allowance is dependent on consistent attendance in the program. The College is required to provide Centrelink with a list of all unexplained absences each term for full time students at the College who receive an allowance. Any student on Youth Allowance or Abstudy, with more than 5 unexplained absences per term, will have their Youth Allowance affected.

## **STUDENT CONCESSION**

Full time NCAT students are issued with a student card early in the year. Transport Concession forms are available from the NCAT front reception.

## **PARKING**

Car parking is available at NCAT. Students must apply for a car parking permit and sign an agreement regarding conditions for the permit. Please remember that this is a school ground and you are to take extreme caution at all times. A speed limit of 10 km/hour applies for the front car park as it is used as a pick up and drop off area. Infringements of any kind will be dealt with severely.

## **FOOD**

There is a café on site and orders can be left at the cafe before breaks. All rubbish must be deposited in bins provided. No food or drink is allowed in classrooms during classes.

## **CHEATING AND PLAGIARISM**

Cheating and plagiarism is unacceptable at NCAT. The Cheating and Plagiarism Procedure is outlined below and is also on the NCAT website for students' reference at any time.

Definitions of cheating and plagiarism are;

Cheating – violation of the assessment rules to gain an advantage

Plagiarism – the copying of the language, ideas or thoughts of another author, and representation of their work as student's original work.

Teachers/Trainers/Assessors will actively monitor students for cheating and plagiarism.

Where assessors suspect students have cheated or plagiarised answers they will:

/Check for plagiarism (if applicable) using free plagiarism software located at:

[www.dustball.com/cs/plagiarism.checker/](http://www.dustball.com/cs/plagiarism.checker/)

/Arrange an interview with the student to discuss the incident and determine if the infringement was intentional. The student will be given full opportunity to explain.

Consequences for cheating and plagiarism are the same and will result in:

/In the first instance the student will be given a verbal warning. The trainer/assessor will make a note to be kept in the student's file.

/The student will be required to re-do another equivalent assessment task

/In a subsequent incident the student will be given a written warning outlining the details which will be signed by the relevant area Manager (or, for external VET students, the VET Coordinator), the relevant teacher/trainer and the student. This will be kept in the student's file.

/Parent will be informed of the infringement and of possible consequences if it recurs.

/Any further infringements will result in the student being expelled from NCAT with NO REFUND. A letter explaining the process followed and the reason for termination of enrolment will be given to the student and will be kept in the student's file.

## **USE OF COMPUTERS, INTERNET, MOBILE PHONES & ELECTRONIC DEVICES**

Students should be aware that computers, iPads and Internet system are primarily in place to assist in completing education and training.

The management of personal folders on the server and computer protocols will be discussed in classes, but it is important to note your responsibility in the use of the computers in the college. The college has an ICT Acceptable Use Policy, available at the end of this booklet, which must be read and agreed to on enrolment.

Mobile phones must be turned off during class, as is expected in any professional work environment.

Study rooms and some classrooms are available for use from 7.30 am to 6.00pm. Students are encouraged to use these facilities to achieve successful course outcomes.

## **SOCIAL MEDIA**

NCAT encourages the positive use of social media. Social media must be used respectfully and not in class unless it forms part of a class activity.

Adherence to Harassment and Anti-Bullying laws and Copyright legislation are imperative. Some NCAT departments have Facebook pages, Twitters and blogs. To keep up to date you are advised to review these for your specific department.

For specific information read our NCAT Social Media Usage Policy, available from the NCAT website: [ncat.vic.edu.au](http://ncat.vic.edu.au)

## **DISCRIMINATION AND BULLYING POLICY**

NCAT is committed to providing students, teachers and staff with a safe and secure learning and working environment. Such an environment will foster a sense of belonging to the college community and respect for everyone irrespective of race, nationality, gender, religion, age, personal appearance and sexual orientation. Everyone at the College has the right to feel safe and to be respected at all times. No form of discrimination or bullying is acceptable in such an environment.

Bullying is when someone, or a group of people, who have more power at the time, deliberately upset or hurt another person, their property, reputation or social acceptance on more than one occasion.

