

Student Handbook 2023

*Student Handbook

The Student Handbook provides an outline of the policies and procedures pertinent to students enrolling in and/or undertaking a course with ONCALL Training College. The policies and procedures contained in this document are part of the overall quality framework that has been developed to ensure that students receive quality training and assessment services.

Acknowledgements

ONCALL Training College would like to acknowledge the following external references used in the development of this resource:

- Standards for Registered Training Organisations (RTOs) 2015
- Standards RTO 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Work, Health, and Safety Act 2011 and related legislation
- Copyright Act 1968
- Privacy Act 1998
- Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Disability Act 2006
- Working with Children Act 2005

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The Chief Executive Officer ONCALL Training College Pty Ltd | Suite 1, 670 Canterbury Road, Surrey Hill, VIC 3127.

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Message from ONCALL Training College CEO

Welcome to the ONCALL Training College!

ONCALL Training College is a dynamic and progressive Registered Training Organisation with a firm focus on the future career aspirations of our students and the workforce planning needs of industry. Our courses prepare students to step straight into the workforce or to continue learning.

Whether you are updating or upgrading your skills, or you are seeking a new career direction, the team of friendly and dedicated staff at ONCALL Training College are committed, well qualified and experienced in the provision of quality training and learning and are available to make your educational experience unique and memorable. This commitment extends to all our campuses in Australia where ONCALL Training College programs are delivered.

We offer a variety of courses from Certificate III to Diploma levels in Disability Services, Mental Health, and Community Services through different modes of delivery, such as face-to-face and distance/online learning.

At ONCALL Training College, your success is our priority.

On behalf of myself and my valued team, I wish you an enjoyable and rewarding training experience and look forward to working with you in achieving your educational goals.

Warm Regards

Anthony Walsh

CEO

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Registration

1. ONCALL Training College is a Registered Training Organisation (RTO # 45098). As an RTO we comply with the legislative and other requirements of the VET Quality Framework including:
 - Standards for Registered Training Organisations (RTOs) 2015
 - The Australian Qualifications Framework (AQF)
 - Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements
2. The national regulator for Australia's vocational education and training sector is the Australian Skills Quality Authority (ASQA) who is responsible for regulating courses and training providers according to the VET Quality Framework. More information regarding ASQA is available on www.asqa.gov.au.

Our Vision

To be the preferred training provider of choice in the Disability, Child Youth and Family Services and the Community Services Sectors.

Our Purpose(s)

1. "To provide quality training and development that is focused on positive outcomes, and that meets the needs of the industry, whilst caring for every individual
2. ONCALL Training College pleased to deliver valuable, job-ready, and nationally recognised qualifications, and vocational short courses that produce genuine results for our students. Students can expect high quality training and individual support services to meet your needs. ONCALL Training College's values outline its commitment to all its students.

Our Values

Values are the guiding principles and standards that provide people with a framework upon which to act. We all live by our own set of personal values that help us to make decisions and guide our behaviour every day.

These values unite us and create a common meaning for what we do and how we do it. We strongly believe that superior performance is built on superior relationships, and we regard our relationships within the business as integral to our future success. In line with our values, these relationships are built on honesty, integrity, and respect.

Our values are listed below. They are not listed in order of priority, as each is as important as the next.

Passionate about training

- Committed to ensuring a skilled and knowledgeable workforce
- Committed to service excellence
- We value staff and students
- We are committed to life-long learning

What we offer

1. ONCALL Training College is a Registered Training Organisation (RTO) which offers both non-accredited and nationally recognised, government-accredited education. We guarantee to meet

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and, where we can, exceed the standards required by our accreditation as a Registered Training Organisation

2. We are experienced, passionate and are committed to providing relevant, cost effective, flexible, and quality training. Training is delivered at our Surrey Hills campus or at your nominated location through our mobile trainers
3. We provide short courses, accredited courses, and custom designed courses to support you with all your training and professional development requirements.

Nationally Accredited Qualifications

1	CHC33021	Certificate III in Individual Support
2	CHC43121	Certificate IV in Disability
6	CHC43315	Certificate IV in Mental Health
7	CHC43015	Certificate IV in Ageing Support
8	CHC52021	Diploma of Community Services

Accredited Courses and Mandatory requirements

1	22558VIC	Course in Supporting People with Disability to use Medications
2	22529VIC	Course in Performing Allied Health Tasks and Supporting People with Disability
3	22540VIC	Course in Supporting People with Complex Personal Care Needs, including Behaviour of Concern
4	22532VIC	Course in Supporting People with Psychosocial Disability
5	22530VIC	Course in Identifying, Reporting and Preventing Abuse and/or grooming of people with Disability
6	22510VIC	Course in Identifying and Responding to Family Violence Risk
7	22531VIC	Course in Culturally Considerate Disability Support for Aboriginal and Torres Strait Islander People
8	10735NAT	Course in Disability First Aid
9	HLTAID009	Provide cardiopulmonary resuscitation
10	HLTAID010	Provide basic emergency life support
11	HLTAID011	Provide First Aid
12	HLTAID012	Provide First Aid in an education and care setting

Professional Development and Short Courses

1	Administration of Medication in the Community Services Sector
2	Manual Handling in the Community Services Sector
3	PEG Feeding
4	Epilepsy and Midazolam Training
5	Supporting Clients with Autism
6	Diabetes Awareness Workshop
7	Zero Tolerance to Abuse for vulnerable people
8	Positive Behaviour Support
9	Professional Boundaries Workshops

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Your Enrolment

Short Courses

ONCALL Training College provides a simple online enrolment system on www.otc.edu.au. The illustration below gives you an overview of the Online Enrolment Process. Students can view the course details, course content and any other relevant information and make their booking online.



Nationally accredited qualifications

For all accredited courses you will be enrolling to undertake a competency-based program leading to a nationally recognised certificate. A Pre-Training Review is conducted prior to enrolment. As part of the Pre-Training Review an assessment of your Language, Literacy and Numeracy (LLN) skills will be conducted to ensure you have the foundation skills required to competently undertake this training program. If required, we may offer you additional support to assist you to complete the qualification or recommend an alternate bridging course aimed at developing these required foundation skills.

Once the Pre-Training Review is complete and the LLN skills verified, your online enrolment will be approved to register for the course.



If you have a special need, such as, a hearing impediment, you should indicate this by ticking the special needs section on the online enrolment form. Or contact administration and we will assist you as much as we can.

If you have a personal health condition, please advise your trainer before commencing the course. All information is treated in strict confidence and is needed so ONCALL Training College can provide support or treatment should an emergency arise.

During the enrolment process, you can seek to gain a credit transfer/s or recognition of prior learning (RPL) based on existing qualifications or skills and knowledge that you have. For further information, read the section within this handbook about credit transfer, and also recognition of prior learning.

In addition to the pre-training review and enrolment process, you will be required to accept the "online course conditions" agreement. This agreement will outline the course fees, payment schedule and terms and conditions. You will be required to complete this section prior to course commencement. If you have any questions regarding the agreements and conditions of enrolment, please talk to one of the staff at ONCALL Training College as we are here to help you.

Legislative requirements

RTOs in Australia are subject to Commonwealth and State or Territory legislation pertaining to training and assessment as well as business practices. ONCALL Training College complies with all Commonwealth and State legislation ensuring that management, staff, and students are informed of their obligations.

