



Student Handbook

Macquarie Community College believes that participation in quality life-long learning is transformational

Head Office:

263 Marsden Road, Carlingford
NSW 2118

Post:

PO Box 2755, Carlingford NSW 2118
ABN 71103790 665 | RTO 90033

Contact:

Ph: 1300 845 888
E: info@macquarie.nsw.edu.au
W: www.macquarie.nsw.edu.au

Campuses:

Blacktown, Carlingford, Chatswood,
Epping, Mount Druitt, Ryde

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Welcome

Thank you for choosing Macquarie Community College (MCC, the College, we, us). We look forward to working with you to achieve your learning goals. We aim to provide affordable programs where our students feel welcome, respected and supported and to meet your individual needs.

Macquarie Community College is committed to providing high quality adult education and training programs.

Macquarie Community College wants you to make the most of the opportunity to fulfil your personal potential during your training.

It is important to keep this handbook on hand during your training, as it will provide additional guidance about Macquarie Community College's services, policies and procedures as you progress through your learning and development.

If you have any suggestions on how we can improve our services, policies and procedures, we'd love to hear from you. Please email us on info@macquarie.nsw.edu.au or call us on **1300 845 888**.

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

If you require any assistance with understanding the information provided, please do not hesitate to ask your Trainer or a member of staff.



Theresa Collignon
Chief Executive Officer

Our Purpose

We create and provide affordable and inclusive learning opportunities that meet the needs of individuals, organisations and communities.

Our Philosophy

Macquarie Community College believes that participation in quality life-long learning is transformational.

Our Vision

Stronger communities through the power of learning and connection.

Our Values



About Macquarie Community College

Macquarie Community College is a not-for-profit Registered Training Organisation (RTO) that has set the standard in adult community education since our beginnings in 1950.

Macquarie Community College encourages all to “Never Stop Learning” because we believe that participation in quality life-long learning is transformational.

Our Approach

As a not-for-profit provider we create and deliver quality accredited and open entry courses and services that are designed to offer our clients flexible, quality education and training. Through the power of learning and connection we seek to offer our clients opportunities for increased skills and knowledge, better futures, pathways to employment and increased social connections.

As a trusted community-based organisation we develop and continuously improve our programs with feedback from our clients, program staff, trainers, Government, community groups, employers and other organisations. This ongoing collaboration, focused on the capability and capacity of our students and our organisation helps build stronger communities.

We are especially skilled in working with migrants from non-English speaking backgrounds and those facing barriers to participation in education and training.

We strive to make all participants feel welcome, supported and respected and delight in the diversity of their cultural and socio-economic backgrounds, ages, beliefs, and abilities.

Macquarie Community College has adapted and expanded its services and locations over our 75+ years.

We balance our delivery and engagement across permanent, regular and temporary delivery sites and offer face-to-face, online zoom classes and self-paced learning options so that we meet the needs of our clients.

Macquarie Community College is a not-for-profit public company limited by guarantee. We are governed by a voluntary Board of Directors. We are supported by members.

The Company has a wholly-owned subsidiary (MCC Child and Family Services) which operates [Gateway Community High](#).



The company is a not-for-profit, non-government, apolitical, non-sectarian, community-based organisation dedicated to life-long learning and the development of individuals, organisations and communities.

We are registered as a Charity by the Australian Charities and Not-for-profits Commission (ACNC) and hold deductible gift recipient (DGR) status.

As a registered training organisation (RTO 90033) we are regulated by the Australian Skills Quality Authority (ASQA). We are a proud member of Community Colleges Australia.

Macquarie Community College encourages all to “Never Stop Learning” because we believe that participation in quality life-long learning is transformational. We are registered as a Charity by the Australian Charities and Not-for-profits Commission (ACNC) and hold deductible gift recipient (DGR) status.

Our Programs

We offer a range of nationally registered, accredited and non-accredited courses designed to offer our clients flexible, quality education and training to enhance their skills, their career opportunities, participation and connections in community.

