

NC
AT

NORTHERN COLLEGE
OF THE ARTS &
TECHNOLOGY

NCAT STUDENT HANDBOOK 2023

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NCAT VET & GENERAL HANDBOOK

PROFESSIONAL PRACTICE AND PERSONAL CONDUCT

Being a Senior College and a Registered Training Organisation (RTO No 6736), we provide an adult learning environment **and have the same expectations regarding students' professional practice and personal conduct in the college as would be expected at a workplace.**

At NCAT we expect students to behave and apply themselves to their work in a respectful, safe, and disciplined way.

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

Acknowledging other students' and staff's right to be able to work in a respectful, 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 will result in serious consequences which may lead to the termination of enrolment.

COLLEGE MISSION

To provide a dynamic learning environment that engages students, embraces diversity and empowers young people to excel and pursue their passions and pathways.

COLLEGE VALUES

NCAT has a set of values it expects every member of the college to uphold:

- / **Respect** for each other and the environment
- / **Originality** of thought and action
- / **Courage** to embrace challenges
- / **Knowledge** to seek, question and achieve
- / **Support** through relationships and teamwork

REVIEW OF PERFORMANCE, PROGRESS 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 agreements requesting that you make the necessary changes to improve your performance. The process may culminate in a meeting with the co-ordinator and parents/carers to review your position in the course, if the concerns with your personal conduct continue to undermine your progress.

The College provides two Progress Reports in Term 1 including a student/parent/teacher conference day towards the end of Term; a progress report and semester report in Term 2; a progress report in Term 3 and another parent/teacher/student conference in late August and then a second semester report in Term 4. These are published on Compass.

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 and the college
- / 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 other 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 and termination of enrolment. Bullying is dealt with according to the College's anti-bullying policy.

HANDS OFF APPROACH

Appropriate conduct for the NCAT learning environment/workplace also involves:

Students and staff maintaining a "hands-off" approach so that:

1. The learning /workplace environment is professional and respectful
2. There can be no confusion as to whether or not there is actual consent for physical contact
3. All members of the college community feel comfortable and safe and have their personal and communal space respected.

What this looks and **sounds like** is:

- / Students and staff asking if it is ok to make physical contact (consent)
- / Students and staff being able to greet or farewell each other with a handshake or quick embrace/hug.
- / When a student is upset or distressed there might be physical contact such as hand on or around shoulder to give comfort
- / What this will not look like is:
 - / Prolonged hugging or embracing
 - / Wrestling or play/mock fighting
 - / Slapping or hitting
 - / Kissing
 - / Lounging, leaning on or sitting on each other.

DRESS CODE

This Dress Code applies to everyone (except Pre-App & 10T students who have a designated uniform).

NCAT is a leading educational institution. It provides for a professional, adult learning environment. 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 and Sun-Smart guidelines. Also, in our culturally diverse community we are committed to being mindful of the sensitivities of others.

In summary this means wearing clothing that is:

- Not offensive
- Not too short or brief and which doesn't expose too much skin

- / Students must have appropriate footwear and clothing for the area.
- / Most classes require students to wear closed shoes and appropriate clothing for OH&S compliance/safety reasons.
- / Thongs/flip-flops/slip-on shoes are not permitted.

- / All students must dress appropriately and wear Sun-Smart clothing.
Sun-Smart clothing includes:
 - a shirt or top that covers the shoulders, upper arms and is not low cut
 - longer shorts and skirts that cover to mid-thigh
 - sun protective hats are recommended for all outdoor activities
- / Singlets are not appropriate at any time nor are sleeveless tops, cropped tops or sheer clothing.
- / Leggings/active wear/jeggings are to be worn with a top that covers to the thigh
- / Underwear should not be showing.
- / No inappropriate or offensive print is accepted on clothing. For example, no swear words, slogans or images that are drug or alcohol related, sexist, racist, homophobic or transphobic.
- / No wearing of hoodie on head once in the college grounds or inside college buildings. On very cold days students may have their hood on when outside.

If you are unsure about the dress code please talk to your Program Leader, Coordinator or the Assistant Principal.

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

TERM DATES 2023

Term 1:
Year 10s start 31/01/2023
Yr 11/12s start 1/02/2023
Term 1 ends 6 April
Term 2: 24 April to 23 June
Term 3: 10 July to 15 September
Term 4: 2 October to 20 Dec

PUBLIC HOLIDAYS 2024

Labour Day: 13 March
Easter Monday: 18 April
ANZAC Day: 25 April
Queen's Birthday: 12 June
Melbourne Cup: 7 Nov

*Some subjects have late classes:

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

VCE English has a period 7 (3.30-4.20pm) on either a Monday or Thursday after school.