This includes but is not limited to:

- Anti-Discrimination Act 1991
- Competition and Consumer Act 2010 (Cth)
- Copyright Act 1968 (Cth)

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- Corporations Act 2001 (Cth)
- Disability Services Act 2006
- Explosives Act 1999
- Fair Trading Act 1989
- Fire and Rescue Service Act 1990
- Industrial Relations Act 1999
- National VET Regulator Act 2011 (Cth)
- Privacy Act 1988 (Cth)
- Security Providers Act 1993
- Transport Operations (Road Use Management) Act 1995
- Vocational Education and Training Act 2000
- Weapons Act 1990
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Commission for Children and Young People and Child Guardian Act 2000

Abbreviations and Acronyms

AQF:	Australian Qualifications Framework
ASQA:	Australian Standards and Quality Authority
LLN:	Language, Literacy and Numeracy
NCVER:	National College for Vocational Education Research
NVR:	National Vert Regulator
RTO:	Registered Training Organisation
SMS:	Student Management System
STS:	State Training Services
TP:	Training Packages
VET:	Vocational Education and Training

Contact Details

Head Office and postal address: ONCALL Training College Suite 1, 670 Canterbury Road, Surrey Hills, Vic 3127 Hours: Monday – Friday 9:00am – 5:00pm	Ph: 61 1300 147 583 Email: info@otc.edu.au Web: www.otc.edu.au
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Occupational Health and Safety (OH&S)

1. ONCALL Training College is committed to ensuring the health and safety of its staff and students at all times. This includes meeting our legislative obligations to:

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- Secure the health, safety and welfare of employees and other persons at work
 - Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
 - Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
 - Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.
2. All ONCALL Training College staff are trained in risk assessment and management practices pertaining to their role as well as ONCALL Training College's policies and procedures relating to work health and safety.

The following procedures and standards are observed by ONCALL Training College:

- Accident / Incident reporting
 - Emergency control
 - Equipment checks and maintenance
 - Equipment safe storage
 - Evacuation plan (fire, bomb, major incident)
 - Fire hazards identified and fire prevention
 - First aid and safety procedures are clearly displayed
 - Maintain a safe, clean, and efficient working environment
 - Manual handling techniques and training
 - Rehabilitation
 - Store and dispose of waste according to OH&S regulations
 - Student safety
 - Unsafe situations and risks identified and reported
3. ONCALL Training College strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.
4. ONCALL Training College is abide and adhere to compliance with both OHS/WHS federal and state Legislation and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

Harassment, Discrimination and Bullying

1. ONCALL Training College has a zero-tolerance policy for harassment, discrimination, and bullying. All staff and students are entitled to a workplace and training environment that is free from all forms of harassment, discrimination, and bullying. All staff and students are to be treated fairly and have the opportunity to feel safe, valued, and respected
2. **Discrimination** is where a person treats or proposes to treat a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender, and sexual orientation
3. **Harassment** is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed

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4. **Bullying** is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating, or ignoring a person, putting people under unnecessary pressure, and sabotaging someone's work or their ability to complete their work
5. In the event that a student believes they are or have been discriminated against, harassed, or bullied they should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender
6. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow ONCALL Training College's policy and procedures to rectify the situation
7. All students and staff working with ONCALL Training College have the right to discuss matters of harassment, discrimination and bullying with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to ONCALL Training College's policy and procedures.

Consumer rights

1. ONCALL Training College complies with the provisions of Australian Consumer Law including the Competition and Consumer Act 2010 (Cth) and Fair-Trading Act 1989. This includes providing information to prospective students in clear English prior to enrolment, clearly explaining disclaimers, not behaving in a misleading or deceiving manner, not making any actions or omissions that may force or coerce a student's decision and providing fair dealings for all students
2. Students enrolling into ONCALL Training College's courses are entering into a contractual agreement. All students have access to and are provided with relevant information pertaining to their enrolment and contractual obligations before commencing the course. This information is publicly available on online at www.otc.edu.au as well as from any of ONCALL Training College's training venues
3. For more information on consumer rights, please refer to www.consumerlaw.gov.au.

Financial requirements

1. ONCALL Training College operates predominately as a 'fee for service' training business. This means all training programs attract fees. These fees are paid by / charged to the student, a government agency or the student's employer. Fee information* is available via:
 - ONCALL Training College's website
 - ONCALL Training College' course Fee Schedule
 - ONCALL Training College' brochures
 - Direct email from ONCALL Training College
2. Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both ONCALL Training College and our clients will be protected
3. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with ONCALL Training College's management.

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Fee structure

Total Course Fee

1. Each training program offered by ONCALL Training College has a specific course fee. The course fee is the maximum fee that will be charged to the student for his / her selected training program. This fee is inclusive of:
 - Tuition and assessment
 - Support
 - Reference/learning materials and student workbooks
 - Access to resources and equipment
2. Where additional resources are required such as optional workbooks and reference documents or own computer, the student will be required to supply these at their own expense. ONCALL Training College may be able to supply some of these resources at an additional cost to the total course fee on request. In these circumstances, the pre-course information will outline the additional resources required
3. Students enrolling in a training program with ONCALL Training College must arrange payment options for the Total Course Fee in advance or upon commencement unless they have been pre-approved for funding under a Government funding program.

Making Payments

- Cash
- Cheque / Money order
- EFTPOS
- Credit Card (Master Card and VISA only)
- Direct Deposit

Prior to commencement, ONCALL Training College can accept a maximum payment of \$1500 in advance. If a course fee exceeds \$1500 students can opt for one of our payment plan options. This process is designed to protect and safeguard the student fees and ensure that students are not disadvantaged.

GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by ONCALL Training College are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment Receipts

A tax invoice / receipt will be issued for all payments made by the receiving Client's office or Training Partner.

Fees, Charges and Refunds

1. We provide information on the total cost of your course prior to commencement. If you are unclear as to the total fees, inform ONCALL Training College prior to undertaking any training so we can clarify any issues. If you are not able to pay your fees, please contact administration as soon as possible so we can discuss this matter with you
2. We may offer you an extension or a payment plan or you may be able to defer to another course. If you are not up to date with your payment plan and have not made an arrangement with ONCALL Training College regarding payment of your fees, you will not be able to sit your final

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practical assessment, any outstanding assignments will not be marked until you bring your account up to date. You may be asked to withdraw or defer from the course.

Incidental fees and material fees

1. Incidental Fees are separate from your tuition fees and may include, but are not limited to:
 - administration charges
 - photocopying
 - change of enrolment
 - additional copies or re-issue of qualifications and academic transcripts
2. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees, dishonoured cheque fees
3. A full list of fees and charges can be found on the Fees & Charges Schedule on our web site www.otc.edu.au.

Tuition Fees for Credit Transfer (CT) & Recognition of Prior Learning (RPL)

1. If a student declares before the commencement of an enrolled course they have a relevant credit transfer in their current course, the student will be eligible to pay a reduced tuition fee
2. Certified copies of academic transcripts or statement of attainments will be submitted for review by ONCALL Training College. A completed CT Matrix and application will also be submitted before considering any credit transfer
3. A reduced tuition fee will be calculated by subtracting the relevant tuition fees per Unit of Competency awarded CT from the total tuition fee payable by the student as approved by ONCALL Training College
4. As RPL can be a time-consuming assessment process and further tuition may be required. Recognition of Prior Learning (RPL) Assessment will have a Fee on Application
5. Unit(s) of Competency/Study awarded CT - no charge. Please refer to RPL and CT – National Recognition Policy for more information.