Programs include

- Qualifications and specialist training for employment in growing industries such as aged care, childcare, disability, business and hospitality
- English language and literacy programs for migrants
- Employability and foundation skills training for jobseekers
- Digital literacy and other skills for learners that face barriers
- A diverse range of open entry short courses for life-long learners including Arts and Crafts, Foreign Language, Fitness and Sports, Health & Wellbeing, Photography, DIY



Visit www.macquarie.nsw.edu.au to see all of our programs and download the latest catalogue.

Our Contact Details

There are many ways you can contact us:

- While on site during your training
- Use our website contact us form at our [contact us](#) page
- Call us on 1300 845 888
- Email us at info@macquarie.nsw.edu.au
- Use our Live Chat system on the website
- Visit and speak to staff in person during business hours (these vary by site):
- Blacktown: Level 1/125 Main Street, BLACKTOWN 2148
- Carlingford: 263 Marsden Rd, CARLINGFORD NSW 2118
- Chatswood: Level 1, 8 Thomas St, CHATSWOOD NSW 2067
- Epping: 3/3 Carlingford Rd, EPPING NSW 2121
- Mount Druitt: 3 Mount Street, MOUNT DRUITT NSW 2770
- Ryde: (The Parsonage) – 12 Turner Street (off Church Street), RYDE NSW 2112

1. About our Quality, Risk and Compliance Frameworks

Managing quality and compliance is an integral part of our approach to risk management. Macquarie Community College is responsible for all compliance of Vocational Education and Training (VET) and/or assessment.

The Chief Executive Officer and Senior Management ensure that the operations, staff and students of the RTO complies with the requirements of the Standards for Registered Training Organisations (2025) and the VET Quality Framework, which includes the following:

- [The Standards for Registered Training Organisations 2025](#)
- [The Australian Qualifications Framework](#)
- [The Fit and Proper Person Requirements](#)
- [The Financial Viability Risk Assessment Requirements](#)
- [The Data Provision Requirements](#)

Macquarie Community College will ensure that compliance applies across all of its operations within the Registered Training Organisation's scope of registration, as listed on the National Register of VET found at www.training.gov.au

1.1 Standards for Registered Training Organisations

Macquarie Community College has policies and procedures in place for ensuring compliance with the VET Quality Framework, and Outcome Standards for RTOs 2025:

Quality Areas	Quality Area Outcome Statements
1. Training and Assessment	Quality training and assessment engages VET students and enables them to attain nationally recognised, industry relevant competencies.
2. VET Student Support	VET students are treated fairly and properly informed, supported and protected.
3. VET Workforce	VET students are trained, assessed and supported by people who are qualified, skilled and committed to professional development.
4. Governance	Effective governance and a commitment to continuous improvement supports the quality and integrity of VET delivery.

1.2 Our Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, including our students, organisations we work with and communities we serve.

Our continuous improvement strategy involves the collection of relevant information (or data), analysing that data and then improving the practices of MCC. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

2. Your protection as a consumer of MCC's services

There are various ways in which students are protected as consumers of Macquarie Community College's services:

- Prospective students are fully informed of our products and services by way of our website and catalogues and are then able to make decisions based on that information. Prospective students are ensured that the course chosen is the right "fit" for their needs by means such as our initial language, literacy and numeracy assessment for most courses, and individual communication with our sales team and/or our Program Managers. This allows time for prospective students to ask all questions which may be of concern or

interest and to be fully informed prior to completing our enrolment form. Students may also [contact us](#) via our website to arrange for an individualised talk with one of our staff. Upon selection of a training course students will be required to complete our enrolment process which is individualised to the particular course.

- If a student has any complaint or wishes to appeal an assessment decision we have procedures in place for you to do this. We will ensure fair and efficient handling of your complaint / appeal by our Senior Management.
- Macquarie Community College guarantees to complete supply of training services once you have commenced.
- As a Macquarie Community College student you are covered by the College's public liability insurance when at our training locations, and by volunteer worker coverage if on work placement. (Students are not covered when travelling to and from training or on excursions).
- Other legislation applies to your protection and responsibilities as a consumer of Macquarie Community College's services including issues related to Work Health & Safety hazard identification, Harassment, Anti-Bullying, Copyright, Anti-discrimination and working with children.

