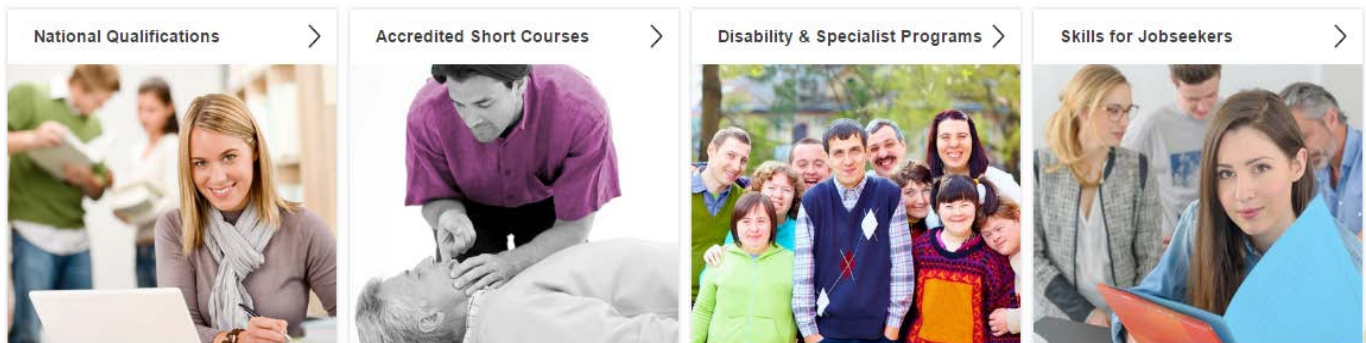


SkillsLink

TRAINING

Your community college

RTO 90315



skillslinktraining.com.au

STUDENT HANDBOOK

Putting **U** back into
your comm**U**nity

Port Macquarie • Wauchope • Kempsey • Nambucca Heads

This Student Handbook forms part of our student induction
and is a guide to our policies and procedures.

TABLE OF CONTENTS

1. About SkillsLink Training	2
2. Code of Practice.....	3
3. Code of Conduct	4
4. Student Discipline	6
5. Student Support	7
6. Privacy	7
7. Class Enrolments and Refund Policy	8
8. Smart & Skilled.....	8
9. Unique Student Identifier (USI).....	9
10. Assessment	10
11. Recognition of Prior Learning and Mutual Recognition	11
12. Accredited Vocational Courses	11
13. Collecting Certificates	11
14. Taking Notes in Class	12
15. Facilities (incl. Parking)	13
16. Guide to SkillsLink’s Policies and Procedures.....	14
17. Your Feedback	14

SKILLSLINK TRAINING

WHO WE ARE AND WHAT WE DO

Welcome to your learning experience!

1. About SkillsLink Training (SkillsLink)

SkillsLink Training is a trading name for Port Macquarie Community College Inc, which is a Registered Training Organisation (RTO) approved to deliver nationally recognised training.

This registration requires us to meet the Standards for Registered Training Organisations (RTOs) 2015, enabled by the National Vocational Education and Training Regulator Act 2011 (NVR Act), and regulated by Australian Skills Quality Authority (ASQA).

SkillsLink Training was incorporated under the Associations Incorporation Act 1984 as Port Macquarie Community College Inc. In line with the requirements of the Act, SkillsLink Management Committee sets the overall business and policy directions of SkillsLink.

SkillsLink has in place a complete set of systems that ensure the effective, ethical and accountable operation of its business, as well as the provision of quality teaching and learning outcomes.

Administration Contact Details

77 Hastings River Drive
PORT MACQUARIE NSW 2444

Tel: (02) 6583 7288

Fax: (02) 6584 1176

Email: admin@skillslinktraining.com.au

SKILLSLINK TRAINING:

- Has teaching and learning at the core of its business
- Is devoted to providing educational services
- Is dedicated to achieving high standards

OUR PRIMARY FOCUS:

- Supplying vocational education and training courses
- Supporting disadvantaged groups in the community

OUR PURPOSE

is to enhance, enliven and enrich our community by providing quality education, training and associated services.