Refunds

1. In the event that ONCALL Training College cancels the course, a full refund is paid to the student
2. Students that have paid for the course in full and choose to withdraw more than five days before the course commences will receive a refund less 20% administration fee *
3. Students that withdraw less than five days prior to the commencement of the enrolled course will receive a 50% refund *
4. Students who do not withdraw and do not attend the course on the course commencement day will not be eligible for a refund
5. ONCALL Training College CEO will review all written applications for a refund where Extenuating circumstances may apply
6. If ONCALL Training College cancels the enrolment of the student from a course because the applicant has seriously breached the Terms and Conditions of ONCALL Training College, no refund will be made

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7. In the unlikely event that ONCALL Training College is unable to deliver the course in full, the applicant will be offered either:
 - a refund of all unspent pre-paid course fees to date, which will be processed by cheque or electronic funds transfer, within 10 working days on which the course ceased to be provided by ONCALL Training College
 - enrolment in another suitable course by ONCALL Training College at no extra cost
 - The applicant has the right to choose between a refund of unspent prepaid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.
8. The date the written advice of cancellation is received by ONCALL Training College is considered the Cancellation Date and is used for the calculation of any refund of monies paid in advance
9. Application for a refund of tuition fees in accordance with this Policy must be made in writing on the 'Application for Refund' form available from ONCALL Training College's administration department or the website, stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to ONCALL Training College's administration department
10. Payments of any outstanding debts to ONCALL Training College must be made before a refund will be processed. Refund applications will not be processed where the signature on the Application for Refund does not match the student's signature on the Course Agreement
11. All refunds must be approved by the CEO or their authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating, or compassionate grounds as determined by the CEO or delegate
12. Approved refunds are paid directly to the student or the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent in English of the student or the person who made the payment. All refunds are made in Australian dollars, paid either directly into the nominated bank account, or via cheque. The student or the person who made the payment will be required to sign a Refund Authority form to authorise payment to a third party
13. ONCALL Training College will provide the student and/or employer with a statement detailing the outcome of the refund application, calculation, and payment of the refund
14. Students are referred to ONCALL Training College's Complaints and Appeals Procedure available from the ONCALL Training College's administration department or from the ONCALL Training College [website](#) if they wish to appeal the implementation of this Policy. Please refer to Fees, Charges, and refund policy for more information.

Our Commitment to Child Safety

1. ONCALL Training College is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making

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2. ONCALL Training College has zero tolerance for child abuse. ONCALL Training College is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives
3. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability
4. Every person involved within ONCALL Training College has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

Language Literacy and Numeracy

1. ONCALL Training College's course information, pre-training and assessment materials contain written documentation and limited numerical calculations
2. ONCALL Training College recognises that not all people are able to read, write and perform calculations to the same standards. When an issue is identified, a Language, Literacy and Numeracy (LLN) assessment will be provided to the student in question. This may be in the form of verbal or in a form of written questioning using a safe online (LLN) assessment
3. ONCALL Training College will endeavour to provide assistance to students having difficulty with language, literacy, and numeracy to accommodate their needs. In the event that a student's needs exceed the ability of ONCALL Training College's staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program. External support agencies will be those listed on training.gov.au as having scope to deliver the Foundation Skills Training Package qualifications or similar accredited courses.

Access and Equity – Providing quality education and training for all individuals

ONCALL Training College is committed to delivering quality learning opportunities to you. To ensure that you can access and are provided with a quality education and training experience, ONCALL Training College:

- Has policies and management practices in place to maintain high professional standards in the delivery of education and training and to safeguard your interests and welfare
- Maintains a learning environment that is supportive of your success
- Provides appropriate facilities and uses current and up-to-date methods and materials to support your learning needs
- Employs suitably qualified and experienced trainers to ensure the best possible learning outcomes for you
- Ensures fair treatment all of learners
- Provides a learning environment free from discrimination and harassment
- Respects your right to privacy and confidentiality

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- Gives you the opportunity to participate in decisions about your individual learning needs
- Provides flexible training options to meet diverse learning needs
- Uses learner Centred delivery strategies.

Student Support

1. The Training Coordinators and Administrative staff members available to support your learning needs and any personal issues you may be experiencing regarding your training
2. We employ trainers who have their TAE40116 Certificate IV in Training and Assessment. They are all experienced, highly qualified in their field, they are able to offer not only academic excellence but practical and an industry relevant training experience
3. ONCALL Training College is committed to encouraging participation from students from diverse cultural backgrounds.

Course Information

On our website, and at the commencement of your course, you will receive a course outline which provides you with information about the course content, explains the dates and length of the course.

Change of Personal Details

You must inform ONCALL Training College of any changes to your address or contact details within seven days of the change. Contact our head office via info@otc.edu.au so we can update your details. This ensures relevant correspondence is sent to your correct address and you are contactable at all times.

National Unique Student Identifier (USI)

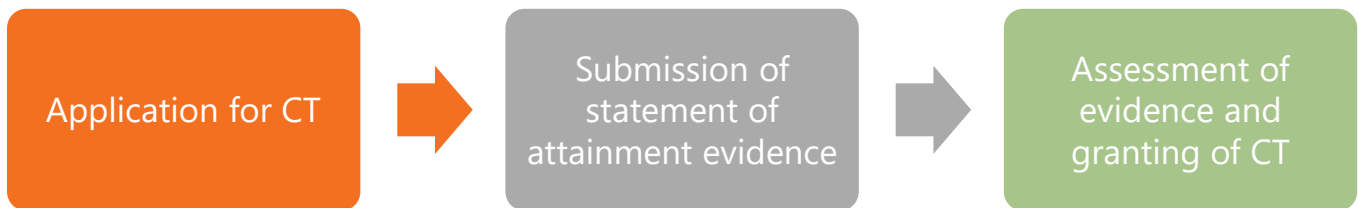
For us to be able to issue a qualification certificate or statement of attainment, all students are required to hold a Unique Student Identifier (USI). You will be required to provide your Unique Student Identifier for your enrolment.

1. To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready.
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Non-Australian Passport (with Australian Visa)
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate of Registration by Descent
 - Citizenship Certificate
 - ImmiCard
2. If you are having difficulty in accessing a USI, please contact our office or your trainer and we will be able to assist you.

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Credit Transfer

1. ONCALL Training College recognises and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia
2. If you have a qualification or statement of attainment issued by another training organisation, you can apply for National Recognition for units of competence equivalent to a unit in your training program. To apply for National Recognition, you must supply a certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.
3. This process is defined as Credit Transfer (CT). A Credit Transfer is granted where students have previously completed units recognised as being equivalent to those in the qualification. Credit transfers are based on guidance provided in the relevant training package about equivalence.



4. If it is determined there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal. Please refer to RPL and CT – National Recognition Policy.

Recognition of Prior Learning (RPL)

1. Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment, and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised
2. Students seeking RPL are provided with a copy of an RPL application form. Our Trainers will assist in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit and the collection of an evidence portfolio. RPL process is listed as followed:
 - Outline on the application form the details of your previous experience/s relevant to your training program.
 - You are asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
 - Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
 - An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

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4. Successful students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applicants may appeal any decision through the appeals procedure as described on the Web Site.
5. Please refer to RPL and CT – National Recognition Policy.

