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**Code of practice**

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**Consent and agreement form**

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Code of practice

As a Registered Training Organisation (RTO), St Francis College has agreed to operate under the VQF VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other RTOs. The School is registered to deliver a range of VET qualifications under the direction of Queensland Studies Authority (QSA) and/or the Australian Skills Quality Authority (ASQA) – where applicable. The mission of the School as an RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with the national training packages. St Francis College reserves the right to amend the code of practice to suit the needs of training organisations as required. All amendments will be in accordance with legislation governing RTOs.

Legislative requirements


Access and equity

St Francis College is inclusive of all students regardless of sex, race, impairment, or any other factor. Any matters relating to access and equity will be referred to the CVEC as the nominated Access and equity officer.

The School ensures that all students have every reasonable opportunity to complete their course. All students will be informed of the requirements of the curriculum or national training package/s that affects them. Our Access and equity policy (Ref section 10 of the handbook for the School’s Access and equity guidelines) ensures that student selection decisions comply with equal opportunity legislation.

 Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on his/her qualifications and experience.
Quality management focus

St Francis College has a commitment to providing a quality training services with a focus on continuous improvement. It values feedback from students, staff, parents and industry representatives for incorporation into future programs. A VET questionnaire - student, VET questionnaire – staff, VET questionnaire – parents and VET questionnaire – employers are used to gather information. In addition the School will comply will the national quality indicator requirements.

Client service

St Francis College has sound management practices to ensure effective service to students. In particular, service standards ensure timely issue of student assessment results and qualifications. These will be appropriate to competencies achieved and issued in accordance with national guidelines.

St Francis College quality focus includes a Recognition of prior learning (RPL) policy, a fair and equitable Refund policy, a Complaint and appeals policy, an Access and equity policy and student welfare and guidance services. Where necessary, appropriate programs will be developed for those students requiring literacy and/or numeracy support programs. Every opportunity will be taken to ensure that such programs are disseminated, understood and valued by staff, students and parents. Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

Internal review

At St Francis College an internal review for each qualification/vocational area will occur annually. Meetings will be held with representatives from the relevant industry areas (where applicable) and staff. The internal review compares and evaluates the assessment processes, tools and evidence contributing to judgments in each vocational training area (VTA).

External review

St Francis College has agreed to participate in external monitoring and audit processes required by the registering authority body. This covers random quality audits, audit following complaint and audit for the purposes of re-registration, by QSA and or ASQA Australian Skills Quality Authority (where applicable).
Management and administration

St Francis College has policies, procedures and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position. Student records are managed securely and confidently and are available for student perusal on request. St Francis College has adequate insurance policies.

Marketing and advertising

St Francis College ensures its marketing and advertising of Australian Qualification Framework (AQF) qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The School will ensure that the National Recognised Training (NRT) logo will only be utilised in accordance with its conditions of us.

If the School advertises VET qualifications that it is seeking registration for, it clearly identifies that in the advertising e.g. through a disclaimer “...this course is subject to registration and will only proceed once the School is registered” information about the requirements to assess VET qualifications, e.g. through a statement at the beginning of the advertising: “The School must have the appropriate human and physical resources to run this course. If the School loses access to these resources, the School will attempt to provide students with alternative opportunities to complete the course and the related qualification.”

Training and assessment standards

St Francis College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the qualifications being offered. Assessment (including RPL and Credit transfer) will meet the principles of assessment and rules of evidence.

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students. If, for whatever reason, the School cannot maintain the relevant human and physical resources to deliver the qualification or accredited course, the School will provide students with alternative opportunities to complete the course and the related qualification.
Sanctions

St Francis College will honour all guarantees outlined in this Code of practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a RTO withdrawn.

Recognition of qualifications issued by another RTO

The School recognises all AQF qualifications issued by any other RTO. The School will seek verification of the certification from the relevant RTO where there is some ambiguity.

- The VET teacher will make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the School during the VET student induction at the beginning of the year.
- If a student presents an AQF qualification or statement to the teacher, the teacher will take a copy and bring it to the attention of the relevant Head of department (HOD) and the CVEC.
- The HOD or equivalent will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student’s file.
- Once the qualification or statement is verified, the teacher will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student’s records accordingly.
Introduction

Congratulations on your decision to enrol in a nationally recognised vocational course.

