

# PARTICIPANT INFORMATION HANDBOOK



Version No: 5

Version date: May 2013

Revised and Approved by:

Compliance Officer



## CLIENT INFORMATION HANDBOOK

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## CLIENT INFORMATION HANDBOOK

### WELCOME

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The Management and staff of Yarnteen College extend a warm welcome to you.

Yarnteen College is committed to high standards in the provision of vocational education and training and other client services. We strive to maintain a happy, congenial and culturally sensitive atmosphere in which to learn and work and to assist participants achieve the best possible outcome.

Yarnteen College will ensure that you will receive the opportunity to fulfill your personal potential during your training, and every endeavor will be made by staff and trainers to accommodate your individual needs.

The contents of the Participant Information Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Yarnteen policies and procedures together with forms and documents that you may need to refer to.

We sincerely hope your time at Yarnteen College is a memorable and productive learning experience.

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## CLIENT INFORMATION HANDBOOK

### ORGANISATION CONTACT DETAILS

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#### **Yarnteen College**

Level 1

840 Hunter Street

NEWCASTLE WEST NSW 2302

**Tel:** 02 4940 8422

**Fax:** 02 4940 8455

**Email:** hannah@yarnteen.com.au

### STAFF CONTACT NAMES & TITLES

#### **Training Manager**

Richard Faulkner

#### **Training Support Officer**

Hannah Pipe

#### **Administration Assistant**

Melanie Gordon

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### CODE OF ETHICS

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Recognition and **RESPECT** for diversity and cultural identity

Ensure a **QUALITY** outcome for our participants

Provide **LEADERSHIP** to achieve equality for our community

Encourage and support **TEAMWORK** and open communications

Recognise and reward **CREATIVITY** as our strength

Ensure **ACCOUNTABILITY** is adhered

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## CLIENT INFORMATION HANDBOOK

## POLICIES and PROCEDURES

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### EDUCATIONAL STANDARDS

Yarnteen's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of participants. Yarnteen College is committed to the success of participants and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

### CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and you agree on the benefits of the change and it does not disrupt other participants. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

### CANCELLATION AND REFUNDS

#### 1. Collection of Fees

Fees will be charged in accordance with Department of Education & Training policies. All fees must be paid prior to commencement of the course. Fees can be paid by cheque, cash or direct deposit – details of these methods of payment can be found on the 'Pre-enrolment Information Pack'.

#### 2. Outstanding Fees

Qualifications and/or Statements of Attainment will not be issued while fees are left outstanding.

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### 2. Refunds

To be eligible for a refund of fees, you need to notify Yarnteen College in writing, of your decision to withdraw from training using the Student Withdrawal Form. A Student Withdrawal Form needs to be completed and received by Yarnteen College within two weeks of the date of withdrawal.

NOTE: Students who withdraw from their course without notifying Yarnteen College will not be eligible for refund.

Where the qualification or unit is cancelled or re-scheduled to a time unsuitable to the student, or where the student is not given a place due to the maximum number of places being reached a full refund will be given.

Yarnteen College can approve a full refund of fees at any time during the semester of the duration of a unit if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances beyond their control.

The college can approve a pro-rata refund of fees and charge for qualifications and units at any time during the semester if students can establish, with documentary evidence, satisfactory grounds for withdrawing from the qualification (e.g. serious illness or disability, transfer of employment, or other circumstances beyond their control).

To be eligible for a refund you must complete a Student Withdrawal form and submit it to the Training Manager. Eligible refunds will be processed within fourteen days of receipt of the Student Withdrawal form.

### 3. Publicly funded courses/qualifications

Where Yarnteen College has an approved Purchase Order for the training through the Department of Education and Training the cost of the qualification is subsidised in part or in full. Further details of these subsidised costs are available from the College. In this case the only costs borne by the student is the Administration Fee that *must* be paid by you *in full* prior to commencement of the course.

NOTE: Where Administration Fees are left outstanding qualification Certificates and/or Statements of Attainment will not be issued. (Refer to point 2. Refunds)

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### 4. Review & Evaluation

All Yarnteen College Financial Management practices are subject to on-going review and evaluation through Management Meetings.

