

Outlets Co-operative Neighbourhood House Ltd t/as Newport Community Education Centre
throughout document will be written as **OUTLETS NCEC**

43 Mason Street, NEWPORT, VIC 3015
ABN 34 587 164 944
TOID 6411

POLICIES, PROCEDURES, FORMS AND PLANS

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ACRONYMS

ACFE – Adult Community and Further Education Board
 AQTF – Australian Quality Training Framework
 CALD – Culturally and Linguistically Diverse
 CoM – Committee of Management
 DET – Department of Education, Early Childhood Development
 DEET – Department of Education, Employment and Training
 DEEWR – CSP – Community Support Program (*formerly FaCsia*)
 DHS – Department of Human Services
 ESL – English as a Second Language
 HESG – Higher Education and Skills Group
 ICT – Information Communications Technology
 LL – Learn Local (Acfе)
 NHCP – Neighbourhood House Co-ordination Program
 NRT – Nationally Recognised Training
 RCC – Recognition of Current Competencies
 RPL – Recognition of Prior Learning
 RTO – Registered Training Organisation
 VRQA – Victorian Registration and Qualifications Authority

LEGAL STATUS

Outlets Co-operative Neighbourhood House Ltd (ABN: 34 587 164 944) is a Co-operative (G0001614N) t/as Newport Community Education Centre (No. B1960437K) Certificate of Registration of Business Name with Consumer Affairs Victoria
Corporate details to be read and adhered to Department of Justice Business Affairs Model Rules (Co-operative Act No. 84/1996 reprint No.1 and Co-operative Regulations Statutory Rule No. 103/1997)

Endorsed as a Deductible Gift Recipient (Item 1, Section 30-15, Income Tax Assessment Act 1997); holds Goods and Services, Fringe Benefit and Income Tax exemptions; Registered Charity Item 1.1 with the Australian Charities and Not-for-profits Commission;
 Registered with the Adult, Community and Further Education Board (Reg No: 476); TOID 6411 Licence to Operate a Children’s Service, Limited Hour Type 2 Service (LH2) Licence with the Department of Education, Early Childhood Development under the Children's Services Act 1996 LicID:13116 SE00015627

The Committee:

Appointment of Directors/Board is as Co-operative Act 1996 Part 9 – Division 1 “The Board” s.211 – s.219 and adopted Module Rules for a non-trading Co-operative

The CoM is diverse with selection of Board Members (promotes managing diversity)
 ie: Disabled, Ethnic background, employed, unemployed, students and for specific skills and expertise to enhance the growth and management of the House and community.

Have endorsed delegate authority to CEO (Delegation of Authority) to seek funding from other sources for specific programs. Ie; Govt departments, Philanthropic Trusts to deliver appropriate courses to community that prevail through need analysis surveys and community requests.
 To sign on behalf of CoM and liaise with departments, on Service Agreements, and legal bodies.



STATEMENT OF PURPOSES – Purposes of the Co-operative.

To provide a diverse range of programs and services which are targeted to the disadvantage and to all members of the community without discrimination.

All programs and services will have a community development and educational focus which reflects the community needs;

To provide emotional support, resources for the alleviation of poverty, distress, misfortune, destitution and helplessness. To engage in charitable and/or benevolent activities which are consistent with these purposes;

To provide an information and referral service which aims to inform people about their rights to services and entitlements and in addition provide information on all essential services and programs run by other providers and organisations. To have information available and accessible in different languages to engage CALD community;

To provide a friendly informal and learning environment for our community for education, respite and engagement – open door policy;

To provide advancement and opportunity of education and pathways for those most disadvantaged or who have had interrupted school life for further education and opportunities;

To provide affordable childcare for those undertaking further education, respite looking the work and casual employment;

To develop community awareness and involvement in environmental conservation matters by increasing environmental education opportunities for the community;

To lead by example in promoting environmentally sound practises and procedures within Centre and its structures.

Information Dissemination:

Upon enrolling at OUTLETS NCEC students are given a ***Student Information Handbook*** and directed to other information on our web site about courses and programs as well as the philosophy, policies, and procedures for operation outlined in ***Student Information Handbook***.

OUTLETS NCEC is committed to quality policy and planning procedures and students are welcome to read copies of any of the documents when they visit the office at 43 Mason Street, Newport by appointment.

OUTLETS NCEC complies with all relevant legislation in relation to the delivery of programs and services and to Agreements formalised with other Government departments.



CODE OF PRACTICE AND CONDUCT POLICY

Rationale

OUTLETS NCEC seeks to create an environment of co-operation and mutual respect in all training and courses that are delivered.

This policy aims to ensure that individuals attending OUTLETS NCEC understand their obligations to one another so that all students are able to feel safe and participate fully in their own learning.

Legislative Context

All Victorian organisations, including OUTLETS NCEC, must comply with Commonwealth and State human rights legislation and directions such as:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Equal Opportunity Act 2004 (Vic)

The major purpose of these Acts is to eliminate discrimination against people because of their disability, race, gender or age.

Principles

This policy is based on the principle that all persons have a right to:

- Be treated fairly
- Be treated with respect and patience
- Feel safe in the classroom
- Be free from harassment, discrimination, physical or verbal abuse
- Have a comfortable and welcoming environment
- Have their needs listened to and be supported

Procedures – Obligations

All persons attending OUTLETS NCEC should:

- Treat each other fairly and equitably
- Respect other people's differences in culture, religious beliefs, politics and sexual preferences
- Conduct themselves in an appropriate manner
- Use equipment, computers and furniture carefully and thoughtfully
- Not use harassment of any form, including sexist or racist language, physical, emotional or verbal abuse, any form of bullying including cyber-bullying
- Be aware that harassment based on gender, race, religion, physical features, age, disability, sexual preference and political beliefs is a criminal offence

In the case of the Elderly

- The Centre will report to local Council any incident in relation to issues in relation to services, critical incident or breach of any current Agreement
- With concerns in regard to client welfare, abuse and reportable incidents the [Victorian Government Elder abuse prevention and response guidelines for action 2012 – 14](#) will be adhered to
- In the case of 'No Response', the [Guide for a Community Care Service Providers](#) will be followed

Making a Complaint

- If you feel that you are being treated unfairly or inappropriately you can speak to a teacher or to the OUTLETS NCEC Co-ordinator
- The OUTLETS NCEC Co-ordinator will follow the Grievance Policy process
- If the person continues to behave inappropriately they may be asked by the OUTLETS NCEC Co-ordinator to leave the class / centre
- When a complaint is made, an Incident Report should be completed where appropriate
- Alternatively you could refer your complaint to an external body such as the state or territory registering body and to the National Training Complaints hotline, ph 1800 000 674

Associated Documents • [Incident Report – Grievance](#)



Outlets Co-operative Neighbourhood House Ltd (OUTLETS NCEC)
43 Mason St, Newport 3015
ABN 34 587 164 944
TOID 6411

INCIDENT REPORT – GRIEVANCE

Name: (Raising grievance): _____

Address: _____

Phone Number: _____ **Mobile Number:** _____

Date of Birth: _____ **Age:** _____ **Sex:** _____

Date of Incident: _____ **Time of Incident:** _____

Describe the problem/grievance: How has the problem/grievance affected you?