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at St Francis College as well as your rights and responsibilities as a VET student.

Students should take the time to study this handbook carefully and ask their VET teacher if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represent the key points of various VET policies and procedures developed by this School. A copy of the VQF manual outlining the School’s VET policies and procedures can be obtained via the CVEC and/or online on school intranet.

The Australian Qualifications Framework

All of the VET courses offered by this School can lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the VET Quality Framework (VQF). There are 15 different types of qualifications that can be obtained. These are shown in the diagram below. Those that are bolded are the ones where the opportunity exists to be either fully or partially completed through the VET qualifications being undertaken at this School.

AQF qualifications

Source: AQF Implementation Handbook 2007
Your VET teacher will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements, vocational outcomes, etc.

The following qualifications are available for completion at this School

<table>
<thead>
<tr>
<th>Qualification code</th>
<th>Qualification title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC10111</td>
<td>Certificate I in Construction</td>
</tr>
<tr>
<td>BSB10107</td>
<td>Certificate I in Business</td>
</tr>
<tr>
<td>BSB20107</td>
<td>Certificate II in Business</td>
</tr>
<tr>
<td>SIS20510</td>
<td>Certificate II in Sport (Coaching)</td>
</tr>
<tr>
<td>LMF10108</td>
<td>Certificate I in Furnishing</td>
</tr>
<tr>
<td>LMF20309</td>
<td>Certificate II in Furniture Making</td>
</tr>
<tr>
<td>30981QLD</td>
<td>Certificate II in Workplace Practices</td>
</tr>
<tr>
<td>AHC10110</td>
<td>Certificate I in Conservation and Land Management</td>
</tr>
<tr>
<td>SIT10207</td>
<td>Certificate I in Hospitality</td>
</tr>
<tr>
<td>SIT20207</td>
<td>Certificate II in Hospitality</td>
</tr>
<tr>
<td>SIT20307</td>
<td>Certificate II in Hospitality (Kitchen Operations)</td>
</tr>
<tr>
<td>CUV20111</td>
<td>Certificate II in Visual Arts</td>
</tr>
</tbody>
</table>

1. **Student selection, enrolment and induction/orientation procedures**

Students enrolled in the VET courses at this School participate in the same enrolment and selection processes as other students at the School. Where numbers are limited for VET subjects, selection will be based on subject pre-requisites, interview and/or on the order in which enrolments were received.

The [CVEC](http://cvec.vic.gov.au) and [VET teachers](http://www.vetteachers.com) will induct all VET students with this handbook.

2. **Course information, including content and vocation outcomes**

Course information, including qualification, course content, codes and vocational outcomes is contained in the Senior subject selection handbook (or similar) document. Additional information can be sought from your VET teacher.
3. Fees and Charges, including Refund policy
The School does not charge students fees for VET services.

The School will refund on a pro-rate basis any fees collected for consumable costs to students who leave before completion of the VET service if the schools current policy changes.

4. Provision for language, literacy and numeracy assistance
If you are undertaking a VET subject, which has embedded units of competency from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your choice. If you still feel you need additional language, literacy or numeracy support, please approach your VET teacher.

5. Flexible learning and assessment procedures
The following represent the basic VET assessment principles of this School. They are designed to promote fairness and equity in assessment.

- All VET students at this School will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
  - advice about the assessment methods
  - assessment procedures
  - the criteria against which they will be assessed
  - opportunity for constructive feedback
- Students will sight their profile sheet of results in each VET subject on at least two occasions throughout a two year course.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.
- Any special geographic, financial or social needs of students will be considered in the development and conduction of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
• A clearly documented mechanism for appeal against assessment processes and decisions is available to students in the School’s VQF manual. This is available from the CVEC.

Your VET teacher will provide you with a thorough overview of the assessment requirements for your individual VET course. The following information, however, represents some general information about the VET assessment process adopted at this School.

