



ATWEA COLLEGE

UNLOCKING POTENTIAL

STUDENT
HANDBOOK



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Section 1: Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or Atwea College policy may impact on the currency of information included. Atwea College reserves the right to vary and update information and we will make all reasonable endeavours to inform students if this occurs.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Atwea College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: Atwea College 0249254200.

The Learner Handbook demonstrates Atwea College's commitment to providing high quality vocational education and training to the Standards for Registered Training Organisations (RTO) 2015. Atwea College employees respect and adhere to policies and procedure to meet these standards.

1.1: Campus Contacts

Head Office:

150 King Street, Newcastle 2300
Telephone: 0249254200
Email: training@atwea.edu.au
Website: www.atwea.edu.au

Newcastle Campus:

100 Laman St, Newcastle 2300
Telephone: 0249254200
Email: training@atwea.edu.au
Website: www.atwea.edu.au

Cessnock Campus:

9B Hall St, Cessnock 2325
Telephone: 0249254200
Email: training@atwea.edu.au
Website: www.atwea.edu.au

Tuncurry Campus:

Cnr Manning and Lake Streets
Tuncurry 2428
Email: training@atwea.edu.au
Website: www.atwea.edu.au

Section 2: About Us

Atwea College provides many ways for people of all ages and levels of education to learn, develop new skills, update qualifications or simply explore a new hobby.

Our Vision Atwea College is Quality Training

Our Mission Atwea enhances people's lives by delivering quality learning, accessible to all

Our Values Integrity – Innovation Inclusion

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in the following vocations:

- Business Services
- Leadership and Management
- Community Services
- Musical Theatre
- Hospitality
- Retail Services
- Complimentary Health

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Atwea College is governed by The Australian Skills Quality Authority known as ASQA. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Our RTO provider name is **Workers Education Association-Hunter** and our provider code is **90020**.

"Atwea College strengthens the fabric of our community with opportunities for people to grow their world through access to affordable quality Education."

*Rowan Cox
Executive Director*

Section 3: Learner Handbook

Acknowledgement

Please ensure you read and understand all parts of this Learner Handbook. If there is any aspect with which you are unsure, please contact Atwea College for clarification.

You will be asked to acknowledge your acceptance of all the terms and conditions within this handbook at the time of enrolment.

Section 4: Student Management Charter

Students are at the heart of our teaching. Atwea College values its students and recognises the importance of quality in teaching and learning. Atwea College is committed to providing a supportive and safe educational environment that fosters student engagement and success.

This Charter outlines the reasonable expectations that students can have of the College whilst studying. It also documents what the College expects of its students.

The Charter promotes mutual respect and recognises that students and staff have rights and responsibilities to each other and to the College community.

Atwea College is proud of the cultural richness and diversity of its staff and students.

Students can expect Atwea College will:

Provide high quality teaching and learning experiences.
Provide supportive and inclusive learning environments that recognise academic freedom and motivate students to achieve their potential.
Provide timely, accurate and useful information to students in relation to their course of study, enrolment, policies, legislation, services and processes as well as to their rights and obligations as a student.
Provide learning environments, facilities and student-focused services to support students to succeed in their studies.

Recognise the legal rights of students, including those relating to intellectual property and privacy.
Embrace diversity and respect the rights and viewpoints of others.
Behave with integrity and treat all students fairly and equitably and with respect.
Strive to provide a safe and inclusive environment that is free from discrimination, bullying and intimidation.
Provide opportunities for feedback and inform students how feedback has been incorporated into the College's accountability cycle of continuous improvement.
Provide fair, transparent and efficient complaints and appeals procedures.

Atwea College can expect that students will:

Participate in learning activities in a positive and constructive manner.
Uphold principles of scholarly integrity and demonstrate an ethical and honest approach to study and assessment.
Make genuine attempts to progress academically by meeting expectations associated with attendance, course, subject and assessment requirements, and by taking responsibility for their own academic progress.
Acquaint themselves with College policies and procedures relevant to their enrolment and course of study, adhere to the rules and regulations of the College as they apply to students, and comply with the requirements of relevant legislation.
Treat Atwea College property and facilities with respect.
Represent Atwea College in a professional manner when engaged in College-related activity, including industry placements, internships, and fieldwork and work experience.
Embrace diversity and respect the rights and viewpoints of others.
Behave in an appropriate manner and avoid conduct

that might reasonably be perceived, or considered, as discrimination, bullying or intimidation.

Treat College staff, other students and visitors equitably and with respect.

Provide honest and constructive feedback about academic programs and the student experience.

Seek to resolve concerns informally where possible.