Names of Witnesses: _____

Contributing Factors: _____

Recommendations to correct the cause of the problem/grievance: _____

Name of person making report : _____

Address: _____

Signature: _____ **Date:** _____

Person Receiving Report: _____

Signature: _____ **Date:** _____

OFFICE USE:

Responding Person _____ **Date:** _____

Action _____



CONTINUOUS IMPROVEMENT POLICY

Rationale

OUTLETS NCEC aims to ensure that its education programs and training services are of high quality and responsive to community needs. As a community based provider, OUTLETS NCEC's *Statement of Purposes*, aims and mission reflect a commitment to community building through education and knowledge. At the same time OUTLETS NCEC acknowledges that people need a range of skills and knowledge to participate effectively in work, the home and the community. It is this vision which provides the impetus for quality improvement procedures which might further the goals of the organisation.

OUTLETS NCEC programs are designed to meet the needs of adults who should be active agents in their own education. We attempt to foster a sense of equality and partnership between students and teachers so that all members of the OUTLETS NCEC community are treated with respect.

It is through the knowledge, skills and professionalism of staff and the powerful learning relationships that are developed in the classroom that OUTLETS NCEC maintains quality provision. The policies and procedures of the organisation seek to reflect this commitment to quality.

Policy Statement

OUTLETS NCEC's policy strategy is designed to meet the requirements of funding bodies' quality assurance procedures while at the same time maintaining the Purposes of the Co-operative organisation.

OUTLETS NCEC aims to provide student-centred services that respond to individual needs and preferences, and provide appropriate training and other support to ensure that students succeed on both a professional and personal level. In particular it seeks to provide quality programs, which foster a sense of community and solidarity amongst participants.

OUTLETS NCEC is committed to on-going efforts to respond to the education and other needs of the community, especially for those who do not have access, for a range of socio-cultural and economic reasons, to mainstream educational programs.

OUTLETS NCEC acknowledges that newly arrived and long term migrants, parents with childcare needs, older CALD members of our community, people with limited schooling, unemployed, people with intellectual and psychiatric disabilities and many young people face significant barriers in accessing further education. We seek community involvement and input through participation in networks and identifying changes in the community's composition and profile.

OUTLETS NCEC applies the words 'quality provision' to the content of its programs and the relationships developed between staff and students. The assessment, monitoring and record keeping systems established by the organisation provide documented evidence of the organisation's commitment to quality.

The monitoring and evaluation of courses and programs, provides the basis for improving courses, programs and services.

OUTLETS NCEC monitors student satisfaction and learning outcomes in all courses and the overall program, identifies areas for improvement and develops plans and strategies for addressing these as part of the annual planning cycle.

Principles

OUTLETS NCEC is committed to the concept of lifelong learning for all, and ensuring those who might not ordinarily access further education are given the opportunity to participate in a non-threatening environment. In particular it believes that all people have a right to a fair and decent basic education and opportunities to access a broad and general education. New technologies are an important element in that vision.

Courses and services provided aim to meet both the social and educational needs of participants. Learners' levels of satisfaction with programs are monitored to assist in making changes.



Interest in particular courses from past and prospective students is taken into account in planning the program each year.

Monitoring and evaluation is undertaken as an integral part of all courses.

Results of the strategies and procedures as outlined are used to evaluate the program and shared with teachers, learners, coordinator and the Committee of Management where appropriate and are used as a basis for planning and reviewing of the program.

Strategies and Procedures for Quality Improvement in Program Delivery

The measures outlined below are aimed to ensure the needs of participants are being met. Policy and procedures and organisational procedures are outlined above.

Qualitative Measures

- Class discussion
- Suggestion box at reception
- Class writing – learning to learn
- Attendance at events - end of term parties, Christmas, AGM, excursions
- Staff meetings
- Informal cups of tea, etc
- Course evaluations – training plan reviews
- Student satisfaction surveys

Quantitative Measures

- Attendance and retention rates for all courses
- Follow-up of participants who leave courses before completion
- Student contact hours achieved in various program areas
- Certificates and statements of attainment issued
- Submission of course outlines by tutors
- Right of appeal for students with assessment tasks
- Sample of student work kept by tutors
- New participants introduced to OUTLETS NCEC by current users, i.e.: effective word of mouth publicity, as an indicator of satisfaction.
- Participation in ACFE and AQTF student satisfaction survey collection and feeding back Results to staff and committee of management and acting on opportunities for improvement

Assessment

There is an assessment criteria contained in each course description. This is maintained by the course teachers in consultation with the CEO/Coordinator. Assessment tools are developed by the teachers to assess students' competencies, as part of the selection process and ongoing monitoring of student progress during the course. All teachers of accredited courses maintain an accurate record of each student's competencies achieved through their continuous assessment.

The assessment task tools have been developed in conjunction with other providers in our network and are evaluated on an ongoing basis against current certificate requirements.

Attendance at internal and external moderation sessions provides updated assessment tasks.

VRQA Compliance and Accountability

It is the Committee of Management and Co-ordinator's responsibility to ensure relevant VRQA Guidelines and AQTF Conditions are adhered to.

There will be a Business Plan containing a Strategic Plan, Financial Forecast, Risk Management Plan, Succession Plan, etc developed as per the requirements of VRQA Guidelines 1.1, 1.2, 1.3, 1.4 and 1.6. This Plan also addresses AQTF Condition 1, 2, 3 and 5 and Standard 3.2 and 3.3.

STUDENT SATISFACTION SURVEYS

Students complete a satisfaction survey each year. Feedback from these is used to inform us in ongoing planning.

Suggestions from Students, Staff and other Interested Parties



There is a Suggestion Book at reception where students, teachers, Committee members and staff can submit complaints or ideas for quality improvement. It provides space for comments on any issues they wish to have addressed. This book is checked on a weekly basis by the Co-ordinator. Appropriate action is decided upon and documented in the book.

Staff, students and the general public are encouraged to use the OUTLETS NCEC email address outlets@outletsco-op.com.au to submit any quality improvement suggestions.

Course Evaluations

At the end of each semester individual class evaluations will be conducted during a staff meeting. This evaluation occurs between the teachers and the CEO/Co-ordinator and member of the CoM and relates to the class activities and learning experiences covered in the semester. Opportunity for students to express preferences for topics, content, learning styles and personal needs is also given through classroom discussions at the end of each semester.

Staff Meetings/ Team Approach

Staff at OUTLETS NCEC operate as a team and liaise with each other as an everyday part of program delivery. All departments are invited to attend staff meetings.

Where possible the curriculum has organised pathways, so that students' progress through different levels of courses programs, Language, literacy, ICT programs with some continuity of teaching staff. Formal discussion opportunities exist in staff meetings to address the needs of individual students.

Informal Supervision

The CEO/Coordinator generally has daily contact with staff to discuss any relevant information pertaining to course content, assessment, student progress, appropriateness of student placement, updating student information, professional development, moderation, evaluation and referrals to other agencies.

Statistical Data

Results of analysis of AQTF / NCVET statistical data, NHVic Survey (DHS) relating to our student's demographics are referred to in planning processes.

Annual Review of AQTF Compliance

Held once a year, this is the responsibility of the Trainer. This then is to be liaised with CEO/Co-ordinator. The results of this review are fed back to the Committee of Management once the review has taken place.