Assessment methods
Each VET teacher will maintain a student profile (or similar) for each student and on completion of the program of study an exit level will be awarded, based on the principles of assessment and rules of evidence.

Elements of competency will be assessed and recorded once the VET teacher is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for, RPL.

A master record detailing students’ achievements of the units of competency is maintained at the School on the Student Data Capture System (SDCS). The VET teacher provide students outcomes to SDCS.

This will record all elements and units of competency achieved. This will be held by the School and will be issued to the student once they complete the program of study or within 21 days of exit.

Competency based assessment
In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

In most subjects assessment tasks are completed a number of times throughout the year. Results for each assessment item will be marked on a student profile sheet or similar document. This assists students to become competent as their skills improve.

Final records of assessment of competencies will be awarded as either:
• C for Competent
• NYC for Not Yet Competent
6. Student support, welfare and guidance services
Students have access to a wide range of support, welfare and guidance services at this School, including:

- VET Teacher
- Head of Department
- School Counsellor
- Careers/VET Coordinator
- Assistant to the Principal (Administration)
- Principal

7. Complaints and appeals procedures
Complaints and appeals are managed by the School in a fair, efficient and effective manner. The School will create an environment where student's views are valued. Any student wishing to make a complaint against the School concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the School.

The CVEC will keep a Register of complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

Informal complaint

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the School, e.g. the teacher, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant HOD or equivalent, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a “formal complaint” prior to seeing the CVEC initially
Formal complaint

- formal complaints may only proceed after the informal complaint procedure has been finalised
- the complaint and its outcome shall be recorded in writing (Complaints and appeals record form)
- on receipt of a formal complaint the Principal shall convene an independent panel to hear the complaint; this shall be the "complaint committee"
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  - the Principal
  - the teaching staff
  - an independent person
- the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
  the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the complaint committee will make a decision on the complaint
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
- the student has the right to formally appeal the decision

The School uses the Complaints and appeals register as invaluable data about aspects of the School's operations that could be improved.

8. Disciplinary procedures

Please refer to “Disciplinary policy” outlined the student diary.

9. Access and equity

Access and equity guidelines

The access and equity guidelines at St Francis College are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects. Any matter relating to access and equity will be referred to the CVEC, as the designated Access and equity officer.
Access and equity guidelines will be implemented through the following strategies:

- The School curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students.
- Links with other providers, such as TAFE institutes will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students within appropriate parameters, such as the pool of available employers.
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I or II.
- Access to industry specific VET programs will be available to all students regardless of gender or race.
- If the School loses access to either physical and or human resources, the School will attempt to provide students with alternative opportunities to complete the course and the related qualification.

**Discrimination** occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc. This School strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity **without discrimination**.

For example, the following principles apply:

1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes.

2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual panel meeting with their parent/guardian and relevant School staff to ensure that the training and assessment provided meets their needs.

3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.
4. Prior to participating in structured workplace, students will be provided with an induction programme that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will be provided to ensure students are successful in their work placement.

5. Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy programme.

6. This School will openly value all students, irrespective of background/culture/other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and support structures.

7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the School’s Complaints and appeals policy.

10. Recognition arrangements
All VET students have access to a procedure that gives RPL or Credit transfer.

Recognition of Prior Learning (RPL)
An assessment process that assesses an individual’s non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Recognition of prior learning policy
All students shall have access to, and will be offered RPL.

Recognition of prior learning procedure
Each year at the VET student induction, the VET teacher shall make students aware of the School’s RPL policy via the VET student handbook. Teachers will remind students of this policy at the beginning of each new term and provide opportunities to engage in the RPL process.

VET students seeking RPL, will be:
- provided with a copy of a RPL application form by their relevant VET teacher
• provided information about the types of evidence that can be used to support an RPL application by the VET teacher from their qualification
• required to provide a completed RPL application form and associated evidence to support the application
• able to appeal an RPL decision via the RPL student appeals form if unsuccessful

The VET teacher will:
• notify the student of their outcomes from the RPL process
• update the student’s records if RPL is granted

Credit transfer refers to the granting of credit to students for subjects, modules or units of competency they have completed previously. Institutions or training organisations can grant credit to students for studies or training completed at the same or another institution or training organisation.