There are three broad categories of bullying:

1. Direct physical bullying – e.g. hitting, tripping, and pushing or damaging property.
2. Direct verbal bullying – e.g. name calling, insults, homophobic, transphobic or racist remarks, verbal abuse.
3. Indirect bullying – this form of bullying is harder to recognise and often carried out behind the bullied student's back. It is designed to harm someone's social reputation and/or cause humiliation. Indirect bullying includes:
  - / lying and spreading rumours
  - / playing nasty jokes to embarrass and humiliate
  - / mimicking
  - / encouraging others to socially exclude or bully someone
  - / damaging someone's social reputation and social acceptance
  - / cyber-bullying involving electronic means to humiliate and distress

Cyber-bullying consists of psychological bullying, conveyed through the electronic mediums such as mobile phones, web-logs and web-sites, on-line chat rooms, 'MUD' rooms (multi-user domains where individuals take on different characters) and Xangas (on-line personal profiles where some adolescents create lists of people they do not like). It may be verbal (over the telephone or mobile phone), or written (flaming, threats, racial, sexual, homophobic or transphobic harassment) using the various mediums available.

Cyber-bullying can involve

- / *Flaming* – online fights using electronic messages with angry or vulgar messages
- / *Harassment* – repeatedly sending nasty, mean and insulting messages
- / *Denigration* – posting or sending gossip or rumours about a person to damage his/her reputation or friendships
- / *Outing* – sharing someone's secrets or embarrassing information or images online
- / *Exclusion* – intentionally and cruelly excluding someone from an online group
- / *Cyber-stalking* – repeated, intense harassment and denigration that includes threats or creates significant fear

Homophobic or Transphobic bullying consists of any overt or covert intimidation or harassment of any kind of students because they may be gay, bisexual or transgendered.

Harassment is any verbal, physical or sexual conduct (including gestures) which is uninvited, unwelcome or offensive to a person. Harassment is usually directed at a person because of their gender, race, creed or abilities. It can be subtle or explicit.

Sexual Harassment is any unwelcome conduct of a sexual nature towards another person where this makes the person feel offended, humiliated or intimidated, and where that reaction by them is reasonable in the circumstances.

There are three basic categories of sexual harassment – subtle, explicit and criminal action. ***NONE IS ACCEPTABLE AND NONE IS TOO TRIVIAL TO WARRANT COMPLAINT.***

Subtle forms of sexual harassment tend to be the most common.

They include:

- / Offensive leering and staring
- / Suggestive comments about a person's physical appearance or sexual preference
- / Offensive comments or jokes
- / Questions or comments about another's sexual morality
- / Physical contact – eg purposefully brushing up against another's body
- / Offensive name calling

Explicit forms are easier to identify as they are often overtly offensive or intimidating behaviour

They include:

- / Pinching, patting, touching, embracing
- / Repeated requests to go out with someone especially after prior refusal
- / Offensive jokes and comments
- / Sexually provocative remarks
- / Displays of sexually graphic material
- / Requests for sexual favours

Criminal Action may include some of the above but also includes:

- / Indecent exposure
- / Sexual assault
- / Attempted or actual rape
- / Sending obscene letters or making obscene phone calls
- / Sexting

What do you do if you are being bullied or harassed?

- / Tell the person you don't like what they are doing and you want them to stop
- / Discuss the matter with a Coordinator, Student Wellbeing Coordinator, VET Coordinator, Youth Support Officer, Leader or a teacher that you feel comfortable with.
- / The College will take your concerns seriously - all complaints will be treated confidentially.

### Parent, Student and Teacher Responsibilities

The whole college community is responsible for highlighting discrimination and bullying when it occurs. If a student you know or a fellow student is suffering at the hands of a bully it is your responsibility to inform a Coordinator or teacher. Parents should notify the College if they have any concerns regarding bullying.

