



THE SALVATION ARMY
Booth College



STUDENT HANDBOOK

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Disclaimer

This Student Handbook has been prepared as a resource to assist you to understand your obligations and also, those of Booth College. Changes to legislation or Booth College policy may impact on the currency of information included. Booth College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your Course Coordinator.

Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with and follow the policies and procedures outlined in this handbook.

Welcome



On behalf of myself and the Vocational Training team, I would like to welcome you to The Salvation Army's Booth College.

At Booth College we are passionate about helping people learn and develop their potential. We provide support for students to discover new skills and consolidate their vocational experience. Our training directly relates to your workplace and courses like the one you are about to embark upon are intended to equip you for real-world situations.

Please take the time to read this handbook as it contains a range of information which will be important during your training. If there is any information which is not addressed in this handbook, please contact our Vocational Training team and we will be more than happy to assist you.

I trust you will enjoy this course and wish you all the best in your studies.

Kylie Casey

RTO Manager

Phone: (02) 9502 0483

Email: kylie.casey@boothcollege.edu.au

About Us

The Salvation Army's Booth College is a Registered Training Organisation (0328) accredited by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training and issue qualifications across a number of vocational education programs. For a full list of accredited qualifications, please visit: <http://training.gov.au/Organisation/Details/0328>

Located in Sydney's Bexley North, Booth College has been delivering quality accredited training at its various delivery sites since its registration in 1995. Our training staff is highly skilled with many years of educational and industry experience, which will benefit you in your training and learning experience.

Our mission is to provide accredited vocational training that will assist you to reach your highest potential and achieve your qualification goals.

Contact Us

Location: 120 Kingsland Road, Bexley North NSW 2207

Postal: PO Box 4063, Bexley North NSW 2207

Phone: (02) 9502 5008

Fax: (02) 9502 4177

Email: vtoenquiries@boothcollege.edu.au

Website: <http://boothcollege.edu.au/>

Staff Code of Conduct

Booth College staff operate under The Salvation Army's mission and values and conduct business according to the highest standards of honesty and integrity. The code of conduct stresses the importance of treating students fairly, ethically and with respect and dignity at all times. We provide a learning environment which is safe and conducive for learning.

Access and Equity

You can expect to be treated fairly and equitably, with dignity and respect at all times. In all aspects of our practice we are committed to meeting the needs of people with disabilities. We do not tolerate discrimination, workplace harassment, bullying, victimisation or racial vilification on our premises. Any student witnessing evidence of this occurring is asked to report it to the Trainer or Course Coordinator, and can be assured that concerns will be addressed.

Any person or group, irrespective of ethnic or cultural background, is able to participate in and benefit from our training services, providing they meet the entry criteria for the course. Information about services, policies and procedures and the roles and responsibilities of students is provided in clear and inclusive language. Our training resources, training techniques and assessments are free of gender or cultural discrimination.

Privacy Policy

Booth College, as part of The Salvation Army, takes the privacy of our clients very seriously and we comply with all legislative requirements.

Our Privacy Policy provides guidelines for the handling of your personal information, the use and disclosure of it, and the rights of access to it. We only collect data that is directly relevant to your training and required by government as well as maintaining an effective service delivery. We exercise strict control over confidentiality of training records and any personal information. We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

You may gain access to your course records at any time during the course after we receive written consent from you.

Enrolment

Enrolment

Your enrolment will involve a number of documents:

- A Course Information Brochure will be provided to you containing all the relevant information regarding training dates, course duration, and location and course fees.
- Prior to the commencement of your course, you are required to complete and lodge a Student Enrolment Form. This form will be provided to you when you have met the entry requirements of your chosen course.
- A copy of this handbook will be provided to you. When you accept a place in the course, you acknowledge that you have read this Booth College Student Handbook.
- A Training and Learning Agreement (Training Plan) will be agreed with you during your induction.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a Course Coordinator assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Student Identifier (USI). Applying for a USI is cost free and will remain with you for life. To apply for a USI number or for more information, please visit <https://www.usi.gov.au/>.

As an RTO, Booth College cannot issue Certificates of Statements of Attainment without a USI. Therefore, it is mandatory that you supply your USI upon enrolment.