Areas covered include -

Professional Development & Moderation

- Professional Development and Moderation is available to assist teachers in continual development of their skills and knowledge and to improve classroom outcomes. See OUTLETS NCEC Professional Development & Moderation Policy.

Community Needs

- Community needs are identified through involvement in local networks, local government and liaising with other agencies in the community and the community. Also ensuring members of the local community are on the OUTLETS NCEC Committee of Management.

Quality Organisational Management

Organisational management is to be measured in the following categories:

- Leadership and Innovation
- Strategy and Planning Process
- Data Information and Knowledge
- People
- Customer and Market Focus
- Processes, Products and Services
- Organisational Performance

The Self-Assessment model of Quality Management Framework will be followed at OUTLETS NCEC. Procedures to ensure continuous improvement include:



- Evaluation of student satisfaction survey results
- Incorporation of results from evaluations into program management
- Regular reporting to the CEO/Co-ordinator and CoM by the Education Trainer.

An annual internal audit based on Service Agreement objectives and accountabilities and PreAccredited delivery guideline LL ACFE, requirements to be the responsibility of the Training Trainer in liaison with CEO/Co-ordinator who will monitor compliance issues which need to be addressed and discussing this with the Committee of Management.

This audit is to be conducted between August and November each year.

Also, reviewing opportunities for improvement are at Planning Days, Staff Meetings and other occasions as appropriate.

Process for reviewing and maintaining quality policies and procedures

OUTLETS NCEC is committed to maintaining quality policies and procedures. To this end it conducts an annual planning day, generally held at the end of the year, where staff and Committee of Management meet to review programs, policies and procedures. The planning day provides staff and members with the opportunity to review quality processes for program delivery and make recommendations for the following year

Review process

The Centre CEO/Co-ordinator is responsible for the writing and reviewing of policies and procedures for the organisation, and can work collaboratively with other CEO/Centre Co-ordinators and Further Education Coordinators in the ACE sector to ensure that the policies reflect the sector's priorities.

There will be an ongoing cycle for monitoring and review of policies and procedures. An interim review will be conducted when required, that is, if there is:

- a change in legislation
- a significant change in the scope of the program
- a change in the requirements of funding bodies
- any other significant changes

The CEO/Coordinator will write a report to the Committee of Management after the annual planning day outlining conclusions drawn from the review and recommendations for suggested modifications to existing policies or the creation of new policies.

Each current version control document will be placed on OUTLETS NCEC website. Refer to OUTLETS NCEC Version Control at the end of this document.

Dissemination

- Policies and procedures of relevance to students, staff and Committee of Management will be posted on the OUTLETS NCEC website.
- New staff members will be required to read the policy and procedures manual of the organisation. A Teacher/Trainer Handbook will be developed



DISABILITY ACTION PLAN

Background

This community consists of a high proportion of people from the following groups: (NESB) non-English speaking backgrounds, refugees, older adults, unemployed, people with intellectual and psychiatric disabilities and sole parents.

OUTLETS NCEC is funded by the Department of Human Services DHS through their Neighbourhood House Co-ordinator program NHCP, DHS - DET - Learn Local Acfe, DEET (Fed) and City of Hobsons Bay. The Centre is overseen by a Committee of Management and dedicated staff, all of whom are responsive to the changing needs of our community.

Actions

The Centre Co-ordinator CEO/Co-ordinator will–

Item One:

Ensure that OUTLETS NCEC promotes a warm and caring environment that is welcoming to all, to be adopted by all staff and users of this Centre, including teachers, administration, committee members, volunteers, community groups, and other students and stakeholders.

Action Timeframe Whom

Ensure that the needs of all participants are considered fully.

People with disabilities who need assistance from a carer must not be left unattended by their carer.

Ongoing Administration

Ensure that new staff members and Centre users are familiar with OUTLETS NCEC Disability Policy

Ongoing CEO/ Co-ordinator

Ensure that all staff are assisted to deal with people with disabilities by providing training and information sessions on an on-going basis

When needed Co-ordinator & CoM

Ensure that access & equity information is kept up to date and relevant through newsletters, memos etc.

As required Admin & Co-ordinator

Ensure that OUTLETS NCEC is aware that people have a range of disabilities, including psychiatric and intellectual, and that some people are not obviously seen with a disability.

Ongoing Admin & Co-ordinator

Item Two:

Work toward ensuring that physical access is correct for all persons wishing to access our courses and services.

NB: Physical inspections and consultations with OUTLETS NCEC clients and users should provide feedback into relevant documents and resources. Refer to Risk Management Policy.

Action Timeframe Whom

Where current physical access is provided, such as ramps and toilet facilities, ensure that this access is adequate and well maintained. This could be during regular physical inspections & getting advice from centre users.

Ongoing Co-ordinator

Ensure that all physical access is kept to a high standard and any maintenance issues are reported to Co-ordinator and is prioritised to action upon.

Ongoing Admin & Co-ordinator

Structural improvements to the building and surrounding approaches will be documented and taken into account whenever any upgrading work is being carried out, or when finance is available for improvements

Ongoing Admin Co-ordinator & CoM



Item Three:

Ensure that OUTLETS NCEC produces courses and provides services that are accessible by all persons wishing to attend this centre, and encourages all its partners towards inclusion.

Action Timeframe Whom

The relevant course coordinator and tutor will ensure that classes are suitable for all participants, in particular those with disabilities

Ongoing Co-ordinator & Co-ordinator

OUTLETS NCEC staff needs to be up to date on the needs of access and inclusiveness prior to planning meetings around courses and services.

Ongoing All staff

All programs offered by OUTLETS NCEC will be inclusive of people with disabilities, and all program users will be encouraged to be accepting of this

Ongoing All staff

When undertaking regular planning for programs and activities, OUTLETS NCEC will ensure that all participants will be taken into consideration

Ongoing CoM, direction from Co-ordinator

Item Four:

Ensure that OUTLETS NCEC maintains links with relevant disability services.

Action Timeframe Whom

OUTLETS NCEC has networks with a number of disability services, including Yooralla, Scope, DHS Disability Services and Western Health, which provide support and information in regard to clients attending OUTLETS NCEC programs

Ongoing Co-ordinator & Admin, CoM

Where possible and available, OUTLETS NCEC staff could attend meetings and forums around disability service provision, with a view to sharing information

Where available CoM, staff

Item Five:

Ensure that OUTLETS NCEC is open to input from, and full participation by, persons with a disability. Actively seek input from persons with a disability and/or their care workers to plan and act on improvements for our Centre.

Action Timeframe Whom

OUTLETS NCEC will provide student surveys to all students attending classes/courses at the Centre and act upon information gained from the surveys

Ongoing Admin, Co-ordinator, CoM

All people with disabilities involved in OUTLETS NCEC programs and activities will be encouraged to participate in future directions by making suggestions for improvements

Ongoing Admin

All suggestions made will be taken into account when planning for classes and events held at OUTLETS NCEC

Ongoing All

People with disabilities will be encouraged to participate in all events held at OUTLETS NCEC

Ongoing All

Further Information

[Job Access website](#) (Federal government)



ACCESS, EQUITY AND DIVERSITY POLICY

Rationale

OUTLETS NCEC recognises that a culturally diverse community is able to offer the people living within it a range of life experiences - different life styles, cultural activities and religious traditions. This policy aims, wherever possible, to provide services with practical and equitable outcomes for all participants.