### Consequences of Bullying and Harassment

As soon as the College is informed of an incident of bullying or harassment the following steps will occur:-

- / A Program Coordinator or senior staff member will interview all parties to get the full story and the incident will be documented in the Bullying & Harassment Register.
- / Reconciliation and mediation will be entered into and the incident will be monitored by Co-ordinators and form teachers to prevent a recurrence.
- / In the case of external VET students, the VET Coordinator will contact the Home School Coordinator in the first instance.
- / Depending on the severity of the situation or recurrence of the event, the Principal may decide whether a formal suspension and behaviour contract is warranted and/or whether to move to expulsion procedures. In the case of external VET students, the severity of the situation may mean termination of the external student's enrolment in their NCAT program.

Please note that the College will respond to incidents of bullying and harassment whenever they come to our notice even if the incidents occur outside college hours or outside the college grounds if they relate to school issues.



## **FEELING SAFE: INFORMATION FOR STUDENTS ON CHILD ABUSE**

Due to new Child Safe legislation, schools are required to provide information to students regarding safety and child abuse. NCAT is committed to the safety and wellbeing of our young people. Our college community recognises the importance of, and a responsibility for, ensuring our college is a safe, supportive and enriching environment which respects and fosters the dignity and self-esteem of students and enables them to thrive in their learning and development.

NCAT has zero tolerance for child abuse. NCAT is committed to providing a child safe environment where students are safe and feel safe, and their voices are heard about decisions that affect their lives.

### **Get the facts**

The following information has been designed to give you the facts about child abuse. It includes advice on what to do if you have been abused, are being abused, or are at risk of being abused. It also provides you with advice if you know someone who has been abused, or is at risk of being abused.

### **What are your rights?**

Everyone has the right to feel safe and be protected from abuse. No one is allowed to threaten you, hurt you, or touch you in a way that makes you feel uncomfortable, unsafe or afraid. This includes all adults, other teenagers and children – it includes everyone from family members, coaches, teachers, to friends and strangers.

Every relationship should be respectful. No one should ever involve you in sexual activity without your consent, and no one should behave in a way that makes you feel unsafe or afraid.

You don't have to deal with abuse on your own. Talk to a trusted adult. Teachers and other adults at your school can support you to get help.

### **What is child abuse?**

Child abuse includes physical abuse, sexual abuse, emotional or psychological harm, neglect, and family violence. Child abuse can also include grooming. This is behaviour where an adult tries to establish a relationship or other emotional connection with a child, to prepare them for a sexual relationship.

Child abuse does not have to involve physical contact or force. It can include: controlling a child through threats exposing a child to sexual material and sexual acts, exposing a child to family violence.

Child abuse can be perpetrated by any member of a community or a family member. Abuse can impact anyone and it is never the victim's fault.

For more information on sexual abuse and sexual assault visit Youth Central:

<http://www.youthcentral.vic.gov.au/know-yourrights/sexual-assault> .

### **What should I do if I have been abused or I feel unsafe?**

You should talk to an adult you trust. If you have been abused, or feel unsafe or threatened in any way you don't have to deal with this on your own. Abuse is never your fault and you should tell a trusted adult so you can get the help and support you need to feel safe and protected. Talking to someone won't get you in trouble. You can tell a teacher or any adult at your school. They will be able to help you.

### **What should I do if I think someone I know has been abused or is unsafe?**

You should talk to an adult you trust. Any staff member at your school will be able to help. You can also help your friend by encouraging them to tell a trusted adult.

### **What if my friend doesn't want to tell an adult?**

You should still tell an adult you trust on your friend's behalf. Even if your friend has specifically asked you not to tell an adult, you still should. It is more important to make sure that your friend is helped and feels protected.

### **What will happen if I tell an adult at the school that I feel unsafe, or that I know someone who is unsafe?**

You will be helped. Teachers and other adults at your school must listen to your concerns and help you. The information will not be shared with the person who is making you feel unsafe. Information will only be shared with people who can support and protect you. In some cases the people helping you are required by law to tell the police, the Department of Health and Human Services' Child Protection services and/or your family to prevent any further abuse, or risk of abuse.

### **What if I don't feel like I can talk to anyone at my school?**

You should still find a trusted adult to talk to. Abuse or feeling uncomfortable is too big to deal with on your own.