Government Funded Students

Before commencing any government subsidised training, you need to complete a Student Enrolment Form. There are also additional requirements for funded students which may include completion of a Consent Form for the RTO to carry out the "Notification of Enrolment" process. The RTO can then ensure that you meet the eligibility criteria, and can send you an accurate quotation for the cost of your training.

Training and Learning Agreement (Training Plan)

As part of your induction, you will be issued a Training and Learning Agreement which lists the course units, learning activities, assessment methods and procedures and additional support available. If in agreement with the information, you and the trainers are asked to sign the form. Before signing the form, you have an opportunity to identify any concerns you have about your learning, any learning difficulties you have and / or any concerns about participating in the training.

Withdrawal and Deferral Process

If you are considering withdrawing from study you should inform your Trainer/Course Coordinator as soon as possible. Our staff are available to discuss and assist you with any difficulties that might influence your decision to withdraw.

Application to withdraw

It is important that if you are withdrawing from any courses / units for any reason, you formalise the process by emailing or writing to the Course Coordinator or Trainer.

If you have been absent from class or have not engaged with online learning for more than three (3) sessions, you will be considered at risk of withdrawal. If Booth College have been unsuccessful in contacting you for more than 6 weeks you may be withdrawn from the course. A withdrawal fee applies. Please refer to our Refund Policy section (page 8).

Deferral Process

Students in New South Wales government subsidised programs may apply to defer their subsidised training for up to 12 months. You must request a deferral in writing. You will then be advised of the fee implications.

Fees and Refund Policies

Course Fees

Fees are advised to you prior to enrolment. The fees are non-transferable to other students or other institutions. Course fees remain fixed for each calendar year and are reviewed annually. Fees include all textbooks, online support, learning and assessment resources and where applicable, meals and refreshments.

For NSW Smart and Skilled funded students, see below for the Smart and Skilled Fee Administration Policy.

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf

Payment methods

You will be invoiced the full course cost upon enrolment. The following payment methods are accepted; credit card, direct debit, journal transfer (The Salvation Army officers and employees only). If you wish to apply for a monthly direct debit payment plan, or a monthly credit card payment, please contact your course coordinator.

Late payments

Please note that outstanding fees may result in cancellation of your enrolment. Unless prior arrangements have been made with your Course Coordinator, Booth College reserves the right to apply a penalty fee equal to 10% of the invoiced amount for fees that remain unpaid 60 days after receipt of the invoice.

Other Fees

RPL Application - \$100

RPL Assessment - \$300 per unit

Re-issuance of Qualification or Statement of Attainment - \$40

Refunds

If you withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact your Course Coordinator to discuss individual circumstances.

You can request a refund if:

Course has been cancelled by Booth College	No penalty	Full refund
You withdraw from the course up to one week prior to course commencement	No penalty	Full refund
You withdraw from the course less than one week prior to commencement	Penalty	10% of the total course fee
You withdraw from the course after the commencement date	Penalty	Costs for units of study attended + resources

Refunds must be requested in writing to the Course Coordinator clearly stating reasons for withdrawal. Refunds will be processed as soon as possible following approval. This does not remove your right to take further action under Australia's Consumer Protection laws.

Training and Assessment

Recognition of Prior Learning (RPL) and Credit Transfers

We recognise that you may already be competent in a particular skill or set of skills or units in your course. Through RPL, you may apply for the recognition of your knowledge and skills associated with related units, whether gained through formal training, work experience, and/or life experience. Units gained through this process count towards your qualification.

If you are considering RPL you should speak to your Course Coordinator so you can submit your application *before* the commencement of the course. The fee for an RPL Application is \$100. You will then be provided with an RPL Kit which provides detailed information about the requirements.

Booth College recognises qualifications issued by other RTO's and educational institutions under mutual recognition by way of Credit Transfers. You will need to supply Booth College with an original or certified copy of your Certificates with Transcripts or Statements of Attainment. This must be provided prior to course commencement so that credit can be given.