Student Code of Conduct

Students in our training programs are governed by State and Federal legislation. ONCALL Training College is first and foremost a place of learning. We pride ourselves on providing extensive training in the field of Community Services, as such, we set expectations for our students. We expect every student to uphold our expectations, to give everyone the best learning environment and ensure impartiality and equality. Please refer to Student Code of Conduct Policy for more information.

Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised, or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have your personal details and records kept private and secure according to our records Management policy
- Have access to the information ONCALL Training College holds about you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs

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- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support you need to effectively participate in their training program
- Provide feedback to ONCALL Training College on the client services, training, assessment, and support services you receive. Please refer to Access, Equity & client Services policy for more information.

Student responsibilities

All students, are expected to:

- Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against, or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into our premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Provide relevant and accurate information to ONCALL Training College in a timely manner
- Approach your course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments, and other evidence of work with a completed and signed cover sheet
- Make regular contact with the Trainer
- Progress steadily through the course in line with the training plan
- Prepare appropriately for all assessment tasks, visits, and training sessions
- Notify ONCALL Training College if any difficulties arise as part of the involvement in the program
- Notify ONCALL Training College if you are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises of ONCALL Training College
- Make payments for the training within agreed timeframes. Please refer to Access, Equity & Client Services and Student Code of Conduct Policies for more information.

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Student Behaviour

1. Students are expected to treat our staff and fellow students with respect and observe the conditions appearing in this Student Handbook, or you can raise any issues during the course by communicating directly with staff members
2. Where your behaviour is affecting the learning process, you may be asked to leave the program and be given a formal written warning. Re-entry to your course will be discussed and negotiated with advice from your Training Coordinator and the trainer/assessor(s).
3. In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion, or age.
 - Inappropriate language and actions will not be tolerated.
 - Harassment, victimisation or bullying of staff or fellow students will not be tolerated.
 - Treat facilities and equipment with due care and respect.
 - Arrive on time to start all sessions. This includes after lunch and coffee breaks.
4. Consumption or being under the influence of alcohol or illicit substances when participating in classroom (virtual or face-to-face) training is unacceptable and may result in training being terminated, or you are being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program
5. Your behaviour must not disrupt or threaten others. Abusive behaviours or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace standards at all times. Students should be punctual to all training sessions. If you are late, you may be marked as absent, and this may affect your overall result. Please refer to Student Code of Conduct policy for more information.

Dress and hygiene

1. Neat, comfortable clothing is generally considered appropriate for classroom-based sessions. For any workplace-based training, you are advised by your workplace supervisor of any specific requirements prior to commencing work
2. Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

Mobile Phones

Mobile phones are permitted in class; however please ensure that you have them switched on to silent mode. To respect the trainer and other learners please do not engage in phone calls, text messages and social media/app use during class times. If you are required to accept a call, please take the call outside to avoid disruption to the class.

General requirements

1. Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. ONCALL Training College accepts no responsibility for any stolen or missing belongings

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2. Smoking is not permitted within the building or in entrance to the facilities. Dedicated smoking areas are explained by your Trainer
3. Should you be involved in any accident resulting in personal injury and/or damage to equipment or facilities, notify the trainer immediately
4. Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building, if you are upstairs exit via the Emergency Stairs. Emergency procedures and exit plans are covered on the first session of a new training program.

Legislation and You

Occupational Health & Safety (OH&S)

Under the Work Health and Safety Act 2011, ONCALL Training College recognises the importance of providing a safe and healthy environment for students, contractors, and visitors during their participation in work and training activities.

It is your responsibility to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by ONCALL Training College in the interests of health, safety, or welfare
- Co-operate with health and safety directives given by staff
- Ensure you are not affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person.

Privacy and Confidentiality

1. ONCALL Training College complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents ONCALL Training College from providing any Student details to any person other than the student
2. As per Admission & Enrolment policy, we are required to provide student information as mandated under the relevant state and federal law to government departments. From time to time, you may be contacted by the Department of Education for quality purposes around your training.
3. Please refer to Privacy policy for more information.

Privacy act

1. Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website www.oaic.gov.au
2. Personal information is collected solely for the purpose of operating as a Registered Training Organisation
3. The requirements of the registering authority may require the releases of your personal information for the purpose of audit

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4. Under the National Privacy Principles, you can access personal information held on you and you may request corrections to information that is incorrect or out of date. Please refer to Privacy policy for more information.

Record Keeping/Confidentiality

1. All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file
2. Requests to view your own student file are made in writing detailing the specific information required, requests are submitted to ONCALL Training College administration via email: info@otc.edu.au
3. All personal and company details provided to ONCALL Training College by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Student records may be used by ONCALL Training College and relevant authorities for statistical analysis
4. ONCALL Training College keep complete and accurate records of the admission, academic progress, and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request. Please refer to Privacy policy for more information.

Access and equity

1. ONCALL Training College abides by access and equity principles and provides information, advice, and support services to assist students to identify and achieve their learning outcomes
2. ONCALL Training College is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010
3. It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes
4. A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at ONCALL Training College however, students who feel they have been mistreated should contact the Student Welfare Officer on 1300 147 583 or email: info@otc.edu.au.
5. ONCALL Training College's policy sets out the Access and Equity principles and processes to:
 - Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender, or physical disability, regardless of the prevailing community values.
 - Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
 - Equality of outcome within vocational education and training for all people, without discrimination.

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- Access for all people to appropriate quality vocational education and training programs and services.
6. The intention of ONCALL Training College's Access and Equity policy is all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of ONCALL Training College. Please refer to Access, Equity & Client Services policy for more information.

Misconduct

1. You are required to adhere to ONCALL Training College Student Code of Conduct which is available for you in this handbook
2. If you consistently fail to abide by our expectations, bully or harass others and/or engage in other inappropriate behaviours you will be subject to a disciplinary process, which may lead to expulsion from the course. Any misconduct will result in a formal meeting followed by a written warning.
3. Further incidents will result in termination from the course without refund.

Misconduct includes:

- Theft
 - Fraud
 - Violence/ assault
 - Discrimination, harassment, intimidation, or victimisation on all EEO and non EEO grounds
 - Serious negligence including OH&S non-compliance
 - Breaches of policy
 - Serious breach of confidentiality
 - Refusing to carry out lawful and reasonable instructions
 - Wilful disobedience
 - Being affected by alcohol or drugs (both illegal and prescription) so impaired you are unfit to participate in activities.
4. Please refer to Student Code of Conduct and Student Disciplinary policies for more information.

Disciplinary Procedures

1. We may choose to suspend or dismiss you from your course according to the gravity of the following circumstances:
 - Improper conduct
 - Using the materials in an unlawful or unauthorised manner
 - Inadequate progression (failure to complete the course attendance requirement within 12 months of enrolment, unless deferral has been granted in writing)

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2. We will implement disciplinary procedures against you if you:
 - Verbally, sexually, or physically harass any other student, staff member or Trainers/Assessors
 - Endanger students, staff, or Trainers/Assessors by reckless or unsafe behaviour
 - Cause disturbance or classroom disruption
 - Steal property belonging to ONCALL Training College, staff, Trainers/Assessors, or other students
 - Breach copyright by the sale or unauthorised distribution of copyright material
 - Commit violence against, or intimidate, another person
 - Attend class under the influence of alcohol or drugs
 - Damage property of the ONCALL Training College or students, OTC Staff members or Trainers/Assessors
 - Threaten harm to self or others
 - Cheat, plagiarise or collude (*see separate section below*).
3. If you do any of these things, you may be suspended immediately pending counselling and/or investigation. We reserve the right to cancel your enrolment, in which case the standard refund policy applies. You may appeal the decision under the Complaints, Grievances and Appeals policy.