WHO WE ARE AND WHAT WE DO

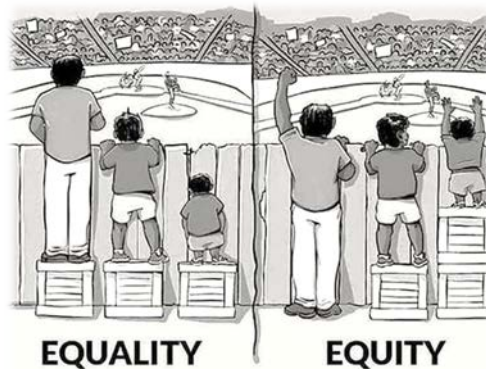
2. Code of Practice

SkillsLink Training agrees to:

- Observe the principles and good practices of adult education
- Seek to satisfy our clients' learning needs
- Act ethically, honestly, fairly and openly at all times
- Ensure access and equity in all our dealings with students, trainers and staff
- Continuously seek to improve our performance, in all aspects of our operations
- Consult with the community and seek to respond to its learning needs and expectations
- Reject discrimination in all its forms
- Provide equal employment opportunities and professional development opportunities for our staff
- Adhere to truth in our advertising and the promotion of our services
- Maintain sound financial management, and observe all the legislative and regulatory obligations under which we operate

EQUALITY is giving people the same thing(s).

EQUITY is fairness in every situation.



RELATED POLICIES AND PROCEDURES:

- Access and Equity
- Child Protection
- Code of Conduct
- Code of Practice
- Complaints Handling
- Privacy Policy
- Records Management
- Risk Management
- Workplace Bullying
- Workplace Health and Safety

We are always trying to **IMPROVE** our practices to provide students and the community with a high quality service.

SKILLSLINK TRAINING

STUDENTS AND CUSTOMERS

3. Code of Conduct

WHAT TO EXPECT FROM US:

- You will be treated with respect and provided with a safe learning environment.
- You have a right to learn in an appropriate environment.
- Everyone using our services has a right to be free from any form of harassment and/or discrimination.
- You have a right to have your learning needs met by the trainer within the scope of the competencies of the course.
- You have the right to expect a competent and appropriately qualified trainer.
- You have the right to one re-assessment if the competency is not achieved first time (see page 10).
- You have a right to a refund of course fees in accordance with the refund policy (see page 8).
- If you have a disability, you can receive support which will focus on your abilities and allow you to reach maximum potential.
- Trainers and staff have the right to be able to perform their duties in an atmosphere of order and co-operation.

SkillsLink Training is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees. Management is responsible for ensuring that the level of Work Health and Safety is not compromised and recognises its obligations under State and Federal rules and the regulations of the NSW Work Health and Safety Act.

STUDENT RIGHTS:

- Be treated with respect
- Have your learning needs met
- Be provided with a safe learning environment
- Privacy in personal matters
- Be free from harassment and/or discrimination
- Receive support if you have a disability or learning issue

Every person has **WORTH** and **DIGNITY** and must be **RESPECTED**.

We are all different, and have each experienced life differently.

STUDENTS AND CUSTOMERS

WHAT WE EXPECT FROM YOU:

- Treat everyone, whether student or trainer or administration staff, with dignity and fairness.
- Behave in a way that does not endanger, intimidate or interfere with the participation of others.



○ Report all injuries or incidents of harassment promptly, either to your class trainer(s) or the Training Manager / Customer Relations & Office Coordinator.

- Do not smoke on SkillsLink premises.



○ Attend class sober and free from the influence of illegal drugs.

- Pay all fees and charges associated with SkillsLink.
- Attend and participate in all course sessions. Record your attendance on the Class Roll when requested.
- Dress appropriately, keeping in mind the nature of the course you are attending. Dress should reflect industry and community standards.

The Policies & Procedures of SkillsLink are available upon request from Reception.