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:

VET 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

A number of VET Arts programs run on Wednesday from 1.30pm-5.00pm.

ATTENDANCE

Students must attend all classes and will be at risk of an unsatisfactory result or non-completion if they attend less than 90% of classes. For VET & VCE VM programs, since much of the work requires being present and completing tasks in class and/or use of industry level equipment and training available only at NCAT, non-attendance will jeopardise successful completion of the VET or VCE VM certificate.

Absence notices are sent to parents via SMS at 9.30am. All absences must be accounted for on Compass. Parents can do this directly or they can email or call the college.

SMOKE-FREE & VAPE FREE WORKPLACE

Department of Education Training (DET) regulations state that no one may smoke or vape on College premises. This also includes smoking/vaping 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/vape 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

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.

FACILITIES

- / Study Centre is located at the end of B Corridor. It has PCs for study and homework. For VCE Year 12 there is also a study room in C wing.
- / Toilets are located in all buildings. There are ambulant and unisex toilets in both B and C corridors.
- / Water stations for drinking and filling water bottles are located at various entry points in A, B and C wings.

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 other than a water bottle is allowed in classrooms during classes.

LOCKERS & VALUABLES

Year 10-12 students will be allocated a locker. Lockers must be secured with a padlock or combination lock supplied by students. They must be kept clean and not defaced or graffitied by students. The College does not take responsibility for lost or stolen mobile phones, electronic or digital devices or other valuables brought to the college.

MOBILE PHONES

The DET Mobile Phone Policy requires all students at Victorian schools to switch off their mobile phones/smart watches from arrival at school to when they leave the premises and store them securely in their lockers from the start of the school day until their classes are finished.

SKATEBOARDS & SPORT EQUIPMENT

Skateboards and blade scooters are not to be brought to NCAT as they are banned.

Sporting equipment such as balls of any sort, cricket bats are not permitted inside the corridors or classrooms. If students bring sports equipment to the College, they are to be kept in lockers or bags or are to be left in staff offices or storerooms during class time.

BIKES & BIKESHED

The college has a bike shed for anyone riding a bike to NCAT. Students must wear a bike helmet travelling to and from the college. Students will need a key to access the bike shed which is at the rear of the Technology building. A deposit of \$5 is required for the key which can be obtained from the General Office. This will be refunded at the end of the year.

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. The College also employs a part-time Mental Health Practitioner. See your Teacher, Program Coordinator or Youth Support Officer for assistance.

STUDENT LEADERS (10-12)

NCAT values Student voice, leadership and agency in their learning and across the college. Student Leaders are elected by students across all year levels and program areas. They meet weekly, establish action team around issues of importance to students and provide input into school policies and strategies for continuous school improvement.

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

Drop off and pick up is not permitted inside the college grounds. Car parking for students is in the car park at the rear the college behind the C Wing Building – enter via Sheila Street. Students must apply for a car parking permit and sign an agreement regarding conditions for the permit. Students must take extreme caution at all times and keep to the speed limit of 10 km/hour. Infringements of any kind will be dealt with severely. Students in Years 11 and 12 are not permitted to sit in their cars during the school day.

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 teachers/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/

/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, & ELECTRONIC DEVICES

Students should be aware that computers, iPads, tablets 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.

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 expects students to behave respectfully and responsibly when using social media and abide by the NCAT ICT Agreement signed on enrolment.

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.

ANTI DISCRIMINATION AND ANTI 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 websites, 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 or Anti-Straight bullying consists of any overt or covert intimidation or harassment of any kind of students because they may be gay, bisexual, transgendered or straight.

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 – e.g. 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.

For the full copy of the College's Bullying Prevention Policy see <https://ncat.vic.edu.au/wp-content/uploads/2022/10/NCAT-Bullying-Prevention-Policy-.pdf>

Other related policies

Student Wellbeing and Engagement Policy

<https://ncat.vic.edu.au/wp-content/uploads/2022/10/NCAT-Student-Wellbeing-and-Engagement-Policy-1.pdf>

NCAT Inclusion and Diversity Policy

https://ncat.vic.edu.au/wp-content/uploads/2022/09/ncat_inclusion_and_diversity_policy.pdf

NCAT Statement of Values and Philosophy

https://ncat.vic.edu.au/wp-content/uploads/2022/09/ncat_statement_of_college_values_and_philosophy.pdf

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.eheadspspace.org.au/ Call 1800 650 890
- contact KidsHelp Line: <https://kidsline.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