Definitions

Diversity: the existence of different people within a group, where the differences may be ethnic, religious and cultural, which bring a variety of beliefs, values and practices.

Legislative Context

All Victorian organisations, including OUTLETS NCEC, must comply with Commonwealth and State human rights legislation and directions such as:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Equal Opportunity Act 2010 (Vic)

The major purpose of these Acts is to eliminate discrimination against people with diverse characteristics including disability, race, gender, age, religion.

Principles

This policy is based on the principles of:

- Mutual respect – for the cultural perspectives, allegiances and rights of individuals, families and groups who make up the community
- Equity – for people who are from a particular cultural, ethnic or religious group so that they do not experience disadvantage or discrimination.

Procedures

1. Provision of services

All services delivered by OUTLETS NCEC:

- Are accessible to people from any cultural, linguistic and religious background.
- Recognise and respond to specific issues of ethnicity, gender, disability, financial, disadvantage, unemployment, sexual preference, social, cultural and geographic isolation.
- Reflect sensitivity, relevance and awareness to different cultural and religious practices.
- Are fairly allocated based on need.
- Ensure that participants have the opportunity to contribute to decision-making and to express views without suffering any prejudice.
- Use appropriate data collection methods to enable OUTLETS NCEC to target, plan, develop and evaluate all services in a way that is relevant, equitable and accessible

2. Provision of information

OUTLETS NCEC provides accurate, high quality information in order to:

- Within the limits of OUTLETS NCEC's resources, promote and advertise its services so that they are readily accessible by all members of the community.
- Ensure that, where possible, all information in relation to the organisation and the services are made available in **community languages** and in ways that can be understood by everyone in the community.

3. Employment

- Prospective employees need to fully understand the duties outlined in the Position Description and the required role and responsibilities and the required qualification as to Position advertised.
- Include people on selection panels who are knowledgeable about education and social issues affecting diverse cultural, linguistic and religious communities
- Evaluate the prospective employee's knowledge and experience of the community in which OUTLETS NCEC is located



FEES AND REFUNDS POLICY

Rationale

OUTLETS NCEC builds in material (unless specified) and amenities fees for participation in OUTLETS NCEC courses. OUTLETS NCEC follows the applicable Service Agreement, Victorian Training Guarantee. Pre-accredited courses are subsidised by the following (Definitions)
The student tuition fees are indicative only and subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and amenity fees.

Definitions

- LL ACFE: Learn Local Adult Community and Further Education
- Pre-accredited: Courses funded by LL ACFE

Legislative Context

All Victorian RTOs, education institutions 'OUTLETS NCEC, must comply with relevant Commonwealth and State legislation and directions which include:

- Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Racial Hatred Act (1995)
 - Sex Discrimination Act (1984)
 - Age Discrimination Act (2004)
 - Equal Opportunity Act (2010) (Vic)
 - Occupational Health & Safety Act (2004)
 - Human Rights and Equal Opportunity Commission Act (2010)
 - Public Authorities (Equal Employment Opportunity) Act (2010)
 - Public Records Act (1973)
 - Information Privacy Act (2000)
 - Electronic Transactions Act (2000) (Vic)
 - Disability Act 2006
 - Charter for Human Rights and Responsibilities
 - Education and Training Reform Act (2006) (Vic)
 - Securing Jobs for your Future - Skills for Victoria. Ministerial Statement
- See also web site links to funding and compliance bodies on OUTLETS NCEC website, as well as Guidelines on both Fees and Eligibility.

Students eligible for government subsidised training:

- An Australian citizen
- Holder of a permanent visa
- A New Zealand citizen

Students not eligible for government subsidised training:

- Non-permanent residents, i.e. travellers, working, spousal, study visa holders, etc
- If there is any doubt on eligibility, the Education Trainer and Coordinator will check the Eligibility clauses in the Victorian Training Guarantee Service Agreement, Guidelines on Fees and any associated SANs.

Principles

This policy is based on the principles that, in relation to all OUTLETS NCEC courses and programs:

- Prospective participants and current students are kept fully informed of all fees and charges.
- Low income and disadvantage are not barriers to participation.
- Terms and conditions for funding are adhered to according to the specifications of the relevant funding agreement.
- Where appropriate, an OUTLETS NCEC Scholarship* will be applied (**this is in process to be adopted by CoM*)

Procedures

Charging Of Fees for OUTLETS NCEC Courses



OUTLETS NCEC charges each student participating in a pre-accredited or pathway course according to the student's eligibility for government funding. Payment must be made prior to the commencement of training.

Fees for non-concession and concession students eligible for government funded training:

- As all OUTLETS NCEC courses are at Foundation Skills levels, therefore eligibly in regard to previous qualifications do not apply.

Fees for students not eligible for government funded training:

- Concessions do not apply to students who are not eligible for government subsidised training.
- Fees must be paid for each separate course the student is enrolled in.
- Additional fees and charges may apply in cases of excursions or field trips.

Refunds

You are entitled to a refund when:

- You don't begin the course and cancelled or withdrew one week prior to commencement date. A 10% fee for administration is incurred and deducted from Full fee.
- If 'We' cancel the program.
- There is no refund for course fees paid once the course has commenced
- Cancellation during the course – no refund on installment paid

Concession

Students are eligible for a Concession if they meet one of the following conditions:

- Commonwealth Health Care Card holder and their dependents
- Pensioner Concession Card holder and their dependents
- Veteran's Gold Card holder

Receipts

All students will be given receipts with the following information:

- Details of fees collected
- Course name/number
- Student's name
- Date of payment
- Centre Name, address, ABN, TOID no. and signature of Centre person.

Fee Guide

I want to do a course at OUTLETS NCEC...

Am I eligible for a government subsidised training place?

Students eligible for government subsidised training:

- An Australian citizen
- Holder of a permanent visa
- A New Zealand citizen

Students not eligible for government subsidised training:

- Non-permanent residents, i.e. travellers, working, spousal, study visa holders, etc

If there is any doubt on eligibility, the Education Trainer and/or Coordinator will check the Eligibility clauses in the Victorian Training Guarantee Service Agreement, Guidelines on Fees and any associated SANs.

Go to: <http://www.immi.gov.au/>

Search 'Entire Site' with the Sub Class Visa Number

Look at 'What does the visa let me do'.

Caveat: The student tuition fee is indicative only and subject to change given individual circumstances at enrolment.

- A Student who holds qualifications greater than Course enrolling in, is not eligible for government subsidy

Associated documents

Enrolment Form/s (See Trainer or CEO/Co-ordinator)

[OUTLETS NCEC Scholarship* Program \(*under review to be endorsed\)](#)



FRAUD RISK MANAGEMENT POLICY

Purpose

The purpose of this policy is:

- To ensure that all parties are aware of their responsibilities for identifying exposures to fraudulent activities and for establishing controls and procedures for preventing such fraudulent activity and/or detecting such fraudulent activity when it occurs;
- To provide guidance to staff/volunteers as to action which should be taken where they suspect any fraudulent activity;
- To provide a clear statement to staff forbidding any illegal activity, including fraud for the benefit of the organisation;
- To provide assurance that any and all suspected fraudulent activity will be fully investigated

Committee of Management (CoM)

The Committee of Management of OUTLETS NCEC has ultimate responsibility for the prevention and detection of fraud and is responsible for ensuring that appropriate and effective internal control and risk management systems are in place.