STUDENT RESPONSIBILITIES:

- Treat others with respect, dignity and fairness
- Attend and participate in all course sessions
- Dress appropriately
- Refrain from smoking
- Attend class sober (not under the influence of alcohol or illegal drugs)
- Report all injuries
- Report any incident of harassment (by another student or trainer)
- Clean and tidy your work area at the end of each session
- Take responsibility of your own personal possessions

SkillsLink expects support from **ALL STUDENTS AND STAFF** to fulfil this Code of Conduct.

STUDENTS AND CUSTOMERS

4. Student Discipline

Students are expected to comply with the Students Rights, Responsibilities and Code of Conduct as previously outlined in this Student Handbook.

Any breaches of this will be dealt with in accordance with SkillsLink's **Student Discipline** policy.

The Student Discipline policy provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged breaches of discipline.

A student may be directed to leave the premises when:

- A trainer or staff member believes a student's behaviour poses a risk to other students, staff, or the student themselves; OR
- A student's behaviour breaches the Student Code of Conduct.

The process for dealing with alleged breaches of discipline will then be activated.

The purpose of the Student Discipline policy is to ensure that students who exhibit inappropriate behaviour are dealt with justly and quickly, in the interest of fairness and the safety of other students, trainers and staff at the College.

UNACCEPTABLE BEHAVIOUR:

- Violence
- Verbal abuse
- Unreasonable criticism
- Spreading rumours or innuendo
- Displaying offensive material
- Disregarding others' personal space

SkillsLink Training aims to **PROMOTE** and **PROVIDE** a **POSITIVE** learning environment for students.

STUDENTS AND CUSTOMERS

5. Student Support

SkillsLink can provide students with a range of support services, and also refer students to other community support services.

SkillsLink offers specialised support in the areas of Language, Literacy and Numeracy. Both individual support and courses are available.



6. Privacy

SkillsLink Training will keep all given personal information confidential and secure. Staff and trainers will respect the rights of students and others' privacy. Personal information (including contact details) will not be shared without an individual's written permission.



SkillsLink does provide statistical information to the Government for the future planning of education. Each student is given a numerical student ID to protect their identity and privacy. No names or contact details are sent with these statistics.

If a student needs to speak to a trainer outside class times, their request will be passed on by a member of staff.

Please refer to our Privacy Policy for more information.

HOW TO GET STUDENT SUPPORT:

- Talk to your trainer or the Learning Support Coordinator about your learning needs
- Let them know BEFORE or SOON AFTER the course begins

EXAMPLES OF STUDENT SUPPORT:

- Handouts with larger font
- Seating arranged for hearing/vision needs
- Classrooms with easy access to facilities

The security of your personal information is important to us.

Personal details will **NOT BE SHARED** with others unless you give us written consent.

SKILLSLINK TRAINING

COURSES

7. Class Enrolments and Refund Policy

You can enrol over the phone, online or in person. However, your placement in a class will not be secure until the course fee is paid in FULL.

Positions in class are NOT transferable once the class/course has commenced.

Refunds are made by cheque or EFTPOS. We will contact you to ask how you would like to be refunded.

NO refunds will be given after a course has begun.

Please refer to our Receipt of Fees and Refund of Fees policies for more information.

8. Smart & Skilled

Smart & Skilled is a reform of the NSW Vocational Education and Training (VET) system.

S&S helps people in NSW to get the skills required to find a job and advance their careers. Eligible S&S students are provided with government-subsidised training.

Please note, certain refund conditions apply to deferrals, withdrawals and course cancellations under Smart & Skilled. Refer to skillslinktraining.com.au/smart-skilled.php for more information.

COURSE COSTS:

- Accredited classes may offer a discount based on student eligibility
- No more than \$1500 prepaid course fees will be required for any enrolment

IF YOU WITHDRAW:

- Please notify us at least 4 working days before the course begins
- A \$25 administration fee will be taken off your refund

IF SKILLSLINK CANCELS

A COURSE:

- Refunds will be made in full
- We can place you on the waiting list for the next scheduled course dates

Previous qualifications do not affect Smart & Skilled eligibility, but they may affect the student fee.