Plagiarism, Cheating and Collusion

1. ONCALL Training College takes very seriously instances of plagiarism, cheating or collusion
2. Students are expected to act with integrity at all times and ensure the work they are submitting is their own
3. When you submit your assessments, you will be required to sign a declaration stating that the work you are submitting is your own work, that you have not cheated or plagiarised any work.
4. If you are suspected of plagiarism or collusion, we will apply the following disciplinary process:
 - The Trainer/Assessor will report the matter to the Training Coordinator
 - The Training Coordinator will consider an educative response to the infringement
 - If the Training Coordinator decides to proceed with disciplinary action, he/she will convene a meeting of the Academic Committee/Panel
 - The student will be informed of the allegation and must give notice of his or her intention to respond to the allegation within ten days of receiving the allegation notice
 - The Academic Committee must convene its meeting within 10 days of the student's receipt of the allegation notice
 - The Academic committee, by majority vote, must uphold or dismiss the allegation. The Committee may follow its own procedure to investigate the matter, and although it is not

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bound by the rules of evidence or other legal doctrines, it must act fairly and with regard to natural justice

- Where the Board upholds an allegation of plagiarism or collusion, it may impose one of the following penalties:
 - Reprimand the student
 - Require the student to resubmit his or her assignment
 - Suspend the student's enrolment for a period and on terms to be determined by the Board
 - Terminate the student's enrolment.
- 5. The student may appeal the decision or the penalty within 20 days of receiving the penalty notice – refer to the Complaints, Grievances and Appeals policy
- 6. The Appeal Committee may either dismiss or allow the appeal in whole or in part and must make its decision on a majority vote. Please refer to Student Code of Conduct and Student Disciplinary policies for more information.

Study Commitments

1. Your competency-based assessments are based not only on your written assignments, but also on practical assessments and active participation in your learning
2. ONCALL Training College recommends for each hour you spend at the workshops; you spend at a minimum, two hours studying, researching, and preparing your assignments. This does not include your work placement practice required for your logbooks (if applicable).

Attendance & Training Engagement

1. You will be issued a delivery schedule at enrolment indicating your day and time of classroom sessions. You have until 15 minutes into each classroom block to attend before you are marked absent.
2. If you are unable to attend a session, please let us know as soon as possible. You are required to complete work assigned to that session and submit it as proof that you have participated in the learning process for the unit (s) delivered in the session missed. This includes answering Self-Assessment Questions and completing any in-class practical activities. There may be opportunities to make up the missing class with another group, but this depends on availability and thus cannot be guaranteed.
3. If you need to leave ONCALL Training College premises during workshop times you must inform your Trainer/Assessor prior your departure. This is a requirement of ONCALL Training College's duty of care and risk management policy.
4. It is your responsibility to ensure you are actively engaged and progressing through your program requirements as agreed upon in your training plan. Your training plan indicates the nominal end date for completing requirements of each unit of competency. As this date approaches, your trainer will follow up with you to ensure you are on target to complete the requirements.
5. Your Trainer/Assessor and appointed ONCALL Training College's staff member will attempt to contact students three times over a two-week period leading up to the issuance of 'Intention to

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Cancel Notification Letter.' If students are unresponsive, Cancellation of Enrolment will be issued and access to the training (MOODLE) will be suspended

6. The Intention to Cancel notification letter will advise, 'if no contact is made to ONCALL Training College's Training Coordinator(s) within 24 – 48 hours after the issuance's date, they will be withdrawn from the program. No refund amounts will be given.

Absence

1. If you are late or unable to attend a scheduled class, you must inform your course coordinator prior to the class/session. If you fail to make a contact with your trainer or course coordinator, you will be contacted for a reason. Failure to attend class without contact may result in Provider Initiated Cancellation from that unit or qualification.
2. It is your responsibility to collect any handouts and information that you missed during your absence. If you are absent for a scheduled assessment task it is your responsibility to make alternative arrangements for assessment with your course coordinator and/or trainer and assessor.

Training and Assessment

1. Our classroom-based training has integrated practical and theory work. Students are set tasks to complete at home to enhance and consolidate classroom training. Our courses are competency based this means you must be able to demonstrate you can do the tasks to the prescribed level and provide evidence of your competence to an assessor
2. Student's Participation of Evidence can be gathered using the following assessment methods:
 - MOODLE Assessments' Grading and Marking – will be collected as formative evidence.
 - Completed Assessment Tasks(s) Marking Criteria's Checklist – will be collected as formative evidence
 - Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge
 - Demonstrations – Students demonstrate their competency in the workplace
 - Class Presentation – Students present a small talk to others to illustrate a point.
 - Group Project – Students work together to complete a project on a given topic within a timeframe.
 - Self-assessment checklists – completed alone or with the trainer to allow the student to measure their own learning progress.
 - Learning checks – Students complete these on-going to help them develop a continued understanding of the program content.
3. Once you demonstrate competency for the required number of units specified in your course information, your qualification is awarded. A Statement of Attainment is issued to students who have demonstrated competency in some of the units listed in the course information.
4. Students who fail to demonstrate the required level of competency are provided with 3 attempts. If competency is not achieved after the third attempt, students will need to repeat the unit by re-enrolling and additional fees will be payable.

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Due dates

1. A due date is set for each assessment task that you are required to submit. You will be informed of the exact due date for each task on your learner timetable.
2. It is expected that you will submit each assessment task on, or before the due date. If you are unable to submit your assessment task/s by the due date due to absence, you are required to notify your trainer/assessor as soon as possible.
3. We understand adult learners have other responsibilities along with their studies, and on rare occasions you may need extra support or time with your assignments. Extensions are available for exceptional circumstances. Please refer to Withdrawal, Deferral, Suspension and Extension Policy or contact your trainer or email trainer@otc.edu.au to discuss an extension.
4. Please note that assessments that are not submitted and have not an extension application or approval granted will result in a 'Not Satisfactory' and potential Cancellation from that unit of competency
5. If you are struggling with the timely submission of more than one unit, you will need to have a chat with your Trainer/ Assessor and explore your circumstance and what they can offer. You can also submit your request to trainer@otc.edu.au

Practical Assessments

1. For most courses, you will be required to demonstrate your skills in a practical setting. Your trainer will provide feedback at the completion of your assessment. If you are assessed as Not Yet Competent, we will arrange a date for you to re-sit your assessment. You have 3 opportunities for re-assessment there is no charge for this re-assessment.
2. When undertaking your Practical Assessments, it is important to note:
 - a. If you fail to attend or give adequate notice of a genuine extenuating circumstance (e.g., you are required to produce a Medical Certificate):
 - You may be letting down your fellow student with whom you've been paired
 - We will need to reschedule with the Trainer/Assessor for your reassessment
 - There may be a significant wait for you to complete the assessment, i.e., until the next course intake is due to be assessed
 - You are still expected to move through your course in a linear progression; therefore, you may be asked to defer your studies until you have been able to catch-up.
 - b. You may not feel you're ready for your Practical Assessment please speak to your Trainer/Assessor.