**There are many people who can support you to feel safe and protected. You can:**

- contact eHeadspace for advice online visit: [www.eheadspace.org.au/](http://www.eheadspace.org.au/) **Call 1800 650 890**
- contact KidsHelp Line: <https://kidshelpline.com.au/teens/> (24 hour web chat) **Call 1800 55 1800**
- Call or visit your local police station or call 000.
- Talk to your doctor, psychologist, social worker, Youth Support Worker or another trusted adult.

## COMPLAINTS AND APPEALS POLICY AND PROCEDURE

### Complaints and Appeals Policy

NCAT is committed to:

- / Providing an environment in which complaints or appeals are responded to promptly, with minimum distress and maximum protection to all parties.
- / To ethical and responsible management, and a visible, accessible and fair complaints or appeals handling process with a view to achieving mutually acceptable and fair outcomes.
- / Viewing client complaints and appeals as providing an opportunity to review and improve its policies and practices, and also to gain insight into levels of client satisfaction. Complaints and appeals will be viewed as opportunities for improvement.
- / Adopting an ethical and professional approach to handling complaints and appeals.
- / Respect for privacy and confidentiality wherever possible within the constraints of the need to fully investigate the complaint or appeal.
- / Mutually acceptable resolution being reached through negotiation, conciliation and/or mediation.
- / Providing information to students in a non-threatening way by providing the form on the NCAT website.

### Complaints and Appeals Procedure

Definitions:

- / A complaint can be made about any product or service provided by NCAT.
- / A complaint can be made about any third parties delivering services for NCAT.
- / An appeal is against a decision such as assessment result or complaint outcome.
- / Complaints and appeals are handled through the same procedure.

Students are encouraged to informally discuss a complaint or appeal directly with their Teacher/Trainer or VET Manager before the following formal process is undertaken:

- / A complaint or appeal must be submitted in writing on the NCAT Complaints and Appeals Form. NCAT will act on and begin investigating each complaint or appeal within 10 working days of lodgement.
- / A complaint about a third party RTO for example, First Aid training from another RTO must be discussed with the teacher of the course and the RTO Manager.
- / No complaint or appeal will be pre-judged.
- / Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party.
- / Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 2 weeks of the complaint/appeal being made.
- / Each complainant/appellant can only make one appeal.
- / If after exhausting the RTO's appeals process an appellant is still not satisfied with the outcome they can put their appeal in writing to the Director, North-Western Victoria Region of DET, Locked bag 2001, Coburg. VIC. 3058
- / If after arbitration the student is still not satisfied they can also contact the VRQA or use the VRQA website.
- / Each complaint or appeal and its outcome will be recorded in writing, discussed at the appropriate meetings (if required) and filed in an individual student's file.
- / All complaints and appeals will be noted in the Continuous Improvement Register and any actions recorded and the entry closed in the Register at the resolution of the complaint and appeal.

This procedure applies to all VET students including external VET students. In the case of external VET students, the student's home school may be involved in the resolution if necessary.

## RECOGNITION PROCESSES AND ACCESS TO RECORDS

### National Recognition

NCAT will recognise nationally recognised Statements of Attainment and Qualifications issued by other Registered Training Organisations. National Recognition will be done at no cost to the student and will not require any further assessment.

### Credit Transfer

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the Australian Qualifications Framework.

If a student is applying for credit transfer they must tick the credit transfer box on the enrolment form. They will then be issued with a Credit Transfer Application Form to complete. This form and the resultant outcome will be recorded and stored on the student file.

### Recognition of Prior Learning (RPL) for VET

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

The college will recognise a student's existing competence against the learning outcomes or competencies listed in a course. If a student believes they have achieved some or all of the learning outcomes or competencies of a course in which they have enrolled, they can apply for RPL. The student will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have. To apply, an application form should be completed and forwarded, with any supporting evidence, to the RTO Manager. The applicant will be interviewed and the application will be reviewed for verification against the competencies claimed. After verification has been completed the applicant will be notified of the assessment decision in writing and where applicable, credit will be given for the relevant outcomes/ modules. Applicants may appeal a decision. Appeals can be lodged with the Principal.

The fee for RPL will be \$100 per hour for conducting the assessment of the application.