Read more information on our Consumer Protection Policy [here](#).

3. Marketing and Advertising

We market our programs and services with integrity, accuracy and professionalism. We do not intentionally make vague, misleading or ambiguous statements about courses, teachers, other providers, the College or any other matter which could mislead students. We publish information on our website, on social media, electronic direct mail and in our catalogue and advertise and promote our programs in various mediums, including events.

If you have found any error in our marketing information please let us know at any time.

Please note we may take photographs of classes, which may include students attending the training premises, for marketing purposes. We will seek formal permission for this from you. If you do not wish to participate, please tell your Trainer or a College staff member at any time, using any contact method.

4. Enrolment and Induction

4.1 Open Entry Courses

Anyone 18 years or older may enrol into our non-accredited courses at any time on our website by choosing the course they are interested in, finding a day and time that suits best and clicking the enrol now button. We will ask for your details and will then take you through our easy to use, secure payments process. Alternatively, you can call customer service on

1300 845 888. Prospective students aged between 15 and 18 may enrol if approved by management. In the event that the course dates are yet to be advised you can add your details to our marketing mailing list to receive our term offerings.

4.2 Nationally Registered and Accredited VET Courses

For accredited vocational education and training courses (e.g. full or part qualifications) we have an application process prior to enrolment. Each accredited course on our website contains an Apply Now button. You can also make initial enquiries by phone or make an appointment to visit us in person and start your application.

By completing the application form you start a process of communication with our staff. A staff member will speak with you about the course you are interested in and assist you with any further enquiries you may have about the course.

When you have made the decision to enrol in an accredited course you will be required to complete a language, literacy & Numeracy assessment and an enrolment form. The enrolment form ascertains contact details, course of interest, emergency contact details, whether there is any recognition of prior learning required and whether we may need to make adjustments to your training based on your individual needs. This form is also used to collect the relevant statistical information the College is required to provide Government agencies and funders (e.g. for AVETMISS and contract reporting) and funding eligibility responses.

The back of the enrolment form outlines the Terms and Conditions of enrolment, including your rights and responsibilities. Acknowledgement of your agreement with Macquarie Community College's Terms and Conditions is required on the enrolment form. (See below 4.3).

You will also need to complete some additional steps, such as applying for a USI, (See below 4.3).

Additional forms may be required depending on the course you choose, for example if it has compulsory work placement. Our staff will advise you of the forms that apply to your course.

4.3 Terms and Conditions of Enrolment

Given the broad range of accredited and non-accredited programs offered by the College the terms and conditions may vary depending on the course. In general, the College applies Terms and Conditions in order to provide a quality customer and learning experience and to be fair and transparent with our students. These are listed on our website and updated on our enrolment forms.

4.4 Language, Literacy and Numeracy (LLN) assessment

All students undertaking accredited training at Certificate III and below are required to undertake an LLN assessment unless the student currently holds a Certificate III qualification or above delivered in English under the Australian Qualifications Framework. Students

who are identified as in need of assistance with their learning will be provided with support throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs requiring students to have basic skills in the areas of:

- Reading
- Writing
- Numeracy
- Oral Communication

4.5 Unique Student Identifier (USI)

On 1 January 2015 the national Unique Student Identifier (USI) system was introduced to create a secure online record of a student's recognised training and qualifications gained in Australia. This system allows students to have access to their own training records and transcripts online, anytime and anywhere. The College ensures our students are issued with a Unique Student Identifier upon enrolment and entry into our Student Management Database.

The system is free and Macquarie Community College can apply on your behalf, with your consent.

It is essential that you use accurate personal details as per your identity documents.