The Training Manager brings all financial management issues identified to the attention of the Enterprise Manager as part of the Yarnteen College Continuous Improvement Process and Review and Evaluation Process.

### PARTICIPANT INDUCTION

A Participant Induction and class registration is conducted for you on the day of course commencement. It is essential for you to attend this session to understand Yarnteen's academic system and familiarise yourself with the facilities.

At Induction all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. Trainers and College staff will be available to answer any questions you have.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of Yarnteen College. Please complete this form and hand it to the trainer.

### CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow participants and staff with respect. At Yarnteen College we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow participants
- Take the initiative to make things better
- Lead by example
- Respect the property of Yarnteen College and fellow participants
- The use of inappropriate language will not be tolerated
- Mobile phones are to be turned off during classes
- No food or drinks are allowed in the computer labs of Yarnteen College
- No chewing gum or smoking is permitted within Yarnteen College

Every staff member and participant is to hold every other staff member and fellow client responsible for living up to these principles at all times.



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### PARTICIPANT PRIVACY

The Yarnteen College recognises your right to privacy. Our Privacy Policy identifies how we handle your information. Where State or Commonwealth funding supports training we are obliged to submit your enrollment details for statistical purposes.

We collect and store your enrollment details and your progress reports for this purpose. We do not make public information you provide us. The information we collect from you is protected under the NSW Privacy and Personal Information Act 1998. Personal client files will only contain information pertinent to your training program.

You have the right to view your own files under the Act and can do so by submitting a 'Request to View Personal Information form.

### CLIENT HEALTH

It is in the interest of all staff and participants that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others, (e.g. colds, flu and viral infections), should not attend Yarnteen College until recovered. Participants unable to attend due to illness must advise the Administration Office immediately and provide a medical certificate for more than three days absence consecutively.

### DRUGS & ALCOHOL

Yarnteen College is a drug and alcohol free college. To ensure the integrity of Yarnteen College the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any participant on Yarnteen's premises is strictly forbidden at all times. Any client who becomes affected by the use of substances whilst attending training is breaching a major violation of Yarnteen's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

### WORKPLACE HEALTH & SAFETY (WH&S)

Yarnteen College is committed to providing and maintaining a safe and healthy environment for the benefit of all participants, visitors and employees.

Management is responsible for ensuring that the level of WH&S is not compromised and recognises its obligations under the Federal and State rules and regulations of the NSW Occupational Health and Safety Act.

It is important participants report ANY injury or unsafe conditions immediately to the Training Manager.

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### ACCESS & EQUITY

Yarnteen College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or participants to be in violation of Yarnteen's Access & Equity Policy, staff and participants are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by disadvantaged participants.

### HARASSMENT

**Yarnteen College** will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

#### **Examples of Harassment may include:**

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a person's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

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### Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

### Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Participants and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a participant filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

Disciplinary action may be taken against participants or staff who is found to have harassed other participants or staff.

**Yarnteen College** expects all participants to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for participants or dismissal for staff.