Accredited Training

All nationally recognised vocational training is competency based. The units of competence describe:

- what each student needs to know
- what each student needs to be able to demonstrate
- the desired attitude of the student or manner in which the work/tasks are done
- how each student should be assessed to determine their competence

If the course you have enrolled in is scheduled to be superseded we will discuss the implications with you and ways we can facilitate your transition to the new qualification.

Gaining competence

You will be given assessment tasks reflecting actual workplace requirements that enable the Assessor to gather sufficient evidence to determine your level of competence. The Training and Learning Agreement provides information about the assessments. Additionally, at the commencement of each unit, your Assessor will give detailed information about each task before you attempt it, (e.g. what to expect, evidence the assessor will be looking for, and the marking criteria being used).

Assistance will be provided, however you are expected to:

- attend the required training sessions and contribute positively to the learning process
- study any reading material issued to gain the required knowledge
- practise newly learnt skills
- complete the required assessment tasks

Assessment methods vary from course to course. Some assessment methods include to:

- Questioning
- Workplace projects
- Observation and Practical demonstration
- Case studies
- Role plays

There are two outcomes possible from your submitted assessment:

- **Competent (C)** - all aspects of skills, knowledge and attitude for the course level are met
- **Not yet competent (NYC)** - some aspects did not meet the required standard and require further coaching or practice opportunities to assist you to meet the required standard

If you are graded as NYC you will be advised of the reasons and be given further opportunities for re-assessment. Once submitted, your completed assessment will be marked within 21 days. By satisfactorily demonstrating all aspects in the assessments, you will meet the requirements of competence and be eligible to receive the qualification.

Monitoring your Progress

Our training is learner-centred and your progress is monitored continually. Support is available if you are experiencing difficulty with the course content, delivery or assessment tasks. Please contact the Trainer/Assessor or Course Coordinator if you experience any difficulties with any part of the training.

Issuing of Qualifications and Statements of Attainment

Booth College will only issue AQF Qualifications and Statements of Attainment for courses within its scope of registration.

On completion of a course, students who are deemed competent in all units of the course will receive the qualification and transcript listing the successfully completed units. If the whole qualification was not completed, a Statement of Attainment will be issued listing the unit/s completed. Testamurs will be issued within 30 days of your course completion.

Booth College is not obliged to issue a student's Qualification or Statement of Attainment unless all fees have been paid in full.

You may request a re-issuance of your testamur in writing. A fee of \$40.00 will be payable to cover administration costs.

Contributing to Quality Improvement

Maintaining the relevance and quality of training and assessments requires a cooperative effort from industry, management, employees, and students. We therefore ask you to make any suggestions for improvement during your course to the Trainer or Course Coordinator and to provide formal feedback at the conclusion of your course.

Appeals and Complaints

Complaints and Grievance Procedures

If you have a dispute with a trainer, assessor or fellow student which cannot be resolved you may speak to the RTO Manager about the matter. Booth College has procedures for the handling of complaints and grievances. If at all possible the trainer or Course Coordinator will advise, counsel and/or resolve promptly and effectively any grievances or complaints related to training delivery, training environment, assessments or disputes with fellow students. If they are unable to bring resolution, the matter will be referred to the RTO Manager or the Principal. After the procedure has been followed and the matter still remains unresolved, it will be referred to an external arbitrator in an independent appeals process. All written complaints will be kept on file for audit purposes.

If you wish to initiate the complaints process, contact your trainer or Course Coordinator. The complaint will be recorded on a *Notice of Complaint* form which then activates the Grievance Procedure. The action taken and/or the resolution achieved will be documented and you will be kept informed of the process.

Assessment Decision Appeals

The assessor will provide you with an explanation of how the final assessment decision was reached. If, after this explanation you are dissatisfied with the way your evidence was judged, you should discuss any concerns with your assessor within 10 days. If concerns are not resolved during the discussion, you may submit a Booth College **Assessment Appeal form** to the Course Coordinator **within 10 days** (*assistance to complete this form is available if required*).

The Appeal Process

Step 1 - Initiating the formal process: Lodge the Assessment Appeal Form

Once the form has been submitted, your assessment records will be reviewed by the assessor. Where a practical assessment is in question, you may be requested to complete the assessment again for a different assessor. Where the assessment is a written task other assessors will be asked to remark the submitted work.