Results

For each assessment that you submit you will receive feedback and a result from your assessor within 14 days of submission. This feedback may be provided to you verbally, via email and/or in writing. If your assessment task is assessed as 'Not Satisfactory' you will be given written feedback of these results and information about reassessment requirements.

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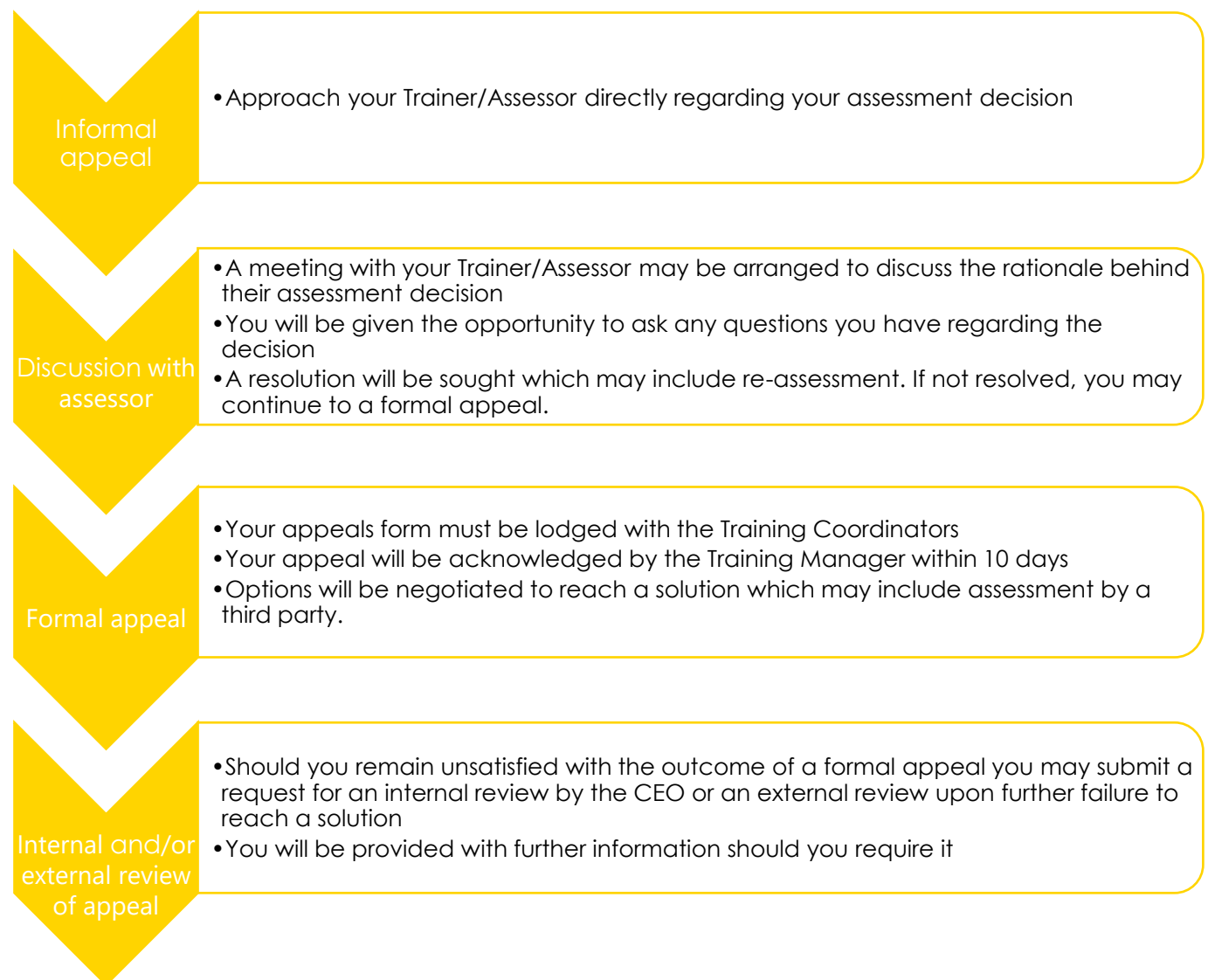
Re-assessment

If you receive a 'Not Yet Satisfactory' result for an assessment task you will be provided with a reassessment advice. This advice will outline the information you need in order to redo and resubmit your assessment tasks and provide you with a new due date. Any reassessments must be completed within 7 - 14 days from the original due date.

Academic Appeals

1. An appeal is an application to have an unfavourable decision or assessment result received during the assessment process reconsidered.
2. You have the right to appeal an assessment decision. You may have informal discussions with your trainer/assessor about your results however if you wish to lodge a formal appeal you must do so in writing. Please refer to Complaint, Grievances and Appeals Policy.

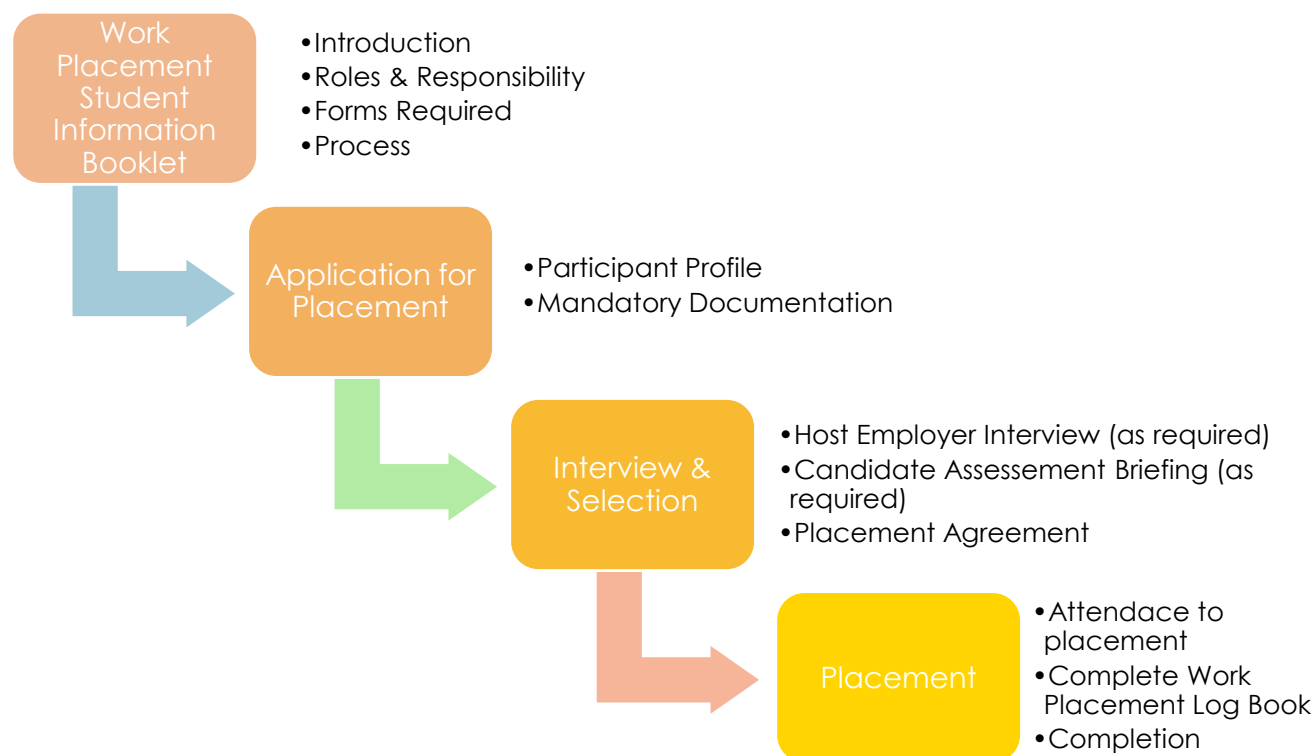
Appeals process



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Work Placement

Work placement is an important component of some qualifications as it provides you with the opportunity, and the means, to apply skills and knowledge obtained through your study in a supervised and authentic environment. At the commencement of your course, you will be provided with a student and employer practical placement handbook providing information regarding roles, responsibilities and other requirements relating to work placement.