Centre Management

CEO/Co-ordinator and all Senior Staff must ensure that there are mechanisms in place within their area of control to:

- Assess the risk of fraud
- Educate employees/volunteers about fraud prevention and detection
- Facilitate the reporting of suspected fraudulent activities

Staff/Volunteers

- All staff shares in the responsibility for the prevention and detection of fraud in their areas of responsibility
- All staff has the responsibility to report suspected fraud. Any staff member who suspects fraudulent activity must immediately notify their coordinator or those responsible for investigations
- In situations where the coordinator is suspected of involvement in the fraudulent activity, the matter should be notified to the Committee of Management
- Any fraud by any staff member shall constitute grounds for dismissal

Procedures

Fraud prevention accounting procedures shall be incorporated in the organisation's policies.

- All complaints of suspected fraudulent behaviour will be investigated, whilst also providing for the protection of those individuals making the complaint and natural justice to those individuals being the subject of any such complaint.
- Where a prima facie case of fraud has been established the matter shall be referred to police. Any action taken by police shall be pursued independently of any employment-related investigation by the organisation
- Recruitment strategies shall incorporate fraud prevention;
 - Applicants shall be required to undergo police checks where required by the duties of the position.
 - Previous employers and referees shall be contacted.
 - Transcripts, qualifications, publications and other certification or documentation shall be validated.
 - Fraud prevention and detection issues will be included in relevant staff development and induction activities.
- Vendors and contractors shall be asked to agree in writing to abide by these policies and procedures



GRIEVANCE COMPLAINT AND APPEALS POLICY

Rationale

OUTLETS NCEC aims to deliver courses in a safe and supportive environment.

In the event where a student has a concern about the behaviour of another person attending OUTLETS NCEC, it is important to have in place a clear, structured process for reporting and resolving the problem.

In the event where a **staff member** has a concern, they are able to use the Neighbourhood House and Adult Community Education Collective Agreement, Dispute Settlement process (Page 5, Clause 8), A hard copy of the Agreement is in office and available on request

This policy seeks to provide a grievance process that students may use to raise their concerns in an appropriate manner.

Definitions

- **Grievance:** a concern about the behaviour of another person, this can include harassment of any form such as sexist or racist language, physical, emotional or verbal abuse
- **Complaint:** A complaint is any expression of dissatisfaction with an action, product or service of an education and training provider.
- **Appeal:** An appeal is where a client may dispute a decision made by OUTLETS NCEC.
- The decision made by OUTLETS NCEC may be an assessment decision or any other aspect of the OUTLETS NCEC operation.

Legislative Context

All Victorian organisations, including OUTLETS NCEC, must comply with Commonwealth and State human rights legislation and directions such as:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Equal Opportunity Act 2010 (Vic)

The major purpose of these Acts is to eliminate discrimination against people because of their disability, race, gender or age.

Principles

This policy is based on the principles that:

- All students should have the opportunity to raise issues and all issues are recorded and addressed as appropriate.
- A process should exist to determine whether a grievance is justified.
- When a grievance is not upheld, an appeal process should be available to an independent authority.
- All students should be confident about the grievance and appeal process available to them.

Procedures

If you have a problem, grievance or are unhappy about something that is happening at OUTLETS NCEC:

1. Talk to your teacher.

- Be clear about what you are unhappy about.
- Suggest some ways that OUTLETS NCEC can help.
- Be open minded about how the problem can be resolved.
- Your teacher will log your problem and may ask you to fill in an Incident Report.

2. If you are still unhappy, you could write to, or make an appointment to meet with, the OUTLETS NCEC Coordinator (*refer to Pg 5 Incident report – Grievance form*)

- Explain why you are unhappy with the way your teacher dealt with the problem.
- Be clear about what you are unhappy about.
- Say what you think could help resolve the problem.
- Be prepared to try different options.
- The OUTLETS NCEC Coordinator or Trainer will log your problem and ask you to fill in an Incident Report if you haven't already done so.



3. If you are unhappy with the OUTLETS NCEC Coordinator's suggestions or actions.
 - You can put your problem or concern in writing and send it to the Committee of Management, addressed to the Chairperson.
 - The Chairperson will send you a written response.

4. If you are unhappy with the Chairperson's response you can appeal to ACFE or the VRQA.
 - A meeting will be scheduled for you to attend to discuss your concerns.
 - You may wish to bring a friend, advocate or translator to support you.
 - Any decision that is reached following this meeting will be final and binding.

5. If you are still unhappy and you no longer want to continue studying at OUTLETS NCEC, we will endeavour to assist you to find a suitable course of study elsewhere.

Associated Documents [Incident Report – Grievance](#)



HEALTH AND SAFETY POLICY

Rationale

OUTLETS NCEC has a legal and moral obligation to ensure that the working and learning environment is healthy and safe for all people who attend OUTLETS NCEC.

This duty of care encompasses paid staff, unpaid volunteers and Committee of Management members, students, all service users and members of the general public.

Legislative Context

All Victorian organisations, including OUTLETS NCEC, must comply with the Victorian Occupational Health and Safety Act 2004 and its regulations which set out legal responsibilities for both employers and employees.

Principles

This policy is based on the principles that:

- All individuals are expected to take reasonable care of their own health and that of others
- OUTLETS NCEC prioritises continuous improvement of the work environment and access
- Information on health and safety is communicated widely within OUTLETS NCEC to all employees and OUTLETS NCEC users via signs, notices and written documentation

Procedures

1. OUTLETS NCEC obligations

As the employer and occupier, OUTLETS NCEC's obligations in the area of health and safety include the provision of:

- A working environment that is safe and without risks to health
- Adequate resources, information, training and supervision
- Effective arrangements for consultation with staff in the development of health, safety and wellbeing procedures
- An effective system for identifying hazards, and for assessing and controlling risks to health and safety
- Safety information to Staff and students on environment and surrounding environment.
- A practice of continuous improvement to minimise or eliminate any hazards in the workplace

2 Obligations of staff, volunteers and users of OUTLETS NCEC services:

- The Occupational Health and Safety Act 2004 requires staff, volunteers, students and other users of the premises to take reasonable care of their own health and safety, and the health and safety of anyone else who might be affected by their actions.
- All individuals have a responsibility to report hazards and incidents and to comply with any protocols for use of equipment and maintenance of a safe environment.

3 Implementation of Policy Maintaining a safe, healthy and wellbeing environment at OUTLETS NCEC:

- Risk identification at staff meetings, which are held regularly, assessment and control: OUTLETS NCEC works to eliminate risks at the source through a process of hazard identification in the short term, and planned rectification.

Particular attention is paid to office and Classroom safety, including lighting, noise, indoor air quality, layout, workstations, storage, visual display units, radiation, copying equipment and hazardous substances.

- Non-smoking: OUTLETS NCEC is a no-smoking environment.
- Drugs and alcohol: No person shall present for work or participate in OUTLETS NCEC activities when they are under the influence of alcohol or illegal drugs.
- Blood: in providing aid to injured people or cleaning up, care is taken to prevent possible blood-borne infections – *refer Blood Policy*
- Personal security: wherever possible, staff shall not be working alone at OUTLETS NCEC. Staff are to lock the exit doors if they are the sole worker present at OUTLETS NCEC outside opening hours *Refer to Working in Isolation Policy*
- Personal safety education when attending out-of-hour or evening classes – awareness of your environment. 300m from all Public Transport well lit street in Newport trading precinct.