Follow student complaints and appeals procedures.

Section 5: Delivery of Programs

Our training programs are delivered by appropriately qualified and experienced trainers. We offer training programs via:

- Classroom Delivery
- Workplace visits (Traineeships)
- Online collaboration

Section 6: Enrolment

Atwea College conducts enrolment, induction and orientation for all learners. The enrolment process may vary depending on the type of qualification you intend to study. Prior to enrolling, a copy of our Student Handbook is available on our website for you to read and understand. www.atwea.edu.au

Information on the program you are wishing to undertake and the fees and charges relating to your proposed program of study will be provided, and payment terms and methods will be agreed upon. Any entry requirements will also be included on the Program Information Sheet.

An enrolment form must be completed, together with any required clarification of identification, and/or self-assessment regarding special circumstances and/or training needs.

Once all enrolment forms have been completed, you will be enrolled into the program and a trainer and assessor assigned to help you through the program.

Note: enrolment is not confirmed until fee payment arrangements are finalised.

6.1: Enrolment Dates

Atwea College invites you to join an information session and expression of interest list for all proposed training programs.

Our published Magazine and Prospectus outlines start dates for most programs. In some cases a definitive start date does not appear in the guide or on our website. In this case please call your local campus for more information.

6.2: Entry Requirements

Please contact Atwea College to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

6.3: Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Atwea College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

6.4: Atwea College Access to your USI

If you require Atwea College to look up a USI on your behalf you must authorise this and declare that you have read the privacy information at <http://www.usi.gov.au> "I want to learn more about my privacy".

6.5: Fees

Information about fees and charges is documented clearly on our website. You can view your proposed program on our website and also read the Atwea "Fee, Withdrawal and Refund Policy" at <https://www.atwea.edu.au/fee-withdrawal-and-refund-policy>. A number of factors will determine how much your training program will cost. This includes things like:

- Which training program you will study
- Program duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Cancelling from a Training Program which has already commenced.
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Please contact Atwea College if you have any questions related to training program fees.

Some learners may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible. Concession examples are evident in the Atwea Enrolment Application Pack.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

6.6: Cancelled Programs

Every effort is made to ensure programs run as advertised, however Atwea College reserves the right to alter any arrangements, including cancelling programs is required. All programs require a minimum number of learners to proceed. Learners will be contacted at least 3 days prior to the program start date if the program is not going ahead. A refund or credit will be provided in accordance with the Atwea Fee Withdrawal and refund Policy. This can be found on our website.

<https://www.atwea.edu.au/fee-withdrawal-and-refund-policy>

6.7: Recognition

Learners seeking any recognition should advise their coordinator at the time of enrolment to obtain the relevant application forms.

6.8: Direct Credit Transfer

Atwea College recognises AQF qualifications and Statements of Attainment issued by another Organisation. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to complete the credit transfer form in the Enrolment Pack and then supply a certified copy your documentation (certificates and/or statements) to the training program Coordinator.

6.9: Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency

- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Learners wanting to apply for RPL should complete the application in the Student Enrolment Pack. On receipt of this application the learner will be provided with an RPL kit to complete and return to the Coordinator of the Program.

Section 7: Student Support Services

All learners enrolled in Atwea College programs are treated as individuals and are offered advice and support services that may assist them in achieving their learning outcome. Atwea College has a student Support Officer located at each campus. Please contact your Program Coordinator if you require assistance.

Section 8: Language Literacy and Numeracy

All training and assessment delivered by Atwea College contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

At the onset of your training program you will be required to complete a Foundation Skills Screening Tool which will assist in establishing any assistance you may require. Atwea College encourages any learner who feels they may experience difficulties in Language Literacy or Numeracy (LLN) to advise their trainer or coordinator prior to the program commencement date. Assistance will be made available through experienced trainers supporting learners with LLN needs.

Section 9: Fair Treatment and Equal Opportunity

Atwea College incorporates the principles of equity into all learning programs. Atwea College employees

are instructed in their responsibilities with regard to access and equity Principles. Learners have equitable access to programs irrespective of their gender, culture, linguistic background, race, socio-economic background or disability. Please refer to our Fair Treatment and Equal Opportunity Policy on our website: <https://www.atwea.edu.au/fair-treatment-and-equal-opportunity-policy>

Section 10: Privacy

Atwea College is committed to protecting the privacy of all its learners and is required to do so under the privacy Principles (Privacy Act 1988) and the Privacy Amendment (Private Sector Act 2000). Please refer to the Atwea College “Confidentiality and Privacy Policy” on our website. www.atwea.edu.au/confidentiality-and-privacy-policy

Information concerning learners, including information submitted at enrolment, will only be used by Atwea College or other authorised organisations for the purpose of general learner administration, communication and state and national reporting and statistics.