Practical placement hours

The hours that you are required to complete to meet your practical placement requirements will vary depending on each qualification. Please see below for the required practical placement hours for qualifications offered by ONCALL Training College.

Qualification	Compulsory Practical Placement Hours
CHC33021 Certificate III in Individual Support	120
CHC43121 Certificate IV in Disability	120
CHC43315 Certificate IV in Mental Health	80
CHC43015 Certificate IV in Ageing Support	120
CHC52021 Diploma of Community Services	200

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Police Check & Working with Children Check

1. Due to the specific requirements of some industries, in particular community services, you may be required to undergo and provide ONCALL Training College and the host employer a current Police Check and/or a Working with Children Check.
2. You will be informed by your course coordinator at enrolment if you require a Police Check and/or a Working with Children Check. If you do require either of these checks, you must:
 - Obtain your own check through Victoria Police or an online provider such as:
 - Fit to Work, Crime-check or Job Ready
 - Obtain your own Working with Children Check
 - Pay for your own checks. It is recommended you select the 'work' option for both checks to be able to use them should you gain employment after completing your qualification
 - Have the police check completed with two months of commencement of your qualification
 - Provide your course coordinator with a copy of each check prior to commencing practical placement
 - will not be accepted.

You will not be permitted to commence your practical placement if the required checks have not been completed or are not satisfactory. Not being able to provide a satisfactory Police Check may result in your inability to secure placement and this will impact your completion of the qualification. If you feel that you have anything to disclose, please do so at the time of your enrolment so your Training Coordinator can advise you of the most appropriate actions. Your confidentiality is assured throughout this process

Evaluation

ONCALL Training College strive to continuously improve our courses, therefore, you will be asked to provide feedback periodically with regard to all aspects of your training experience including feedback on your Trainer/Assessor, course content and assessment processes, facilities and so forth.

You are asked to complete the National College for Vocational Education Research (NCVER) Learner Engagement Survey. This feedback is submitted to NCVER annually to provide feedback on the quality of the training and assessment provided by ONCALL Training College. A summary report is submitted to its NCVER as an indication of our performance. This is a condition of registration.

Withdrawal

If, for any reason, you need to withdraw from your course, you must contact ONCALL Training College in writing and complete the **Withdrawal Form**. A withdrawal will be considered effective from the date of first written contact (letter or email) with your trainer, or via support@otc.edu.au. However, your withdrawal is not considered granted until a written request is submitted and by the student and processed by ONCALL Training College.

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You may also be withdrawn by ONCALL Training College due to significant non-attendance, non-engagement, or inappropriate behaviour, as discerned by ONCALL Training College.

Once received, withdrawals may take up to 20 days to process. Please refer to Withdrawal, Deferral, Suspension and Extension Policy.

Complaints, grievances and appeals

Complaints

1. A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of ONCALL Training College. The complaints procedure will address both formal and informal complaints
2. All formal complaints must be submitted in writing to ONCALL Training College management and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt
3. ONCALL Training College management will maintain complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints' procedure will be reviewed as part of the ONCALL Training College continuous improvement procedure
4. It is the responsibility of ONCALL Training College management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints' procedure and supply of complaint forms
5. If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA or other relevant regulatory body and lodge a written complaint.

Appeals

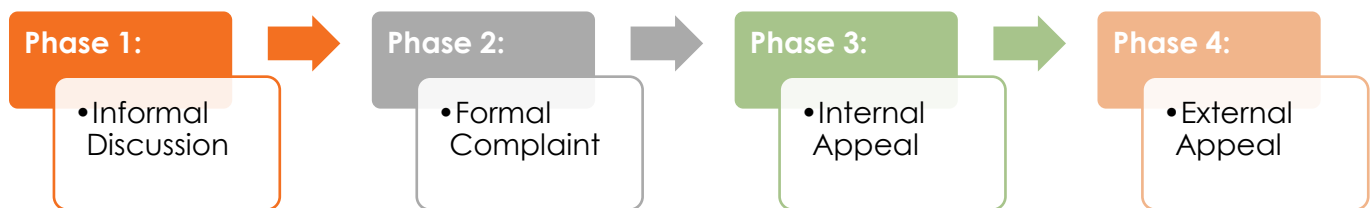
1. The ONCALL Training College appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters
2. In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student
3. If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:
 - The notice of appeal should be in writing, addressed to ONCALL Training College for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
 - The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

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4. It is the responsibility of ONCALL Training College management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms. All appeals will be reviewed at the monthly management meeting and, if appropriate, resulting a continuous improvement process
5. If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

Process

There are four (4) phases in the ONCALL Training College Student Complaints and Appeals Policy & Procedure:



All students or potential students can access each of the four phases of the ONCALL Training College Student Complaints and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

Phase 1: Informal Discussion

In the first instance, students are advised to talk to staff at ONCALL Training College to resolve any issues of concern either by:

- Visiting the office in person; or
- Contacting the office by phone on 1300 147 583

Phase 2: Formal Complaint

If a satisfactory outcome cannot be reached, the matter may be escalated. Phase 2 involves the student lodging a written complaint. The Complaint will be investigated by the Training Manager or delegate if the Training Manager is included in the complaint:

- Completing Students Complaints, Grievance and Appeal form or
- Composing a letter with the full details of the issue; or
- Submitting an email/fax with the full details of the issue

To lodge in person:

Suite 1, 670 Canterbury Rd Surrey Hills, Victoria 3127

To mail details post to:

ONCALL Training College

Suite 1, 670 Canterbury Rd Surrey Hills, Victoria 3127

Email

Training Coordinator at trainer@otc.edu.au

If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process, they can escalate to phase 3.

Phase 3: Internal Appeal and it will be investigated through a formal process at no cost to the student. The Internal Appeal will be investigated by the CEO.

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Phase 4: External Appeal

If the Complainant is not satisfied with the outcome of Phase 3, they may request the matter be referred to an external dispute resolution process.

If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process, they can escalate the complaint to ASQA at:

- Web: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>
- Email: asqanet@asqa.gov.au
- Call: ASQA info line on 1300 701 801

For further information, please refer to the Complaints, Grievances and Appeals Policy and Procedure on www.otc.edu.au.