### Access to Records for VET Students

Student participation and progress is monitored by NCAT teachers and trainers. Students are encouraged to talk to their teacher/trainer to gain access to this information. If individuals require access to their student files or want a Statement of Attainment of their progress to date they must apply in writing to the RTO Manager for NCAT students and for external students the VET Coordinator.

Any outstanding fees and charges must be paid prior to a certificate being issued.

If a student should require a re-print of a credential issued by NCAT this will incur a cost of \$50 and the appropriate form is available from the VET Coordinator or General Office.

## **ACCESS AND EQUITY**

NCAT is an equal opportunity education provider. The College values diversity and cultural differences, has a long-standing commitment to Social Justice and encourages the active participation by parents/ guardians students and the community in all aspects of the College. It provides a positive and supportive environment where differences in social or cultural backgrounds are celebrated and there is an expectation that all students can become successful and confident members of society.

In the post compulsory years and subject to the constraints of its physical and staffing facilities, NCAT attempts to offer enrolment in its programs including VET to all who meet course entry requirements. The opportunity for re-entry is provided for those students who have left the college earlier to pursue other programs and adults to study on a fulltime or part-time basis.

NCAT as a Senior College and RTO will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equal opportunity without discrimination. It will abide by all relevant legislation with regard to Equal Opportunity and Anti-Discrimination.

## **PRIVACY POLICY**

NCAT as a Senior College and RTO complies with both the Federal and relevant State Privacy Acts, and adheres to the following principles referred to in those Acts:

Collection of Data: NCAT will not collect personal information about an individual unless the information is necessary and it will be fair, lawful and not intrusive.

Use and Disclosure: NCAT will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information would reasonably expect. The NCAT may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual safety. Information will only be disclosed to an unrelated third party if permission is sought and received in writing from the individual concerned first.

Data: NCAT will take reasonable steps to ensure that the personal information collected it uses or discloses, is accurate, complete and up-to-date. It will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

## **REFUND POLICY FOR TRAINING FEES AND OR MATERIALS CHARGES**

For NCAT students over 21 years of age who have paid training fees:

- / If student withdraws prior to course commencing full refund, less \$50 administration fee
- / If student withdraws within 14 days from enrolment: 50% of course fee refunded for that semester and 100% of the second semester.
- / If student withdraws after Term 1: no refund.

Material Charges Refund – this applies only to NCAT students. It is not applicable to VET students from external schools.

- / If a student withdraws prior to course commencing or within 14 days of enrolment full refund, less \$50 administration fee
- / If student withdraws after 14 days of Term 1 - 50% materials charges refunded for that semester and 100% of the second semester.
- / If student withdraws after 14 days of Term 1 but before the end of term - refund of 100% of second semester.
- / If student withdraws after Term 1: no refund.

To obtain a refund please fill out the Refund of Material Charges form available from the Assistant Business Manager and provide a copy of your receipt.

## **INDUSTRY ENGAGEMENT and CONTINUOUS IMPROVEMENT**

NCAT Vocational Education Training (VET) courses are well informed by the needs of industry and education stakeholders related to each program. Feedback and advice about current and future developments that will assist in improving the quality of the Training and Assessment of our Vocational Education and Training courses are an important part of our Continuous Improvement procedures.

Regular course improvement feedback activities and events occur during every year for each industry area. These vary from year to year and are usually related to reinforcing established industry relationships in support of structured work placement and apprenticeships or employment opportunities for graduating students. Opportunities are also regularly sought for industry visits and skills up-dates and practice to assist trainers in maintaining industry currency.

NCAT is committed to continuous improvement of its operations and requires you (and possibly your employer) to complete feedback questionnaires during the course of your training. These will be simple and short and the College encourage honesty in your comments so that the College has the best opportunity to improve our training services.

## **STRUCTURED WORKPLACE LEARNING (SWL)**

Structure Workplace Learning is strongly supported and an important part of NCAT VET programs. All students enrolled in Technology programs are required to attend a minimum two-week work placement during the course.

The primary responsibility for securing an appropriate Structured Workplace Learning placement lies with the VET students in consultation with their Careers Coordinator. External students doing VET programs at NCAT will arrange their SWL in consultation with their Home School.