The full Complaint Policy and Procedure is available at https://ncat.vic.edu.au/wp-content/uploads/2022/09/ncat_complaints_policy_procedure.pdf

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 with no charge for internal or external stages.
- / Mutually acceptable resolution being reached through negotiation, conciliation and/or mediation
- / 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.
- / Allowing parties who have used the procedures to access records relevant to their case but otherwise keeping record confidential.
- / 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 an academic matter (product) or a non-academic matter (service) provided by NCAT
- / Academic matters relate to student progress, assessment results, curriculum and qualification awards.
- / Non-academic matters include matters relating to enrolment and personal information held by the provider.
- / A complaint can be made about any third parties delivering services for NCAT.
- / An appeal is against a decision such as an 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 to the RTO Manager.
- / Within 10 working days of lodgement NCAT will act on and begin investigating each complaint or appeal.
- / 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 their case and be represented by a third party.
- / Each party can be accompanied or assisted by a third party, at the party's cost
- / Within 2 weeks of the complaint/appeal being made each complainant/appellant will be given written notice of the decision and the reasons and advice about how to have the decision reviewed.
- / This decision can be appealed to the Assistant Principal and the Principal who will consult with an internal committee for the appropriate expertise knowledge if need be.
- 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 Phone: 1300 338 691 email: nwvr@education.vic.gov.au
- / If after arbitration the student is still not satisfied they can also contact the VRQA or use the complaints page on the VRQA website. <https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>
- / Each party can be accompanied or assisted by a third party, at the party's cost.
- / 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.
- / Each party to the appeal will be given written notice of the review.
- / Students can access documents relating to this on request.
- / 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.

Where appropriate, NCAT may seek to resolve a complaint by:

- / an apology or expression of regret
- / a change of decision
- / a change of policy, procedure or practice
- / offering the opportunity for student counselling or other support, other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, NCAT may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

RECOGNITION PROCESSES AND ACCESS TO RECORDS

National Recognition

NCAT recognises Statement of Attainments and Qualifications issued by other Registered Training Organisations.

Credit Transfer

A student may want to have unit of competency recognised in another qualification that may be of a different AQF level. Providing the qualification packaging rules allow it, an RTO must accept and provide credit to the student for that unit of competency.

If a student wants to be considered for Credit Transfer, they must tick the credit transfer box on the enrolment form and provide the Statement of Attainment or Certificate with the unit of competency listed as evidence. Credit transfer is offered for a unit of competency or module, but not for a qualification.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that recognises the skills and knowledge gained through formal training, work, community activities and life experiences. The process determines the outcomes of the learning which has occurred. The extent to which a person has the acquired learning outcomes, competency outcomes or standards for units of competencies, a qualification or accredited course is assessed during the process. RPL gives you credit for the learning. Talk to the course coordinator or the NCAT RTO Manager about RPL. Fees apply. See the website for more information.

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 access this information. If individuals require access to their student files or want a transcript of their progress to date they must apply in writing to the RTO Manager for NCAT students and for external students the VET Coordinator.

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/carers, 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. See https://ncat.vic.edu.au/wp-content/uploads/2022/09/schools_privacy_policy_0.pdf for DET School's Privacy Policy.

WITHDRAWAL PROCESS AND PROCEDURES

If you are considering withdrawing from your course or any part of your course, we suggest you talk to the course coordinator and/or the Careers Coordinator first.

NCAT Students: If you decide to withdraw the course coordinator will organise the paperwork. For VET Student Loan students, after talking to your course coordinator please notify the RTO Manager in writing.

For external students: Student must notify their home school VET coordinators. Once authorised the home school VET Coordinator must remove student from the relevant portal (NMVC or INVC).

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% parent payment charges refunded for that semester and 100% of the second semester.
- / If student withdraws after 14 days of Term 2 but before the end of term - refund of 100% of second semester.
- / If student withdraws after Term 2: 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 (RTO 6736), NCAT provides training in the following VET programs.