COURSES

9. Unique Student Identifier (USI)

The Unique Student Identifier is a reference code of 10 letters and numbers.

You will need to create a USI to receive certificates for accredited courses or units of competency at any Registered Training Organisation (RTO).

This can only be done using the website usi.gov.au.

The USI will allow all of your training records to be linked. It will be available online and will be at no cost to you.

You will have full control over your USI. You can determine who can have access to your educational records, and also the personal information associated with the USI.

The protection of your USI is vital. Important safety measures will be in place to protect your privacy.

For more information on the USI visit usi.gov.au/about.

BENEFITS OF A USI:

- All of your academic achievements are in one place
- A single transcript makes it easier for you to apply for jobs or undertake further study

HOW TO GET A USI:

- Go to usi.gov.au and follow the instructions
- You can do this on your mobile phone, tablet or home computer, or at SkillsLink Reception
- You can also sign a declaration to give SkillsLink permission to create your USI on your behalf

Your USI need only be created once. It will stay with you for life.

It is an easy way for you to keep all of your qualifications in one place.

COURSES

10. Assessment

The assessment requirements and timing will be outlined clearly in the first class of all accredited vocational courses. You will be given an indication of what you are required to achieve and when.

You will be given a maximum of TWO attempts at any assessment.

Late assessment tasks will not be accepted unless prior arrangements have been made with the trainer.

All assessment tasks are confidential and stored securely in accordance with legislation requirements and SkillsLink's Assessment & Appeals Policy.

Some courses require students to attend work experience. This will be arranged by SkillsLink, and students will be advised accordingly.

Appeals Against Assessment:

- A student in accredited training courses has the right to appeal against an assessment with which they disagree.
- Any appeal will be promptly determined and the student and trainer will be advised of the outcome.

For more information on the Assessment Appeals Process, please refer to our Assessment and Appeals policy available at our website.

ASSESSMENT METHODS:

- Written documents, projects or reports
- Formal questions (multiple choice, short/long answer)
- Practical demonstrations
- Small/large group tasks
- Oral presentations
- Problem solving tasks
- Case studies
- Discussions

Assessments only apply to **ACCREDITED** courses or units of competency.

There is no assessment for general and leisure courses.

COURSES

11. Recognition of Prior Learning and Mutual Recognition

SkillsLink Training appreciates the wide variety of experiences that adults bring to their learning. This is taken into account when designing a program of learning for individual students.



If you are taking an accredited vocational course, you are able to apply for Recognition of your experience, as well as previous education and training. Information about this process is available from your training or the Training Manager. A fee will be charged for processing an RPL request.

12. Accredited Vocational Courses

In the very first class, your trainer will provide you with a copy of the Units of Competency. These will be explained to you in “plain English”.

You can also access the list of units by visiting training.gov.au, and placing the course code in the search box.

13. Collecting Certificates

SkillsLink will post certificates when they are ready. Students can request to pick up their certificates if required. This can be requested through the Administration Staff.

Certificates and Statements of Attainment are only issued after successful completion of the course or unit(s) of competency.

THE RPL PROCESS:

- Can be requested by any student undertaking an accredited course
- Will enable you to demonstrate your competency in a unit
- Will allow you to do only the units you require to complete the qualification

CREDIT TRANSFERS:

- SkillsLink Training recognises all nationally accredited qualifications gained from any other RTO.
- Information about the credit transfer process is available from your trainer or SkillsLink reception.

Certificates are only granted through **ACCREDITED** courses or units of competency.

COURSES

14. Taking Notes in Class

Effective note-taking can assist with your learning, and prepare you for assessment tasks.