Policies and procedures related to SWL are dictated by the Department of Education and Training (DET) and are formally arranged through the college or, for external VET students, their Home School.

NCAT expects Home Schools to provide evidence that the placement has been assessed as safe and appropriate and that all Department of Education Training Structured Workplace Learning contract forms have been sighted by all parties prior to commencement of placement.

Students completing an SWL placement are expected to complete a workplace journal (signed off by both the workplace supervisor and the NCAT RTO visiting trainer).

## **VET PROGRAMS RUN BY NCAT**

As a Registered Training Organisation (National Code 6736), NCAT provides training in the following VET programs.

### VET ARTS

- CUA20113 Certificate II in Dance
- CUA31015 Certificate III in Screen and Media (Multimedia)
- CUA31015 Certificate III in Screen and Media (Video stream)
- CUA20615 Certificate II in Music Industry
- CUA30915 Certificate III in Music Industry (Performance)
- CUA30915 Certificate III in Music Industry (Sound Production)

CUA20715 Certificate II in Visual Arts  
CUA31115 Certificate III in Visual Arts  
CUA41315 Certificate IV in Visual Arts  
CUA40715 Certificate IV in Design  
CUA40915 Certificate IV in Music Industry (Performance)  
CUA40915 Certificate IV in Music Industry (Sound Production)  
CUA41115 Certificate IV in Photography and Photoimaging  
CUA50915 Diploma in Photography and Photoimaging

#### VET TECHNOLOGIES

22015VIC Certificate II in Automotive Studies (Pre-vocational)  
22216VIC Certificate II in Building and Construction (Carpentry) Preapprenticeship  
22261VIC Certificate II in Electro-Technology Studies (Pre-vocational)  
22289VIC Certificate II in Integrated Technologies  
22209VIC Certificate II in Engineering Studies  
MSF20313 Certificate II in Furniture Making  
22304VIC Certificate II in Plumbing (Pre-apprenticeship)  
22305VIC Certificate III in Musical Instrument Making and Maintenance (Guitar)  
22306VIC Certificate IV in Musical Instrument Making and Repair (Guitar)

#### VET SPORTS LEADERSHIP

SIS30115 Certificate III in Sport and Recreation

#### **KEY NCAT STAFF MEMBERS**

NCAT Principal	Raffaella Galati-Brown
NCAT Assistant Principals	Ian Allan, Michelle Andrews
NCAT RTO Quality Manager	Louise Terranova
NCAT VET Coordinator	Mauricio Diaz-Chavarro
NCAT Senior School Leader	Michelle Andrews
NCAT Technology Executive Manager	Daniel Knott
NCAT Technology Programs Leader	Anthony Gasson
NCAT Careers Coordinator	Ian McKey
NCAT Youth Support Officer	Leanne Peros

#### **NCAT CONTACT DETAILS**

Northern College of the Arts & Technology  
62 Murray Road, Preston, Victoria 3072

NCAT Reception Phone: 03 9478 1333

NCAT Fax: 03 94710929

NCAT Email: [ncat@edumail.vic.gov.au](mailto:ncat@edumail.vic.gov.au)