Staff Training

OUTLETS NCEC recognises the importance of training in preventing workplace injuries and illnesses. At least one staff member is trained to hold a current First Aid certificate and other staff is encouraged to undertake CPR training.

All staff are given appropriate information and drills in what to do in case of emergencies and of risks to personal security.

Emergency Procedures

Up to date emergency procedures in the event of fire, explosion, bomb threats, chemical spills, flood or other emergencies are communicated to staff and displayed, as appropriate, on notice boards.

- All staff are informed of the exit and assembly points, and evacuation plans which are placed on display in prominent areas.
- Emergency procedures and evacuation drills are carried out with staff, students, clients and OUTLETS NCEC users at least twice a year.
- Checks of emergency equipment (smoke and heat detectors, fire extinguishers, duress and other alarms) are to be carried out by contracted electrician (Fraser & Ramsay) and FES services contractors at regular intervals. A record of the dates these checks are logged - *Asset and Risk Management file and specific registered Manuals of recording.*
- Emergency calls – In the case of a client?? emergency, the Co-ordinator should be called during business hours and Victoria Police (000) or other services as appropriate.

After Hour Programs

Programs delivered at centre after hours between 5-9pm Emergency numbers are Victoria Police (000) or our back to base Security company 1300 655 365 easy access to Alarm button on panel.

The Centre has back to base Security system and personal alarms.

*Cameras being installed at entrance.

The Centre has night sensor lighting which at dusk lights up both front and back entrances of Centre.

The Centre is situated in Hub of Newport Trading Precinct with good street lighting and a safety pedestrian crossing.

Shops are all in business (no vacant shops) 6 businesses are open till 11pm.

The Centre is 300m from main transport network being Bus, Train and Taxi access.

Continuous Improvements

The Centre Co-ordinator is responsible for ensuring that WorkCover procedures are up to date and implemented. These include:

- Maintenance of a workplace file for all reports of work related incidents i.e. injuries and illnesses. Filling out an OUTLETS NCEC Health and Safety Incident.
- Report Form for all reports of work-related incidents.
- Confidentiality of all reports
- Provision of information to staff about reporting health and safety incidents.
- Analysis of incident reports to determine injury trends as a basis for developing strategies for prevention.
- Notification to WorkCover immediately of any workplace death or serious injury or any incident that could have caused serious injury or death.
- Enabling a WorkCover Claim Form to be completed within 30 days of an incident. (It is up to the employee to decide to make a WorkCover claim).
- Development of a return to work plan for employees in receipt of WorkCover (i.e. off work for more than 20 days).

Associated Documents

- [Incident Report - Health and Safety](#)

Outlets Co-operative Neighbourhood House Ltd (OUTLETS NCEC)

43 Mason Street, Newport Vic 3015

ABN 34 598 164 944

TOID 6411



INCIDENT REPORT – HEALTH AND SAFETY

Name: (Injured Person): _____

Address: _____

Phone Number: _____ Mobile Number: _____

Date of Birth: _____ Age: _____ Sex: _____

Date of Incident: _____ Time of Incident: _____

Describe the incident. _____

What were the injuries/effects? _____

Names of Witnesses: _____

Contributing Factors: _____

Recommendations to correct the cause of the incident: _____

Name of person making report: _____

Address: _____

Signature: _____ Date: _____

Person Receiving Report: _____

Signature: _____ Date: _____



RECORDS MANAGEMENT POLICY

Purpose

OUTLETS NCEC is committed to ensure all records are accurate and reliable and that confidentiality is maintained. This policy documents a proactive commitment to ensuring the privacy of all documentation and personal information in all forms, forums and media. In this commitment, we will follow the ten national privacy principles in the handling of personal information of students and employees.

Scope

This policy covers all training function activities and documents associated with the AQTF Standards for Registered Training Organisations.

Definitions

Training Records covers all documentation and information relating to training and assessment activities.

It includes but is not limited to:

- Student enrolment data
- Commencement and completion dates for individuals of all competency units
- Individual student assessment information for each unit of competency
- Information on awards issued (award, date, certificate number)
- Individual student participation data (assignments / assessments where practicable, attendance)
- Documentation / records of grievances, complaints, appeals
- Pre - Training Review

Policy

1. OUTLETS NCEC is committed to maintain and safeguard the confidentiality and privacy of all individual student and staff information. It will document and implement procedures to assure the integrity, accuracy and currency of records.
2. Individual student and staff records will be stored (including electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.
3. Student results will be archived for a period of not less than 30 years. Financial records will be kept for 7 years.
4. Training records will be collected and stored to meet the requirements of external reporting requirements
5. In the event that the RTO ceases operations no student records will be withheld from the VRQA. Copies of student records will be provided by electronic and print versions, at no cost to the VRQA
6. Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:
 - Individuals wishing to access their personal records
 - Individuals authorising releases of specific information to third parties
 - OUTLETS NCEC staff that require the information for their job role
 - HESG and ACFE
 - Legal requirements (eg. subpoena / search warrants / social service benefits / evidence act)
7. OUTLETS NCEC Coordinator will be the person responsible for the implementation and maintenance of the policy.

Procedure

1. Each individual student will have a personal file for storage of training records
2. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password)
3. All trainers / assessors involved in the program will be informed of their responsibilities under this policy
4. Requests for access to the information must be in writing and the release of information on the



decision of the Coordinator and Education Trainer.

Records of student results for each unit of competency will be as per HESG requirements which are:

Value Description

20 Competency achieved / pass

30 Competency not achieved / fail

40 Withdrawn

50 Recognition of Prior Learning

60 Credit Transfer

70 Continuing enrolment

81 Non-assessable enrolment – Satisfactorily completed

82 Non-assessable enrolment – Withdrawn or not satisfactorily completed

90 Result not available

5. Information included in student folders.

Information to be retained as a minimum, but not limited to:

- Student full name
- Date of Birth
- Address
- Enrolment / commencement date
- Course code
- Course Title
- Result
- Credit transfer / RPL / RCC
- Date finished

6. Information included in student Training and Assessment Plan. Includes:

- Unit codes and titles
- Flexible learning arrangement

7. Staff Records

OUTLETS NCEC will ensure staff records are managed to ensure that for each training and assessment staff member the following verified or certified and/or signed documents are held

- Trainer skills matrix – signed by trainer/assessor
- Assessor qualifications – verified or otherwise certified
- Vocational qualifications – verified or otherwise certified
- Resume - signed by trainer/assessor
- Professional development activities – verified and/or signed by trained assessor
- Position description
- Employment contract/agreement
- Privacy Agreement
- Working with Children Check
- Police Check (Victorian or International)

Associated Documents

- Teachers Skills Matrix



STAFF POLICY

2013 Service Agreement - Victorian Training Guarantee Program

Relevant Person refers to an Executive Officer, High Managerial Agent or any person who exercises a degree of control or influence over the management or direction of the Registered Training Organisation.