All complaints and appeals will be reviewed at ONCALL Training College fortnightly Operations meetings. Continuous improvement procedures may be actioned when the complaint /appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current ONCALL Training College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Qualification Issuance Policy

Certificate Policy

All certificates are issued within 30 business days after successful completion of training provided all fees have been paid. If requested, the certificates are mailed to the address which has been supplied by the student.

Replacement Certificates

The ONCALL Training College at its absolute discretion reserves the right to issue replacement certificates to candidates upon satisfactory proof of identity. Replacement certificates will be issued to candidates who have lost their certificates.

The costs for a replacement certificate are: \$50.00; this inclusive Domestic postage and handling. Additional \$26.00 for an International Postage (General Document).

Name Changes

Certificates are issued in the name of the student at the time the award is made. Replacement certificates will be provided to accommodate a subsequent change of name, upon satisfactory proof of identity and evidence of name changes needs to be provided. The certificate replacement fee will be charged.

Addressing Fraudulent Issuance of Certificates

Any certificates and/or statements of attainment will only be issued by ONCALL Training College under authorised legislation and will adhere to government regulatory and quality assurance arrangements.

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirements of the enrolled course/qualification.

Students that partially complete a course or qualification will not be issued a certificate but will be issued a Statement of Attainment containing the units they have completed.

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Fraud Control

This policy provides for strategies aimed at preventing, detecting, and dealing fairly with matters pertaining to fraud which integrate the activity of management and staff at all levels across the diversity of operations and activities at the ONCALL Training College.

The ONCALL Training College has effective processes for the prevention, detection, and management of fraud and for fair dealing in matters pertaining to fraud, including allegations of fraud. ONCALL Training College CEO accepts ultimate responsibility for the prevention and detection of fraud and is responsible for ensuring that appropriate and effective internal control systems are in place.

All employees have the responsibility to report suspected fraud. Any employee who suspects fraudulent activity must immediately notify their manager or those responsible for investigations. In situations where the Manager is suspected of involvement in the fraudulent activity, the matter should be notified to the next highest level of supervision.

Issuing certificates

All certificates issued by ONCALL Training College are issued according to the Issuance of Certificates and Statement of Attainment Policy and Procedure. Please refer to this policy for more information.

Student Support Services

ONCALL Training College takes pride in the ongoing support we offer our students, before, during and after your time with ONCALL Training College. After you have completed or withdrawn from your training activity, we will continue to assist you:

- Helping you identify pathways to further training
- With career advice
- Further professional development opportunities

Please feel free to talk to us at any time, either while you are in the course or after you have completed your studies. If we can't assist you directly, we will certainly be able to put you in contact with an appropriate organisation that can help. ONCALL Training College provides support services depending on the needs of our participants and the capacity to provide these services. Information is provided to learners about available support services and any external support arrangements including:

External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
English & language support	<p>Learn Local: You can improve your spoken and written English by enrolling in an English language class at a Learn Local provider in your community.</p> <p>The Skills for Education and Employment (SEE) program provides language, literacy, and numeracy training of up to 650 hours to eligible job seekers, to help them to participate more effectively in training or in the labour force.</p>	<p>https://learnlocal.org.au/wycl/languages/</p> <p>https://www.employment.gov.au/skills-education-and-employment</p>

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	Adult Migrant Education Services (AMES). AMES Australia Pathways for Further Study courses are suitable for advanced English learners who wish to pursue further study	https://www.ames.net.au/learn-english/pathways-for-further-study Email: Enquiries@ames.net.au Phone: (03) 9926 4088 Website: AMES Australia
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.	1800 888 236 www.health.vic.gov.au/aod/directline.htm
Depression/Suicide	Lifeline - Connects people with care. Beyond Blue - provides nationwide access to information, advice and referrals around depression, anxiety, and related conditions.	13 11 14 www.lifeline.org.au 1300 22 46 36 www.beyondblue.org.au
Ethnic /Multicultural Assistance	Ethnic Communities Council of Victoria Migrant Information College	9349 4122 www.eccv.org.au 9285 4888 www.miceastmelb.com.au
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Eastern Community Legal College Free legal assistance	9762 6235 Email: outereast@eclc.org.au www.eclc.org.au
Mens Support	Mensline	1300 78 99 78 www.mensline.org.au
Sexual Assault	Sexual Assault Crisis Line - Crisis counselling service for victim/survivors of both past and recent sexual assault	1800 806 292 www.sacl.com.au
Translating and Interpreting	Translating and Interpreting Service Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them	13 14 50
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic 23 QV Terrace/292 Swanston Street Melbourne Vic 3000	8993 7000

Ceasing Operations

In the event that ONCALL Training College ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. ONCALL Training College will ensure that any confidential

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information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Access to Records

ONCALL Training College has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student Records

Access to individual student training records will be limited to those required by the Quality Assurance Manager, such as:

1. Trainers and assessors to access and update the records of the students whom they are working with
2. Management staff as required to ensure the smooth and efficient operation of the business
3. Officers of ASQA or their representatives for activities required under the standards for registered training organisations
4. ONCALL Training College's trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the ONCALL Training College's database system during training and assessment or immediately at the completion of training and assessment.
5. As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file.
6. Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and statement of results and / or statement of attainment will be produced and presented to the student
7. A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file. Please refer to Privacy Policy for more information.

Student Access to Records

Students have the right to request information about or have access to their own individual records. ONCALL Training College trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system. Please refer to Privacy policy for more information.

AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National College for Vocational Education Research (NCVER) is the custodian of the standard.

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ONCALL Training College submits AVETMISS reports to NCVET at least monthly. These reports include all student and training data including:

- age, sex, and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency, as part of a qualification, and modules as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

GLOSSARY

WORD/PHRASE	DEFINITION
Credit Transfer	The AQF states: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
Recognition of Prior Learning	The AQF states: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit.
Cheating	The use of another person's work as though it were one's own, with intent thereby to gain an unfair advantage is cheating. This includes systematic re-wording or changing key nouns and verbs, deliberate plagiarism and the taking of unauthorised material into examinations such as notes.
Collusion	The consent for your work to be used in plagiarism or cheating. When two or more students collaborate in the preparation and production of work ultimately submitted by each in an identical, or substantially similar, form and/or represented by each to be the product of his or her individual efforts.
Unauthorised Collaboration	The presentation of work, which is in whole or in part, the work of multiple persons such that an assessor is unable to use the work submitted to make a judgement of competency. It is a student's responsibility to ensure they do not submit work that is not their own.
Plagiarism	Deliberately or accidentally passing off someone else's work as your own. The presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, periodicals or other students without due acknowledgement given in the text. For example, when quoting or paraphrasing material from other sources must be acknowledged in full. Plagiarism can also occur when: <ul style="list-style-type: none"> ▪ Phrases and passages are used verbatim without quotation marks and without a reference to the author\another student's work is copied or partly copied ▪ Other people's design and images are presented as the student's own work ▪ A piece of work has already been submitted for assessment in another unit
Harassment	Harassment is any form of behaviour that you do not want, that offends, humiliates, or intimidates you that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc
Victimisation	Victimisation is where a person is treated unfairly because they have made a discrimination complaint
Bullying	Bullying is verbal, physical, social, or psychological abuse by a staff member or student

ONCALL

Training College

Suite 1, 670 Canterbury Road
Surrey Hills
Vic 3127

Ph: 1300 147 583

Email: info@otc.edu.au

Website: www.otc.edu.au