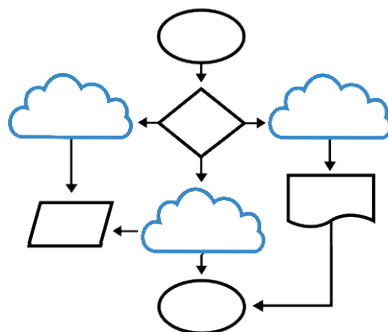
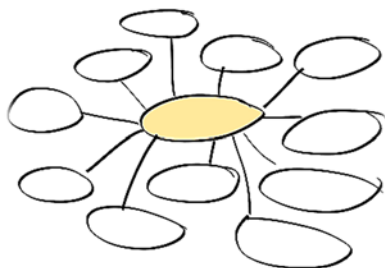
Good note-taking requires extra time and organisation.

Note-taking is NOT recording every word the trainer says. Only note down the key points, concepts and the connections between these two things.

What's relevant? What didn't you know before?

Include your own questions that come up during class for you to research later.

Examples of note-taking methods are listed in the sidebar.



METHODS FOR TAKING NOTES:

- Different colours for different topics
- Highlighting pens
- Graphics or flow charts
- Post-It Notes
- Mind Map to link ideas
- Arrange information into short chunks
- Headings that give clues to notes
- Symbols to represent main ideas
- Contrast styles of writing (eg: use CAPITAL LETTERS for key details)

Note-taking allows you to fully understand what you need to learn.

Your confidence will grow as you study and you will do your absolute best in assessments.

SKILLSLINK TRAINING

GENERAL INFORMATION

15. Facilities

Port Macquarie – 77 Hastings River Drive

SkillsLink's premises are part of a Strata Plan. We share common property with other parties occupying the adjacent business and building.

We would like students to assist SkillsLink in observing the following bylaws under the Strata Schemes Management Act (1996):

- **Behaviour of Owners and Occupiers**
When on common property, an owner or occupier:
 - Must be adequately clothed
 - Must not use offensive language
 - Must not behave in a manner likely to offend or cause embarrassment.
- **Obstruction of Common Property**
An owner or occupier must not obstruct lawful use of common property by any person except on a temporary and non-recurring basis.
- **Behaviour of Invitees**
An owner or occupier must take all reasonable steps to ensure that their invitees:
 - Observe all parking regulations and non-smoking requirements
 - Do not behave in a manner likely to interfere with the personal enjoyment of another lot's owner or occupier, or any other person lawfully using common property

Other Venues

SkillsLink uses other venues and individual facilities may have different requirements from our premises in Port Macquarie.

PORT MACQUARIE VENUE

PARKING OPTIONS:

- Hastings River Drive (opposite SkillsLink)
- Access Lane (running parallel to Hastings River Drive, near Clifton shops)
- Near Settlers Inn (101 Hastings River Drive)

DO NOT PARK:

- In front of the JAX Tyres roller doors
- In private property of other Hastings River Drive buildings
- Clifton shops parking area
- Behind SkillsLink (these spots are for staff/trainers)

Please go directly to your classroom when you arrive for class.

Office hours are 9:00am to 4:30pm, Monday to Friday.

For evening/weekend classes, there will be a sign posted on the foyer noticeboard indicating your room number.

GENERAL INFORMATION

16. Where to Access our Policies and Procedures

You can access SkillsLink's policy and procedures information from reception.

Key policies are also located at skillslinktraining.com.au.

17. Your Feedback

SkillsLink Training will always try to improve its processes and range of courses, so we can provide students and the community with a high quality service that meets local needs.

We will formally seek your comments at the completion of each course with a Learner Survey and evaluation form. The information collected is used to improve course delivery and content.

If you wish to make a formal suggestion or a complaint, please refer to the Complaints Handling Policy available on our website or at Reception. We will respond to all complaints promptly and with courtesy.



Concerns and their outcomes will be recorded in our Complaints Register and used to improve the service provided by SkillsLink.

PORT MACQUARIE VENUE

KITCHENS:

- Tea and coffee making facilities
- Fridge & Microwave
- Dishwasher
- Vending machine (ground floor only)

TOILETS:

- Male & Female toilets available on both floors
- Disabled bathroom on ground floor

Your feedback is **VALUED** and **WELCOMED** at all times.

All information collected is used to **IMPROVE** the services provided by SkillsLink Training.