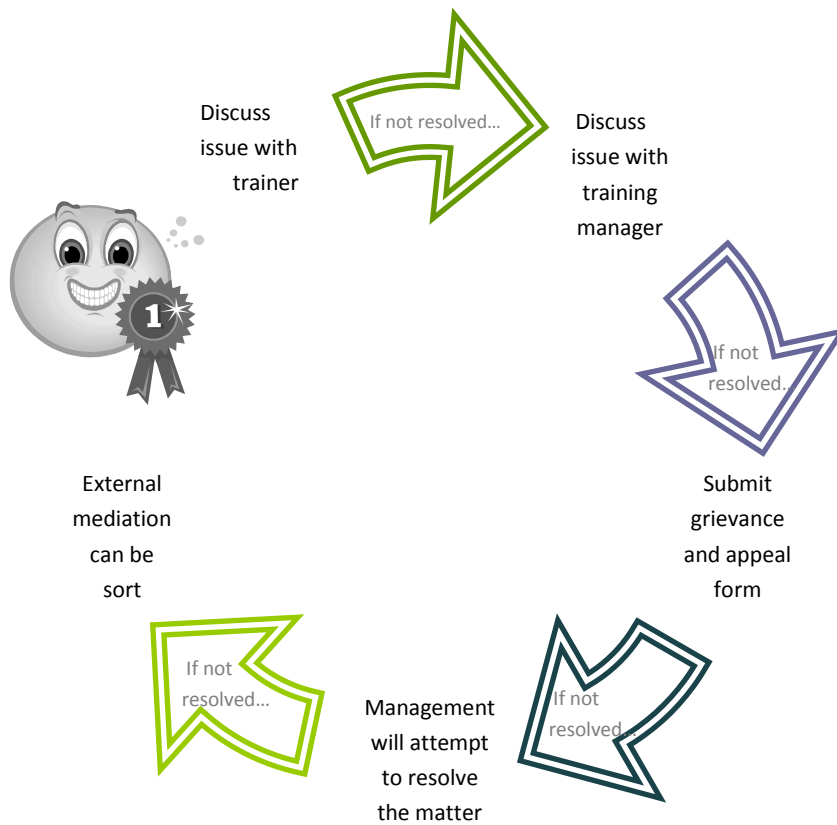
### GRIEVANCE AND APPEALS

Yarwteen College is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with your trainers or a staff member.

Our organisation recognises that differences and grievances can arise from time to time and therefore has a fair and equitable process for dealing with employee/participant grievances.

If you have a grievance concerning a training issue and you are unable to resolve the issue informally you may lodge a formal appeal lodgment.

### ORDER OF COMMUNICATIONS:



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### STEPS IN THE PROCESS

- 1** Collect a copy of the Grievance/Appeal Lodgment forms from the Yarnteen College administration office or alternatively ask them to be sent to you.
- 2** Complete the forms and submit them to the administration office or alternatively send them to **Yarnteen College PO Box 2128 Dangar NSW 2309** in a sealed envelope and *marked "CONFIDENTIAL"*.
- 3** A response will be forwarded to you within 14 (fourteen) days of lodgment.

*NOTE:* If you are not satisfied with the response at the Administration Level, you may move to the second level by submitting your grievance to Management for consideration – this must be initiated within 21 (twenty-one) days of the return of the initial decision from the Administration Level. The steps for Administration level one are used for this submission also.

*NOTE:* The contents of this form (which describes the grievance, steps taken to resolve the grievance, and the desired outcome) will be distributed to the other parties to the grievance. However, all personal information provided at the beginning of this form (excluding your name) is for administration purposes only and will be kept confidential.

*Complaints and Appeals* are treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

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### CLIENT COUNSELLING SERVICES & SUPPORT

Yarnteen College caters to diverse client learning needs and aims to identify and respond to the learning needs of all participants.

As a student you are encouraged to express your concerns about your *learning needs* at an early stage of your learning experience.

You can make an appointment at reception with the Programs Manager if you wish to ask about any vocational education and training or personal counseling services available at the College.

We are committed to providing you with additional support with advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Yarnteen College provides:

- **Client Vocational Counselling** *to improve and extend training outcomes.* While this can be achieved on a one to one basis with management, trainers, assessors and course coordinators. *Firstly:* make an appointment at reception to see the Client Liaison Officer in the first instance. *Secondly:* you can then make a time to see the Manager /Principal /trainers /assessors and/or course coordinators who are responsible for monitoring your progress.
  
- **Personal Counselling services** are available to all participants and staff from local organisations and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
  - a. Grievance /conflict resolution
  - b. Stress management
  - c. Access and equity issues
  - d. Client welfare and support

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- **Language, Literacy and Numeracy (LLN) Support** is available to provide participants with advice and support services in the provision of language, literacy and numeracy assessment services. Participants needing (LLN) support are encouraged to identify this on enrolment. Yarnteen College Trainers have additional skills in language learning and teaching and are able to offer participants case by case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, participants need to:

- a) Count, check and record accurately
- b) Read and interpret
- c) Estimate, Calculate and Measure

Where formalised LLN support is required by the client, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

- **Post Program and Exit Counselling Services** includes assistance with job seeking, resume and interview skills vocational advice and mentoring. Participants are advised of this service towards the completion of their qualification or course.