Further information

Pre-accredited training

- [The A-Frame](#) is a tool to guide planning of ACFE Board funded pre-accredited training

Accredited training

- For information on extending scope of registration
- Accredited training contractual information can be found on the [HESG Training System Website](#)
- For information on the range of nationally accredited qualifications and Training Packages [see Education trainer or Co-ordinator](#)
- Advice on planning accredited Further Education programs can be obtained from the General Studies and Further Education Curriculum Maintenance Co-ordinator (CMM) located at Victoria University. Email sicmm.generalstudies@vu.edu.au; phone (03) 9919 8375 or (03) 9919 8327

Agreement for your reference

- [Public Records Act 1973](#) - Requirements for record keeping
- [Information Privacy Act 2000](#) - Requirements for record keeping
- [Electronic Transactions \(Victoria\) Act 2000](#) - Requirements for record keeping
- [Charter for Human Rights and Responsibilities](#) - Staff must be aware of their responsibilities and requirements
- [Disability Act 2006](#) - Staff must be aware of their responsibilities and requirements
- [Working With Children Act 2005](#) - Staff must be aware of requirements, in relation to persons under 18 years of age
- [Equal Opportunity Act 1995](#) - Promotions need to encourage those with disabilities to apply

Other useful resources and information for staff

www.education.gov.au

- [Adult, Community and Further Education – Learn Local](#)
- [Neighbourhood Houses Victoria](#)
- [HESG](#)

Staff Leave Arrangements

Sick leave

Permanent and Fixed Term Staff

- The relevant Coordinator / Co-ordinator must be informed of days and dates of any sick leave taken. This can be done via the Centre Co-ordinator.

Long Service Leave

Permanent, Fixed Term and Casual Staff

- A request for LSL must be made to the Centre Manager, providing adequate notification.

Annual Leave

Permanent and Fixed Term Staff

- A request for any Annual Leave, taken outside of the normal cycle (that is; not taken in Term breaks), must be made to the Centre Co-ordinator, providing adequate notification.

Leave without pay

- A request for Leave without pay must be made to the Centre Co-ordinator, providing adequate notification.



STUDENT ENROLMENT POLICY

Rationale

OUTLETS NCEC aims to provide students with opportunities to develop and improve their skills and foster personal growth.

OUTLETS NCEC classes are designed to improve our students' engagement with the community by increasing their ability to understand and communicate in English and to develop work and life skills.

Definitions

Enrolment: Official registration by OUTLETS NCEC of a person who has been approved by OUTLETS NCEC to participate in designated classes and programs

Legislative Context

All Victorian organisations, including OUTLETS NCEC, must comply with Commonwealth and State human rights and other relevant legislation and directions such as:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act (1995)
- Sex Discrimination Act (1984)
- Age Discrimination Act (2004)
- Equal Opportunity Act (2004) (Vic)
- Occupational Health & Safety Act (1985)
- Human Rights and Equal Opportunity Commission Act (1986)
- Public Authorities (Equal Employment Opportunity) Act (1990)
- Education and Training Reform Act (2006) (Vic)
- Securing Jobs for your Future - Skills for Victoria. Ministerial Statement

The major purpose of many of the above is to eliminate discrimination against people because of their disability, race, gender or age.

Principles

This policy is based on the principles that:

- All members of the community are able to apply for enrolment at OUTLETS NCEC by completing an enrolment form
- Every endeavour is made to enable people with disabilities to participate in OUTLETS NCEC classes and programs
- Enrolment at OUTLETS NCEC is based on an interview with the student and an assessment of the student's skills and particular needs
- Priority for enrolment is given to Australian residents and those living in Australia for humanitarian reasons e.g. refugees and asylum seekers.

Procedures

Information about courses and programs.

Advertisements of courses and programs offered at OUTLETS NCEC include clear information on the aims of the courses and any requirements or minimum standards for entry.

OUTLETS NCEC is committed to ensuring that the information provided about the courses is ethical, accurate and consistent with its Scope of Registration.

OUTLETS NCEC will comply with the conditions of use of the NRT Logo and ensure that logo is used in accordance with the guidelines - http://www.vrqa.vic.gov.au/Documents/NRTspecslogo_1.pdf

Responsibility for enrolment

The OUTLETS NCEC Coordinator and Education Trainer are responsible for overseeing the student enrolment process at OUTLETS NCEC.

Staff training

Staff conducting student interviews to assess enrolment applications must be familiar with the International Second Language Proficiency Rating (ISLPR), the ESL Framework, assessing skills in vocational competence and the student management database information required. (SVTS AVETMISS) NRolls



Enrolment procedures

All prospective students will have a preliminary interview with the Education Trainer to determine level of priority for enrolment, their English language skills, ICT skills, and vocational competencies and whether a mutually satisfactory placement can be made in terms of days and times of suitable classes.

An Enrolment Form will be completed, a receipt and timetable will be issued and the student will be directed to the policy and procedures section of the OUTLETS NCEC website and given an orientation of the training venue.

Where it is not possible to enrol a student in a course, the reasons will be clearly explained and other options will be suggested, including referrals to other registered training organisations.

In accredited courses, a Pre-Training Review will be conducted and an initial draft Individual Training and Assessment Plan will then be undertaken for each student. As the student progresses through the course, this Plan will be updated.

Waiting lists

When a class roll has the maximum students enrolled, a waiting list will be maintained. If a vacancy arises, students will be enrolled in the class in the order they appear on the waiting list.

All fee and eligibility related decisions are based upon the Victorian Training Guarantee 'Guidelines about Fees' and 'Guidelines about Determining Student Eligibility and Supporting Evidence'. Both these documents are available for staff from the OUTLETS NCEC office.

Associated documents

- Student Enrolment Form
- Training and Assessment Plan
- Victorian Training Guarantee Guidelines about Fees
- Victorian Training Guarantee Guidelines about Determining Student Eligibility and Supporting Evidence

TRAINING AND ASSESSMENT POLICY

Rationale

OUTLETS NCEC delivers accredited and pre-accredited courses in both English as a Second Language (ESL), and Computer studies. Training, assessment and evaluation processes are an important part of ensuring quality provision of course delivery at OUTLETS NCEC.

Definitions

- Training: Refers to the delivery of a course which will lead to the acquisition of knowledge, skills, and attitudes that relate to specific competencies.
- Assessment: Refers to the measurement of course outcomes which in themselves are observable, measurable and unambiguous.
- Evaluation: Refers to the review of training and assessment strategies to ensure that course outcomes are achieved.
- Australian Qualifications Framework (AQF): The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training. The Framework was introduced Australia-wide on 1 January 1995.
- Australian Quality Training Framework (AQTF): The AQTF 2010 Essential Conditions and Standards is the national set of standards which assure quality training and assessment for Australia's vocational education and training (VET) system: The AQTF 2010 became effective on 1 July 2010.
- Registered Training Organisation (RTO): A training organisation, such as OUTLETS NCEC, that has been granted registration by the relevant state Registering Authority to issue a nationally
- Recognised qualification (e.g. Certificate I, II or III) or a Statement of Attainment on partial completion.



Legislative Context

All RTOs, including OUTLETS NCEC, must comply with relevant Commonwealth and State legislation and directions which include:

- Education and Training Reform Act (2006) (Vic).
- Securing Jobs for your Future - Skills for Victoria. Ministerial Statement.