Step 2 - Assessment Appeal forwarded to Booth College

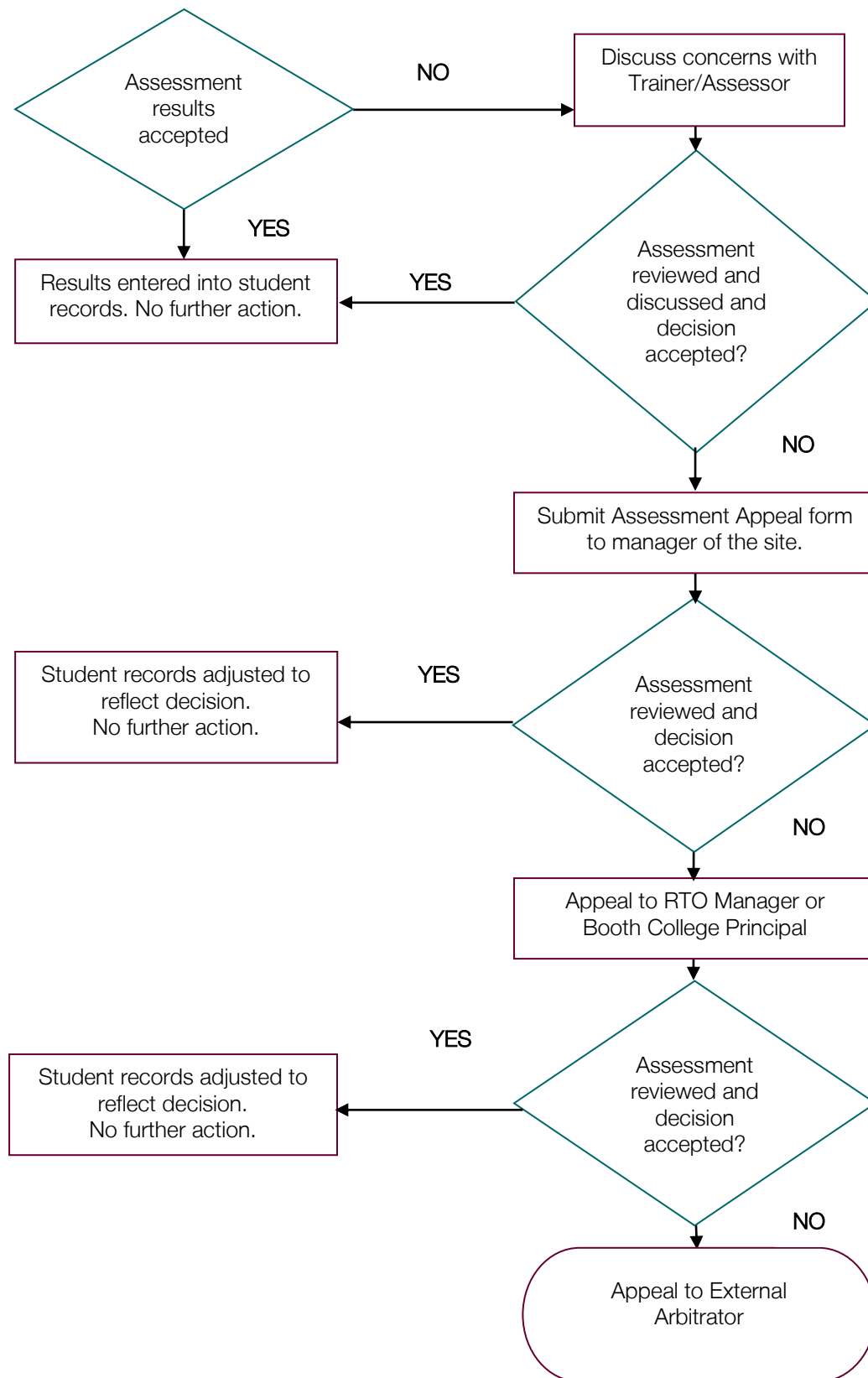
A completed Assessment Appeal Report will be provided to you. If you accept the decision no further action is required. If you are still dissatisfied or there is undue delay in responding to you, you can request the Assessment Appeal form be submitted to the Booth College Principal.