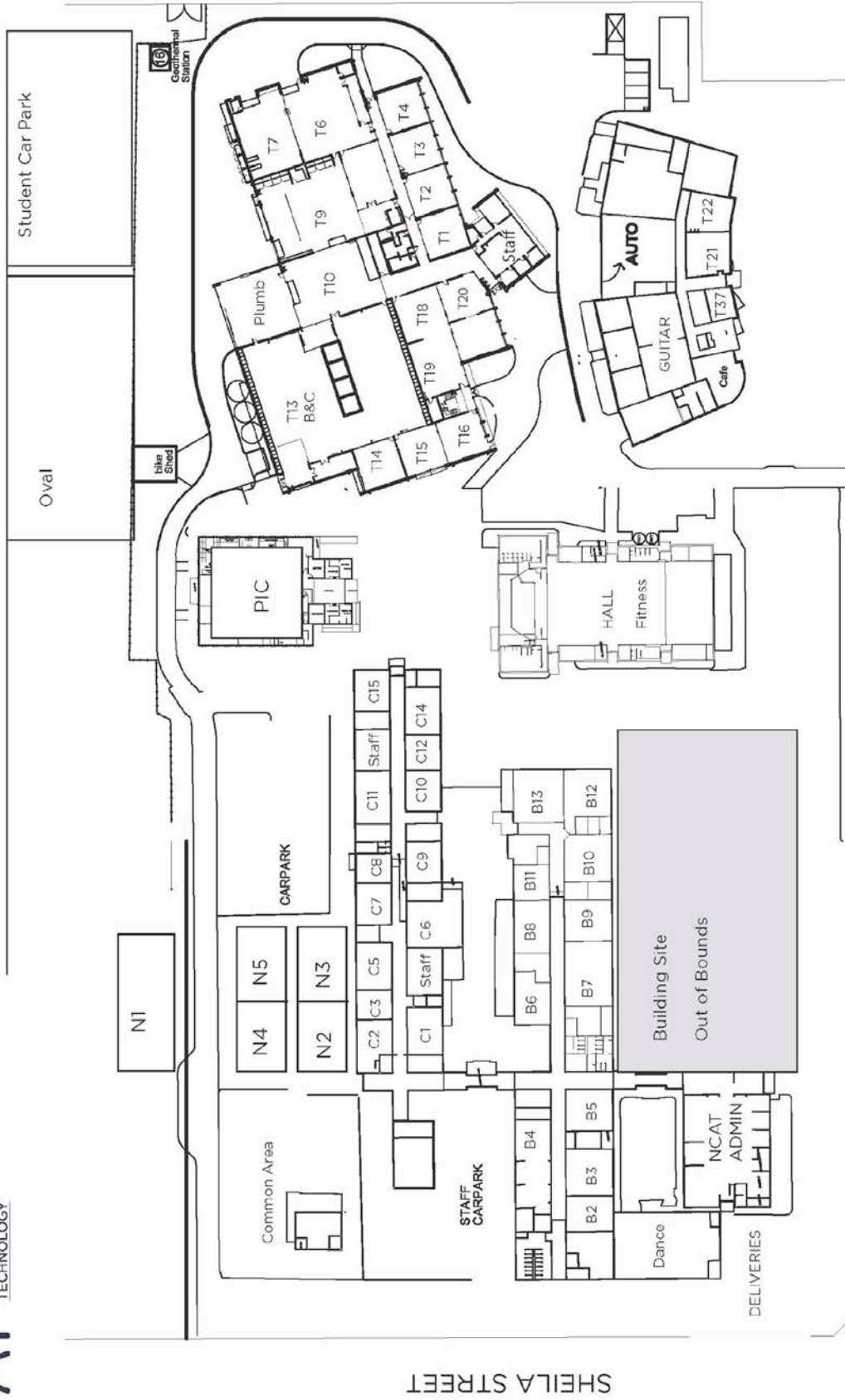
NCAT Webpage: <http://ncat.edu.au>

NCAT Facebook Page: <https://www.facebook.com/NCATeducation>

NCAT Twitter Account: @NCATeducation

NCAT Instagram: ncateducation

Jensen Road - Student Car Park Entrance / Exit



62 MURRAY ROAD, PRESTON

## NCAT ICT - ACCEPTABLE USAGE AGREEMENT - STUDENT DECLARATION

I agree to be a safe, responsible and ethical user of digital technologies and the internet at all times, by:

- / Not tampering with or rearranging computer equipment.
- / Not tampering with the systems set-up, adding or removing software, uploading viruses or attempting to hack into the College system.
- / Not downloading unauthorised programs, including games
- / Not interfering with network systems and security, the data of another user or attempting to log into the network with a user name or password of another student.
- / Not transmitting of offensive, threatening or abusive information to other people's files, computer, or mobile. This includes file names and leaving files or information on the desktop. Only printing material that is related to my training.
- / Respecting others and communicating with them in a supportive manner; never writing or participating in online bullying (e.g. forwarding messages and supporting others in harmful, inappropriate or hurtful online behaviours).
- / Protecting my privacy; not giving out personal details, including my full name, telephone number, address, passwords and images.
- / Protecting the privacy of others; never posting or forwarding their personal details or images or video without their explicit consent or using images of video which makes fun of others or which may damage their reputation or that of NCAT.
- / Talking to a staff member if I personally feel uncomfortable or unsafe online.
- / Talking to a staff member if I see others participating in unsafe, inappropriate or hurtful online behaviours.
- / Carefully considering the content that I upload or post online; knowing that this is a personal reflection of who I am and what people think of me.
- / Handling ICT devices with care and notifying a teacher of any damage or required attention.
- / Abiding by copyright and intellectual property regulations; requesting permission to use images, text, audio and video and cite references where necessary.

In addition, when I use my personal mobile devices (including my phone) I agree to be a safe, responsible and ethical user at all times, by:

- / Keeping devices on silent or off during class times, (except when approved as part of a class); only making or answering calls or messages outside of class times.
- / Respecting the privacy of others; only taking photos or recording sound or video when others are aware and formal consent has been provided as part of an approved lesson.
- / Respecting and communicating with others in a supportive manner, including outside college hours and in social contexts by not making, displaying, transmitting or storing offensive, threatening or abusive comments, messages or images on or via mobile phones or social media.
- / Obtaining appropriate (written) consent from individuals who appear in images or sound and video recordings before forwarding them to other people or posting/uploading them to online spaces.

### ACKNOWLEDGEMENT:

This Acceptable Use Agreement applies to all digital technologies and environments, including (although not limited to):

- |   |  |
|---|--|
| / school owned ICT devices (e.g. desktops, laptops, printers, scanners) | / blogs or micro-blogs (e.g. Twitter)                          |
| / mobile phones and student owned devices                               | / video and photo sharing websites (e.g. YouTube, Tumblr etc.) |
| / email and instant messaging   | / forums, discussion boards and groups (e.g. Google groups)    |
| / internet, intranet  | / wikis (e.g. Wikipedia), vod and podcasts                     |
| / any social networking sites   | / video conferences and web conferences.                       |

This Acceptable Use Agreement applies when digital technologies are being used at NCAT, during College excursions, at camps and extra-curricular activities, and at home in relation to college work.

## NCAT ICT ACCEPTABLE USAGE - STUDENT AGREEMENT

I understand and agree to comply with the terms of acceptable use and expected standards of behaviour set out within this agreement.

I understand that there will be a range of consequences if I do not behave appropriately. Depending on the severity of my action, this may include detention, suspension and in very serious breaches, termination of enrolment at NCAT.

STUDENT NAME: \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_

PARENT/GUARDIAN NAME (If aged under 18): \_\_\_\_\_

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## NCAT VET & GENERAL HANDBOOK STUDENT AGREEMENT

I have read and understood the NCAT VET and General Student Handbook and the policies and procedures within, and I agree to follow them in a manner that is acceptable to Northern College of the Arts and Technology. I will always behave in an appropriate way, according to the College Behaviour Code and its policies and procedures.

I understand that being part of the Northern College of the Arts and Technology as either a full time, part time or external VET student is a privilege and that failure to abide by the rules as set out in this handbook will mean disciplinary action or loss of enrolment.

I agree not to smoke on the school premises, around and inside cars parked on College premises or at any of the front gates or along the front of the College.

If I am in Years 10-12 or an external VET student with classes spanning recess and/or lunchtime, I agree to not go out of the College grounds during the college day.

I agree to abide by the College dress code and take special note regarding no hoodies on the head once inside the College grounds.

I have also read and understood the Refund Policy.

I agree that photos/video of me can be taken by the college for promotional purposes but these photos/videos cannot be used or published in any way without my written consent on the Photographic & Digital Recording Authorisation form.

STUDENT NAME: \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_

PROGRAM/GROUP: \_\_\_\_\_

DATE: \_\_\_\_\_

PARENT/ GUARDIAN NAME (If aged under 18 years): \_\_\_\_\_

PARENT/ GUARDIAN SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_