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## CLIENT INFORMATION HANDBOOK

### **RECOGNITION OF PRIOR LEARNING (RPL) OR RECONGNITION OF CURRENT COMPETENCIES (RCC)**

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Yarnteen College recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO's) Australia wide. RPL or RCC is available on provision of verification at the beginning of a course. You cannot apply for RPL or RCC at the end of your course.

#### **WHAT IS RPL OR RCC?**

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If you know you are competent in the learning outcomes detailed in the module you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction program.

#### **Then, in consultation with your trainer you should:**

- Obtain a copy of the RPL/RCC Kit from the Administration office
- Decide which module(s) are to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the module information
- Seek peer assessment
- Arrange for a direct practice observation of your competence if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

#### **Evidence for recognition of prior learning and/or current competencies may include:**

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations



### Participants seeking recognition are provided with:

- RPL/RCC Kit (which includes all forms needed to be completed)
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. You may receive full recognition or high standing for the competencies required for a course or module. High standing recognises attainment of some but not all competencies for the course or module. You initially self-assess against learning outcomes and assessment criteria of relevant modules.

You must document your claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

If you require further information please ask your trainer and/or the administration office.

## ATTENDANCE

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Attendance is an essential element of your program, whether you are full-time or part-time.

It is important that you arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other participants and valuable work is missed. Training time should be seen as high priority during term time.

### Daily Attendance

You are to be in class by the set training session time. The student attendance roll is recorded for each session of the day.

### Request for Leave

If you wish to apply for leave for a set period of time you are required to obtain a **Request for Leave Form** from the Administration Office and fill out the appropriate details. You are then asked to organise alternative arrangements for study with your trainer during your absence. Participants are required to return the forms to the office for processing prior to the leave dates.

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### ABSENTEEISM

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Participants are required to notify the Yarnteen College Administration Office prior to the commencement of the training session/s if you are unable to attend.

You must abide by conditions 1A and 2A as set down in the assessment policy. These conditions are as follows:

- 1A Participants who are absent on the date of assessment must notify Yarnteen College of their inability to attend prior to the assessment time. **A medical certificate must be supplied.**
- 2A Participants who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment. An alternative

**FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION  
FROM THE COURSE OF STUDY!**

### PLAGIARISM

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Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Your trainer will advise you of the many ways to avoid plagiarism. Remember that plagiarism is *punishable by failure*.

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## TRAINING DELIVERY & ASSESSMENT

### **Classroom Training**

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations, assignments and more.

### **Classroom Assessment**

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choices, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions. Broadly classroom assessments have two or three assessment tasks for each unit of competency or module.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

### **Workplace Assessment**

Some programs contain mandatory workplace training, which is assessed in the workplace.

Apart from the mandatory assessed workplace training, Yarnteen College offers no supervision whilst the actual workplace training is being undertaken. Supervision is left to those employers who have offered to participate in workplace training.

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### **RE-SCHEDULED ASSESSMENT**

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Yarnteen College acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its participants.

You will be notified in advance of assessment dates and times by the trainer responsible for the assessment.

#### **The Following Conditions Apply to Assessments:**

- 1A Participants who are absent on the date of assessment must notify Yarnteen College of their inability to attend prior to the assessment time. **A medical certificate must be supplied or letter from employer.**
- 2A Participants who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment. An alternative

#### **FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY!**

Participants who have missed an assessment for any reason covered under conditions 1A and 2A of this policy must apply for the missed assessment to be rescheduled.

#### **The Following Conditions Apply to Reschedule of Assessments:**

- 1B Participants must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- 2B Participants must organise to reschedule the assessment with the trainer responsible for the assessment.
- 3A Participants must supply a medical certificate or letter from their employer as stated in condition 1A.

If conditions 1B, 2B or 3A are not adhered to, participants will be deemed **not yet competent**.

## REASSESSMENT

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If a client has previously attempted an assessment and has been deemed **not yet competent** they may apply for reassessment under the following conditions:

- 1C Where conditions 1B, 2B and 3A **do not apply**, participants deemed **not yet competent** may be reassessed for a fee of **\$10.00** per assessment.
  