You will be informed of the appeal outcome in writing and the outcome will be noted at the Vocational Training Board.

Step 3 - Appeal to External Arbitrator

Where you are still dissatisfied you may make an appeal to an external arbitrator such as the National Training Complaints Hotline.

Assessment Appeal Flow Chart



Student Conduct

We expect that you will behave in an honest, respectful manner appropriate for a learning environment. It is your responsibility to be actively involved in the training and complete assessment tasks within a timely manner. Contact your Course Coordinator for extension requests.

Booth College views student misconduct seriously. Consequences of misconduct vary up to and including expulsion from the course. Examples of misconduct include:

- Academic misconduct such as plagiarism or cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour that endangers the health, safety and wellbeing of others
- Any behaviour or act that is against the law
- Intentionally damaging Booth College equipment

Consequences for misconduct will depend on the severity and frequency of the breach and include:

- Formal warning
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Referral to police

Plagiarism

Plagiarism is the presentation of the ideas or words of another writer as if they are your own without any form of acknowledgement. This is more than cheating and is in fact literary theft.

When presenting written assignments, you will be expected to acknowledge where your ideas come from if they are not your own. It means acknowledging:

- key ideas (including maps, methods, diagrams, tables etc)
- direct quotations, (put them inside quotation marks)
- paraphrased material (provide acknowledgement of the source as early in your paragraph as possible rather than at the end of it)

Work Health and Safety

We are committed to providing a safe and healthy workplace for all students, staff, employees and visitors in accordance with the relevant government legislation. At the same time, you are responsible for your own health and safety, and that of others, and to comply with our workplace health and safety policy and risk management procedures. All accidents, near misses or unsafe working practices or conditions must be reported immediately to a member of our staff.

Smoking, Drugs and Alcohol

Smoking, alcohol and other drugs are not permitted on our premises. The use and abuse of alcohol and other drugs can impact on health, workplaces, families and communities. If you or members of your family are experiencing problems with drug and/or alcohol abuse, counselling and other assistance is available. Please speak to the Course Coordinator for assistance or contact The Salvation Army Recovery Services on <https://salvos.org.au/need-help/addiction-services/>

Student Support Services

Course Coordinators

The Booth College team is here to help you. Feel free to contact us at any time. We have staff available to support you from Monday to Friday, 8am to 5pm or you can email us on vtoenquiries@boothcollege.edu.au

Language, Literacy and Numeracy (LLN) assistance

If you require support with literacy or numeracy, Booth College has access to personnel to assist you. If you are concerned about this aspect of your training you should indicate this on the enrolment form, and on the Training and Learning Agreement.

Reasonable adjustments can be made to suit your needs provided the requirements of the workplace and course level are met. Contact your trainer to discuss your options.

Technical Support Team

If you are studying via Booth College online, technical support is available via email. Please contact the team on online@boothcollege.edu.au

Booth College Library

Booth College Library serves the training and study needs of The Salvation Army and Booth College. For library opening hours and more information visit. <http://boothcollege.edu.au/student-resources/library/> or email boothcollege.library@aue.salvationarmy.org

Additional Support Services

As part of The Salvation Army, Booth College has access to additional support services such as; Chaplains, Counsellors, Recovery and Crisis Services. Speak to your trainer or Course Coordinator for further information.

APPENDIX

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Booth College for clarification.

After you have finished reading this handbook, complete the section below, sign your name and return this page to your Course Coordinator or email to vtoenquiries@aue.salvationarmy.org.

ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING OF CONTENTS

I, _____ acknowledge

Print full name

that I have received a copy of the Booth College Student Handbook (Version 1, October 2016) and have read and understood its contents including my rights and responsibilities as a student enrolled at Booth College.

I understand from time to time, revisions to this handbook will be posted on the Booth College website (<http://boothcollege.edu.au>) and it is my responsibility to check regularly for revisions that may affect my enrolment or rights.

Signature

Date

Please email signed declaration to: vtoenquiries@boothcollege.edu.au