Principles

This policy is based on the principles that

- Training and assessment at OUTLETS NCEC is consistent with the requirements of all RTOs to comply with the AQTF 2010 - Essential Conditions and Standards.
- Evaluation of training and assessment is undertaken for all courses and includes the monitoring of student satisfaction.
- Evaluation of training and assessment is fundamental to continuous improvement.
- National Recognition of achievement that Student is informed that training in an Accredited course with outcome achieved, that the certificate, Statement of Attainment is recognition by all state and territory course accrediting bodies and training organisations.

Procedures

Training

OUTLETS NCEC delivers training for accredited and pre-accredited courses.

The OUTLETS NCEC Learning and Assessment Strategy is the basis for ensuring that high quality training is delivered by OUTLETS NCEC teachers.

The OUTLETS NCEC Training and Assessment Strategy have been developed on the basis of:

- Guidelines published for delivery of training in nationally endorsed units of competency, where these are available as part of a VET course.
- Where nationally endorsed units of competency are not available, as for pre-accredited courses, training is responsive to the educational and social needs of students in the local community.

Training at OUTLETS NCEC can lead to the following outcomes for students:

- A qualification and course outcomes that are consistent with the AQF qualification descriptor identified for the course.
- A Statement of Attainment, issued at no cost to the student, which outlines partial completion of an AQF qualification. (*refer to National Recognition*)
- A Certificate for full completion of all units of an accredited course.
- Completion of a pre-accredited course which involves the attainment of knowledge and skills which meet student needs.

Assessment

Trainers at OUTLETS NCEC adopt a range of assessment tools developed under the OUTLETS NCEC Training and Assessment Strategy.

The assessment tools determine a student's achievement of the units of competency which comprise any accredited course, and achievement of defined knowledge and skills in pre-accredited courses. Assessment tools are available for each unit of competency of all accredited courses being delivered and are kept on file.

These assessment tools:

- Are valid, reliable, flexible and fair.
- Support the collection of evidence that is sufficient and current.
- Are consistent with the assessment guidelines of any course where nationally endorsed units of competency are used.
- Enable evidence to be collected of achievement of all units of competency in order for a student to be awarded a Vocational Education and Training (VET) certificate.
- Enable evidence to be collected of achievement towards a Statement of Attainment when partial completion of a VET certificate occurs.



Assessment Validation and Moderation

OUTLETS NCEC is committed to ensuring that assessment tools and procedures are systematically validated.

The Coordinator and Education Trainer will develop a Validation Schedule and coordinate validation and moderation so that effective conclusions can be made about the quality of assessment.

The validation schedule will identify:

- When assessment validation and/or moderation will occur
- Which units of competency/modules will be the focus of the activity in proportion to associated risk
- Who will lead and participate in validation and/or moderation activities including external validators
- How the outcomes of these activities will be documented.
- How lessons learnt from assessment validation and/or moderation will be acted upon

The data from the validation sessions will be included as part of OUTLETS NCEC's continuous improvement procedure.

Validation activities will be supported and reviewed by:

- Ensuring staff are provided with professional development activities to develop their validation and moderation
- Reviewing the tools and methodologies used to facilitate effective and systematic validation of assessment
- Evaluation and validation provided by person's external to the operations and day-to-day training and assessment at OUTLETS NCEC

Course evaluation - Student Satisfaction

Course evaluation is undertaken in order to determine the appropriateness of course content, levels of student satisfaction and improvements that should be implemented.

From the teacher's perspective, this is an on-going process, as lesson plans are evaluated at the end of each lesson to determine what has been achieved and what part of the plan needs to be varied for the next lesson.

Course evaluation provides an opportunity for students to express a preference for topics, content, learning styles and personal needs.

OUTLETS NCEC uses the results of the formal course evaluation as part of its ongoing cycle of improvement; the results of annual evaluations lead to the review of the OUTLETS NCEC Training and Assessment Strategy which ensures continuous improvement.

Industry Consultation

The qualifications delivered at OUTLETS NCEC do not have a clear vocational outcome; the OUTLETS NCEC has developed a procedure for industry consultation which includes input from those community groups and job service agencies involved in the provision of services in the local community.

OUTLETS NCEC has a strong network with Newport Traders Association, Job Service Organisations, local council and other not-for-profit organisations and local RTO's.

These industry participants understand the characteristics and needs of the students at OUTLETS NCEC. The industry consultation is undertaken on an annual basis with the intent of engaging industry participants in the monitoring and improvement of the OUTLETS NCEC Training and Assessment Strategy.

By undertaking industry consultations, OUTLETS NCEC ensures continuous improvement of its training and assessment strategies.



PLAGIARISM / CHEATING

Plagiarism or cheating may occur when a student copies or partly copies other people's work and then submits the work as their own for assessment. When supervising the completion of assessment tasks, teachers at the Centre must ensure that:

- Clear instructions are given that assessment is a measure of the student's own work
- Students understand that plagiarism or cheating is a breach of the Code of Conduct and could lead to action
- Reasonable effort is taken to ensure that other students' work could not be copied or plagiarised during an assessment task
- Students undertake to properly safeguard their own work so that plagiarism or cheating does not occur

Teachers should read student work with attention paid to appropriate tone, vocabulary and sentence structure of the text. Sometimes students may copy work from books, the internet or even another student.

If a teacher senses that a student's work is incompatible with their normal level of delivery, or if s/he notices cheating during an assessment, the teacher must clarify the student's actions and may opt to have the student re-sit an alternate assessment.

This should be reported to the Education Trainer or Coordinator. In an ongoing case of plagiarism and/or cheating, the student will be given a warning by the Education Trainer or Coordinator, and if the action continues, the student will be withdrawn from the course. A record of all communication regarding the incident(s) must be maintained in the student's file.

MARKETING POLICY

Guiding Principles

OUTLETS NCEC is committed to accurate and ethical marketing and advertising of its services and materials.

Policy

OUTLETS NCEC will market its education and training programs with integrity, accuracy and professionalism, making clear, correct and precise statements.

Marketing and advertising of qualifications to prospective clients is ethical, accurate and consistent with scope of VRQA.

No false or misleading statements or comparisons will be made.

OUTLETS NCEC will not state or imply that accredited courses other than those within its scope of registration are offered. The NRT logo must be used only in accordance with the conditions of use.

All non-accredited courses will be clearly identified as such.

Acknowledgment of relevant funding body will be included on all material distributed.

OUTLETS NCEC will continually seek new, innovative and inexpensive ways of and forums for marketing its services.

OUTLETS NCEC will obtain prior written permission from any person or organisation for use of any photographs, marketing or advertising material that refers to that person or organization, and will abide by any conditions of that permission.

OUTLETS NCEC DOCUMENTS VERSION CONTROL & ELECTRONIC ARCHIVES

All relevant OUTLETS NCEC policy documents, manuals, timetables and forms, staff and student handouts are available as downloadable documents from the OUTLETS NCEC website.

The active or latest version of a document is the one available in office. Redundant documents and previous versions are archived.

RECORD OF CHANGES TO POLICIES & PROCEDURES

Recorded in CoM meeting and folioed.

Date reviewed Date altered Date of executive approval

Date of Committee approval

Due date of next review

In process - December 2013, December 2013, February 2014, April 2014