- 2C Where conditions 1B, 2B and 3A **do not apply**, participants who have previously attempted an assessment and are deemed **not yet competent** may be reassessed a second time at no cost. Any reassessment covered under condition 2C will incur a fee of \$10.00 per assessment *after* a second reassessment has been attempted.

## ASSESSMENT APPEALS

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All participants have the right to appeal any assessment decision made by Yarnteen College Assessors if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal *Grievance/Appeal* Form (available from the administration office) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue or reassess. Any decision recommended by this party is not binding to either part in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary

If no satisfactory solution is reached you can appeal to NSW's Vocational Education Training Accreditation Board (VETAB).

You have the right to a support person to be involved at all times during the appeal process.

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### **ISSUING OF CERTIFICATION**

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Vocational education and training undertaken at Yarnteen College is competency based. Assessments determine whether you are competent/or not yet competent.

Participants are issued with a statement listing modules undertaken and stating whether competency has been achieved. :

### **WHAT ARE COMPETENCIES?**

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A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

## YOUR RESPONSIBILITIES AS A PARTICIPANT

All participants will be provided with a description for each Unit and, the elements, which make up each Unit of competency together with a proposed list of “Show, Tell and Apply” evidence.

## COMPETENCY ASSESSMENT PROCESSES

There are three types of assessment that occur at different stages for each Unit.

- a. Initial assessments to identify what competencies you already have. (Overall self assessment.) From this a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

## HOW ARE COMPETENCIES ASSESSED?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

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If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

### WHAT IF YOU SUCCESSFULLY DEMONSTRATE COMPETENCIES IN SOME AREAS AND NOT IN OTHERS?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units and units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition from for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

### YOUR TRAINER'S RESPONSIBILITIES

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1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide contact details and you will be able to contact your trainer between workshops, through Yarnteen College. This provides additional support for your self-paced and 'take home' learning activities.
4. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
5. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not *scaled or marked*.



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## CLIENT INFORMATION HANDBOOK

### GENERAL INFORMATION

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#### DRESS CODE

A high standard of professional dress is expected of all students. This allows you to familiarise yourself with the correct type of attire suitable for a professional environment and uphold your image for prospective employers.

Personal hygiene is an important issue within the training environment. With a number of people spending hours at a time in the one small room please respect the other participant's rights to a clean and acceptable environment by maintaining your personal hygiene.

#### Unacceptable Apparel

- Hats, shorts, tracksuits, ski pants, midriff blouses, ribbed/close fitting tops, micro-skirts, surf shirts, denim in any form and facial jewellery with the exception of stud earrings.
- Footwear such as thong and bare feet.

**Failure to comply with this policy may result in you being asked to go home and change into acceptable clothing before returning.**

#### ORGANISATION'S PROPERTY

During the term of enrolment participants may be issued with resources to aid them in their studies. These resources remain the property of Yarnteen College and are only on loan.

These resources *may* take the form of;

- **Work papers**
- **Class sets of notes**
- **Text books** belonging to the College and for which the client has not paid

(NOTE: all on loan text books received by you must be recorded on the Client Loan Register held at the Administration Office. The Register must be completed with the client's name, signature and the date of issue and also signed and dated when the books are returned). You are required to return Yarnteen College property within the time specified by the issuing staff member.

**Failure to comply with this policy will result in no certification being issued until all property is returned.**

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## CLIENT INFORMATION HANDBOOK

### **CLIENT FEEDBACK AND QUALITY IMPROVEMENT**

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Yarnteen College collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants and staff concerning educational and service improvements or changes that would improve our existing educational and client services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a client survey which will be distributed after induction and each course module with the opportunity to review your learning outcome and goals.

Participants wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete a Student Feedback Form available from the Administration Office.

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## CLIENT INFORMATION HANDBOOK

### CERTIFICATION OF RECEIPT OF CLIENT INFORMATION HANDBOOK

This is to certify that I have received and read the **Client information handbook** outlining the policies, practices and regulations, which I agree to, observe and follow during my studies with Yarnteen College

I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.

I understand that this certification of receipt of the client information handbook will be recorded in my student file.

**Date:** \_\_\_\_\_

**Student Name:** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_

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## CLIENT INFORMATION HANDBOOK