VET ARTS

MST20616 Certificate II in Applied Fashion Design and Technology
CUA20120 Certificate II in Dance
CUA31020 Certificate III in Screen and Media (Multimedia)
CUA31020 Certificate III in Screen and Media (Video stream)
CUA20620 Certificate II in Music
CUA30920 Certificate III in Music (Performance)
CUA30920 Certificate III in Music (Sound Production)
CUA20720 Certificate II in Visual Arts
CUA31120 Certificate III in Visual Arts
CUA41320 Certificate IV in Visual Arts
CUA40720 Certificate IV in Design
CUA40920 Certificate IV in Music (Performance)
CUA40920 Certificate IV in Music (Sound Production)
CUA41120 Certificate IV in Photography and Digital Imaging
CUA50920 Diploma in Photography and Digital Imaging
CUA51120 Diploma in Visual Arts

VET TECHNOLOGIES

AUR20720 Certificate II in Automotive Vocational Preparation
22338VIC Certificate II in Building and Construction (Carpentry) Preapprenticeship
22499VIC Certificate II in Electrotechnology Studies (Pre-vocational)
22586VIC Certificate II in Integrated Technologies (Pre-vocational)
22470VIC Certificate II in Engineering Studies
MSF20516 Certificate II in Furniture Making Pathways
22569VIC Certificate II in Plumbing (Pre-apprenticeship)
22563VIC Certificate III in Musical Instrument Making and Maintenance
22564VIC Certificate IV in Musical Instrument Making and Repair

VET SPORTS

SIS30115 Certificate III in Sport and Recreation

KEY NCAT STAFF MEMBERS

Principal	Raffaella Galati-Brown
Assistant Principal	William Donaldson
RTO Quality Manager	Nikola Sharp
VET Coordinator	Mauricio Diaz-Chavarro
Technology Executive Manager	Matt Natsis
Technology & Maths/Science Leader	Michael Stewart
VCE Leader	Megan O'Donnell
VCE Vocational Major Leader	Alex Tsenalidis
Art Immersion Coordinator	Kylie O'malley
Head of Music	Zac Lister
Dance Coordinator	Lee-Anne Di Stefano
Careers Coordinator	Ian McKey
Youth Support Officer	Leanne Peros
Mental Health Practitioner	Susannah Gordon
Yr 10 Coordinators	TBC

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@education.vic.gov.au
NCAT Webpage: <http://ncat.edu.au>
NCAT Facebook Page: <https://www.facebook.com/NCATeducation>
NCAT Twitter Account: @NCATeducation
NCAT Instagram: ncateducation

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 or 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 username 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 or 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 or 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 mobile phone off and in my locker during school hours. If using iPads, personal laptop, then only as approved by the teacher.
- / 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) | / video and photo sharing websites (e.g. YouTube, Tumblr etc.) |
| / mobile phones and student owned devices | / forums, discussion boards and groups (e.g. Google groups) |
| / email and instant messaging | / wikis (e.g. Wikipedia), vod and podcasts |
| / internet, intranet | / video conferences and web conferences. |
| / any social networking sites | |
| / blogs or micro-blogs (e.g. Twitter) | |

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.

Where do I go or who do I see for?

- Issues with other students or teacher
- Problems with your locker
- Issues with equipment
- Programs or Subjects

**FORM TEACHER
OR
COORDINATOR**

- Wellbeing/Mental Health
- Significant personal issues

**YOUTH SUPPORT WORKER
OR
GENERAL OFFICE (THEY WILL FIND
SOMEONE FOR YOU IF URGENT)**

- Careers or pathways
- Work Experience
- Work Placement

**CAREERS/
PATHWAYS COORDINATOR
COORDINATOR
YOUR WRS TEACHER**

- School Policies
- Review of policies or rules
- Safety Concerns
- Ideas forevents

**STUDENT LEADERSHIP TEAM
STUDENT LEADERSHIP, VOICE &
AGENCY COORD
ASSISTANT PRINCIPAL**

- Lost Property
- Feeling unwell/injured
- First Aid
- Bike shed
- Arriving late or leaving early
- Need to contact a parent or guardian
- Connecting your device to the network
- Logging in to network
- Parking permit

GENERAL OFFICE

STILL NOT SURE? HEAD TO THE GENERAL OFFICE

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 will keep my mobile off at all times during the college day.

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 involve removal of internet access or printing privileges or require handing my mobile phone to the office for a period of time. Serious breaches may include detention, suspensions or other consequences as outlined in the school's *Student Wellbeing and Engagement & Bullying Prevention* policies.

STUDENT NAME: _____

STUDENT SIGNATURE: _____

PARENT/GUARDIAN NAME (If aged under 18): _____

PARENT/GUARDIAN SIGNATURE: _____

DATE: _____

NCAT GENERAL & VET STUDENT HANDBOOK AGREEMENT

I have read and understood the NCAT VET and General Student Handbook and the policies and procedures within. 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 as outlined in our *Student Wellbeing and Engagement* and *Bullying Prevention* and can lead to loss of enrolment.

I agree not to smoke or vape 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 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 as outlined in this handbook.

I understand that cheating and plagiarism is not acceptable.

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: _____