Section 11: Delivery of Training

Atwea College ensures that all resources used for the delivery of training meet the requirements endorsed by the relevant training Package(s), for the delivery, assessment and issuing of qualifications. This includes:

- Trainers and assessors with appropriate qualifications, skills and knowledge and experience in their chosen vocation.
- Delivery and assessment resources appropriate to the methods and delivery for the training program
- Learning Materials and / or texts and support materials relevant to the training program.

All delivery and assessment strategies are designed in close consultation with industry to best achieve the required learning outcomes within a program whilst taking into consideration the learning styles of students.

Section 12: Atwea College's Responsibilities to the Learner

As a Registered training Organisation (RTO) providing training and assessment to you, the learner, Atwea is responsible for the quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTO's) 2015.

As a learner in a training program that may be subsidised by the Department of Education, you should be aware that the Department has a Consumer Protection Strategy that we must follow. It is available on the Department's website:

www.training.nsw.gov.au/forms/documents/smartandskilled/contract/consumer_protection_strategy.pdf

Atwea's Consumer Protection Officer is the Senior Education Manager. For further information about these processes, see below. You can also contact the Department's Customer Support Centre on 1300772104 or if you have concerns email enquiries@smartandskilled.nsw.gov.au

Section 13: Complaints and Grievances Procedure

A full copy of Atwea College's Complaints and grievance Policy is available on Atwea's website in the Terms and Conditions section. To access the policy, go to: www.atwea.edu.au/complaints-and-grievances-policy.

Section 14: Tuition Assurance Scheme

As an approved provider under the VET Student Loans Act 2016, Atwea College must be a party to an approved tuition assurance arrangement or have an approved exemption in place. It is intended that, from 1 January 2018, Atwea will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Atwea is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students. To view Atwea's Statement of Tuition Assurance for Exempt VET Student Loans (VSL) Providers, go to: <https://www.atwea.edu.au/statement-of-tuition-assurance>

Section 15: Assessment

Atwea College is committed to making certain valid and reliable assessment of achievements against industry requirements. All assessment undertaken by Atwea College is consistent with the Principles of Assessment and the requirements of the relevant training packages.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency. The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' may include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Atwea College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies. Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

15.1: Conducting Assessment

All learners are made aware of the assessment process and how assessment will be conducted as they travel through their chosen program.

The assessment requirements for all accredited programs are outlined to learners and any arrangements for workplace assessment are arranged to ensure a complete skills transfer from the training room to the individual. All evidence gathering methods remain reliable, flexible, valid and fair. Post assessment guidance is available to all learners.

Where assessments conducted by Atwea College are performance based and, in some instances are in front of a live audience, Atwea College will record the evidence using mobile recording devices. Due to the nature/licencing of the content, which may be subject to Copyright (for instance in performing arts), these recordings will be used and stored for assessment purposes only. Where students wish to gather a portfolio of evidence for future auditions and, copyright law is applicable, students will be provided with a warning that recording is strictly prohibited.

15.2: Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

15.3: Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Talk to Training Coordinators for more information. All of the staff at Atwea College will take every reasonable effort to help you succeed in your course.

15.4: Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

15.5: Appeals against Assessment

As a learner you may appeal the outcome of your assessment if you believe that your assessment result does not accurately reflect your competence.

Step 1. As your Program Coordinator for a "Request for Re-assessment Form".

Step 2. Complete and return to your Program Coordinator.

Step 3. The Program Coordinator will have a meeting with the trainer to discuss the assessment.

Step 4. If the coordinator believes that re-assessment is necessary a new assessor will be assigned to re-evaluate your assessment.

Step 4. The coordinator will arrange for re-assessment for any practical tasks as required.

Step 5. The Coordinator will notify you in writing of the appeal decision.

15.6: Plagiarism

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Atwea College and disciplinary Action will follow. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

15.7: Issuing Certificates

Upon successful determination of your eligibility for completion and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 21 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Atwea College and other RTOs in the Standards for Registered Training Organisations (RTOs) 2015.

Section 16: Student Conduct

Just as Atwea College has a responsibility to meet expectations of students, legislation, and regulations, so too, do learners have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Atwea College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Atwea College and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the training program
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Section 17: Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Atwea College. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to your trainer.

Section 18: Smoking, Drugs and Alcohol

Atwea College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Atwea College premises, to use Atwea College facilities or equipment, or to engage in any Atwea College activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Section 19: Commitment to Quality and Continuous Improvement

Atwea College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.