If a student believes that they fulfill these requirements they should approach their teacher first, who will bring it to the attention of the HOD. When appropriate, the VET teacher will inform students of the RPL and Credit transfer procedures. RPL information and forms can be obtained from the VET teacher, HOD or Intranet.

11. Recognition of AQF qualifications and statements of attainment issued by another RTO

The School recognises all AQF qualifications issued by any other RTO. The School will seek verification of the certification from the relevant RTO where there is some ambiguity.

Recognition of qualifications procedure
• The VET teacher will make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the School during the VET student induction at the beginning of the year.
• If a student presents an AQF qualification or statement to the teacher, the teacher will take a copy and bring it to the attention of the relevant Head of department (HOD) and the CVEC.
• The HOD or equivalent will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student’s file.
• Once the qualification or statement is verified, the teacher will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student’s records accordingly.

12. Access to records
Confidentiality procedure
Information about a student, except as required by law or as required under the VOF VET Quality Framework, is not disclosed without the student’s written permission and that of their parent or guardian if the student is less than 18 years of age.

The CVEC will get all VET students to complete a VET Consent and Agreement Form at the start of the course. Where a student consents to disclosure of information, this consent is kept on the Register of consent and if students did not provide a written consent a verbal notification will be taken and entered into the register with appropriate information.

Students have access to their personal records.

13. Consent and agreement form
The School will utilise a VET Consent and Agreement Form (or similar) as the method of recording the training, assessment and client services to be provided by the School.

This form, along with the information found in the VET student handbook, information guides and the Senior subject selection handbook (or similar) defines the commitments made by the RTO.

Students must read and sign the written agreement to confirm the School has provided this information to the student. (Ref: VET student handbook).
St Francis College
VET consent and agreement form

This consent form has been completed by (please print):

(Full name)

of St Francis College

and (if student is under 18 years of age)

(Parent/Guardian name)

(Address)

Who is enrolled in the following qualification/s:

<table>
<thead>
<tr>
<th>Qualification code</th>
<th>Qualification title</th>
<th>Enrolled</th>
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Consent

I hereby consent to the School providing relevant information about me to the following agencies/organisations, in order to facilitate the recording of my results and the issuing of relevant certification:

- Queensland Studies Authority (QSA)
- Australian Skills Quality Authority (ASQA).

I also consent to the School providing relevant information about me to the agencies/organisations associated with structured work placement or school-based traineeships/apprenticeships.

This information will include:

- name, address, age and contact details
- preferences for work placement and access to transport
- additional information which will ensure that the most appropriate and supportive structured work placement or school-based traineeships/apprenticeships

I also agree to complete any relevant, separate paperwork required by relevant external organisations, realising that they too may require separate consent forms to be signed. I also agree to this School showing copies of any of my VET completed assessment tasks to the QSA should QSA undertake an
external audit of the VET offered at this School. I understand that student work is required in order to satisfy the QSA that all assessment is of the correct, industry standard.

**Acknowledgment of receipt of information**

I also acknowledge that prior to commencement in my VET programme at this School, I have been provided with a *VET student handbook*, which contains information on the topics listed below.

- student selection, enrolment and induction/orientation procedures
- course information, including content and vocational outcomes
- fees and charges, including refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assistance
- student support, welfare and guidance services
- flexible learning and assessment procedures
- appeals and complaints procedures
- disciplinary procedures
- relevant legislation
- staff responsibilities for access and equity
- recognition arrangements
- recognition of AQF qualifications and statements of attainment issued by other RTOs
- consent and agreement form

I am aware that the school will ensure that I will complete the training and assessment as agreed. If circumstances (e.g. loss of a teacher and unable to obtain suitable replacement) then the school must arrange for training and assessment to be completed by another suitable training organisation. Prior to the transfer to another RTO, I will be formally notified of the arrangements and an agreement to those arrangements, including any refund or fees associated, will be obtained.

I acknowledge that I have read this handbook and understand that I can access further information on some of these topics should I wish to do so.

---

**Student signature**

**Date**

**Signature of parent/guardian**

**Date**