

NC  
AT

NORTHERN COLLEGE  
OF THE ARTS &  
TECHNOLOGY

# TERTIARY HANDBOOK 2023

Registered Training Organisation (RTO) 6736  
[ncat.vic.edu.au](http://ncat.vic.edu.au)

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## TERTIARY STUDENT 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.

As an RTO we aim to assist students to make the transition from the course to work or further training 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 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 WHS requirements. Use of inappropriate language or behaviour may result in the termination of enrolment.

### DRESS CODE

Clothing worn by students should be neat-casual and in a style appropriate to a professional workplace. It must also meet Work Health and Safety obligations. Also, in our culturally diverse community we are committed to being mindful of the sensitivities of others.

Specifically:

- / Students must have appropriate footwear and clothing for the area.
- / Singlets are not appropriate at any time nor is clothing that exposes the chest or midriff.
- / No inappropriate or offensive print is accepted on clothing. For example, no slogans or images that are drug related, sexist, racist, homophobic or transphobic.
- / No wearing of hoodie on head once in the college grounds or inside college buildings.

### PUNCTUALITY AND LATENESS TO CLASS

It is important that you are on time. If you are unsure of the start time, please check your class time with the coordinator.

If you are unavoidably delayed, please advise your teacher as soon as possible before your starting time or contact the college on 9478 1333.

## 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

### VIC TERM DATES 2023

Term 1:	30 January to 6 April
Term 2:	24 April to 23 June
Term 3:	10 July to 15 September
Term 4:	2 October to 20 December

### PUBLIC HOLIDAYS 2023

Labour Day:	13 March
ANZAC Day:	25 April
King's Birthday:	12 June
Melbourne Cup:	7 Nov

## ATTENDANCE

Much of your coursework 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 your course.

Please notify the Course Coordinator or college via email [ncat@education.vic.gov.au](mailto:ncat@education.vic.gov.au) or Tel 9478 1333 if you are going to be absent for any reason.

## VAPING/ SMOKING

The Tobacco Act 1987 bans smoking or vaping on school premises or within 4 metres of any pedestrian access point to school premises. It is illegal for any person:

- to possess an e-cigarette containing nicotine, unless they have a doctor's prescription
  - to sell, barter or exchange any type of tobacco or e-cigarette product to a person under 18 years of age
- Vaping or smoking at NCAT or along the Murray Rd frontage is completely banned.

## WORK HEALTH AND SAFETY (WHS)

NCAT has WHS requirements that must be followed by all staff and students. Personal protective equipment (PPE) must be worn where required and safety procedures must be followed. You will be made aware of these procedures and will be expected to always follow them.

## CAFÉ

There is an excellent café on site, providing reasonably priced coffee, tea, and hot & cold food during recess and lunchtime. The café staff are happy to accommodate special dietary needs. The café is air-conditioned and has comfortable indoor and outdoor seating.

## PARKING

Car parking is provided for Tertiary students behind C wing. This is accessed via the side street (Sheila St). You will be required to complete a parking form and will be issued with a parking sticker for your car.

Disabled parking is available near the access ramp at the front of the school (on the corner of Murray Road and Sheila Street). Please remember that this is a senior secondary school site with a lot of foot traffic and when driving, you are required to always take extreme caution. See staff for any special parking requirements.

## TOILETS

There toilets are in the NCAT Photography building, near the café in the Technology building (female, male toilets, unisex and disabled toilets), or in the C Wing corridor. The C wing toilets are unisex.

## STUDENT CONCESSION

Students are issued with a student card early in the year.

## TERTIARY TRAVEL CARDS

NCAT is registered for the PTV Tertiary Travel cards. Please complete the forms found on their website. Take the completed forms to the NCAT College reception office for office staff to sign.

<https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/tertiary-students/>

## STUDENT WELLBEING AND LEARNER SUPPORT

For learner support students should see their subject teacher. The course coordinator is the point of contact for broader learner support, difficulties with language, literacy or numeracy or extra support for wellbeing.

### MOBILE PHONES

Mobile phones are only allowed in classes for the tertiary students. It would be appreciated if you could generally keep them out of sight when in the college environs in so not advertise this exception that we have made. Phones should be turned to silent during class times. They must be turned off and be stored out of sight when in the workshops. You must not display, transmit or store offensive, threatening or abusive comments, texts, or images on mobile phones.

### 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 always respected. No form of discrimination or bullying is acceptable in such an environment.

### 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 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 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, Locked bag 2001, Coburg. VIC. 3058
- / If after arbitration the student is still not satisfied they can also contact the VRQA or use the complaints page on the VRQA website.
- / 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**

When we carry out a pre training review and interview applicants the potential for Credit Transfer, Mutual Recognition and RPL is assessed. If, after commencing the course, you believe something has been missed please contact your coordinator or the RTO Manager.

### National Recognition

NCAT will recognise nationally recognised Statements of Attainment and Qualifications issued by other Registered Training Organisations. There is no cost to the student.

### 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. The resultant outcome will be recorded and stored on the student file and will be discussed with the student.

Applicants may appeal a decision. Appeals can be lodged with the principal as per the Complaints and Appeals procedure.

### Recognition of Prior Learning (RPL)

According to the 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.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

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

## **ACCESS TO RECORDS**

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 Quality Manager.

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 for Certificates or \$25 for Statement of Attainments. Contact the General Office to request any re-prints.

## **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. It provides a positive and supportive environment where differences in social or cultural backgrounds are celebrated.

In the post compulsory years and subject to the constraints of its physical facilities and staffing capabilities, NCAT attempts to offer enrolment in its programs including VET to all who meet course entry requirements.

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 about Equal Opportunity and Anti-Discrimination.

## **PRIVACY POLICY**

As a Registered Training Organisation (RTO) NCAT 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. 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.

## **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 first.

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

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

For NCAT students 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 for students covered through the SRP

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 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 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.

### **NCAT ICT - ACCEPTABLE USAGE AGREEMENT - STUDENT DECLARATION**

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

- / Not tampering with the systems set-up, adding, or removing software, uploading viruses or attempting to hack into the College system.
- / Not transmitting of offensive, threatening or abusive information to other people's files, computer, or mobile.
- / Protecting the privacy of others; never posting or forwarding their personal details or images or video without their explicit consent or which may damage their reputation or that of NCAT.

Abiding by copyright and intellectual property regulations; requesting permission to use images, text, audio and video and cite references where necessary.

### **KEY NCAT STAFF MEMBERS**

Principal	Raffaella Galati-Brown
Assistant Principal	William Donaldson
RTO Quality Manager	Louise Terranova

#### Course Coordinators

Create	Tracy Paterson
Folio Preparation	Tracy Paterson
Musical Instrument Making	Bon Nardella
Music	Zac Lister
Photography	Irene Alessandro

### **NCAT CONTACT DETAILS**

Northern College of the Arts & Technology  
62 Murray Road, Preston, Victoria 3072  
NCAT Reception Phone: 03 9478 1333



NCAT Fax: 03 9471 0929

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

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