You can find out more about USIs at: <https://www.usi.gov.au/about>

Fact sheets are available at: <https://www.usi.gov.au/students/usi-support-materials>

4.6 Entry Requirements

In addition to adhering to our Terms and Conditions students should also note the following which may apply to their enrolment:

Pre-requisites

Some of our courses (accredited and non-accredited) may have pre-requisite skills or knowledge and/or be suggested as a series of programs on a learning pathway. Work placements in Aged/Disability and Child Care courses will also need Police Checks and/or other clearances and vaccinations.

Information about this is provided on the website and during the enrolment process. Our course names may reflect this (introductory, intermediate, advanced). If during your training it becomes evident that you are not in the right level of class we will work with you to transfer your enrolment to a different scheduled class.

Eligibility for funded and subsidised programs

All funded programs will have eligibility criteria.

The College will check your eligibility and work through this with you prior to completing your enrolment.

You are responsible for providing accurate and honest information and may be required to provide us with specific documents as proof of your eligibility, including your age, residency or citizenship status, details about any government benefits you receive and prior qualifications.

The College's acceptance of an enrolment into a funded or subsidised course is conditional on the applicant meeting the entry requirements, including providing relevant documentation. The information you supply will also help us estimate the fee that is applicable to your enrolment in a funded or subsidised program.

Students should also see information on the website and in this handbook that is relevant to your decision to enrol about:

- Fees, refunds, withdrawals (see below 11)
- Recognition of prior learning (see below 5.6)
- Consumer Protection (see above 2)
- Student Support services (see below 8)

4.7 Induction

Student induction information is provided prior to course commencement. The induction will cover topics including:

- Information About Macquarie Community College
- Site information
- Macquarie Community College's Obligations as an RTO
- My obligations as a student
- My rights as a student
- Support during my studies
- Access to further information
- Course information
- Training plan
- Assessment
- Work placement (if applicable)

5. Participating in accredited training and assessment

5.1 Your responsibilities as a student

- Understanding and following our policies and procedures
- Providing necessary documents, keeping contact information and payments up to date
- Following reasonable instructions relevant to your learning
- Submitting Assessments as required:
 - On time, complete and with a signed cover sheet
 - Must be their own work, avoid plagiarism, consider copyright laws and appropriate use of artificial intelligence (AI) as per our company policies.

Please - ask us questions! We are here to help you if you need to follow up on any information you are uncertain or unsure about in the information we have provided to you about the course structure, the training and assessment strategies and the assessment tasks or evidence required to demonstrate competency.

5.2 How we deliver training and assessment

Training and assessment at Macquarie Community College is delivered by qualified Trainers and Assessors. Your Trainer will:

- Provide clear instructions and expectations of students whilst in training
- Give students a clear outline of what is expected in their assessments
- Ensure a safe learning environment
- Keep up-to-date with current industry requirements.

All students are provided with information about the course structure, the training and assessment activities and the assessment tasks or evidence required to demonstrate that the student is competent.

Training

Training can be delivered in a variety of modes including classroom based and online. Our Trainers are skilled at providing learning and assessment requirements appropriate to your course and tailored to individual student learning needs and the mode of delivery. You may have more than one Trainer during your course.

Attendance is an important part of the learning process. Classroom based students are expected to attend each scheduled session. Students undertaking online study are required to log in to their course at regular intervals.

Students are expected to:

- Ensure they arrive for class early or on time.
- Return from morning tea and lunch breaks at requested time
- Participate in class activities
- Finish the training at the set time and not leave early
- Notify the College if they are unable to attend class due to illness or personal reasons
- Speak with your Trainer about catching up on any learning or assessment you missed by not attending

Trainers and Assessors will moderate the learning pace, method and sequence appropriate to the learning needs of each student regardless of the mode of delivery.

Learning methods will vary and can include, but are not limited to:

- Group discussions
- Practical exercises
- Written assessment
- Team activities
- Oral presentations
- Case studies
- Role plays

Assessment

Assessment tasks include a wide range of methods and may include:

- Specific written assessments
- Team projects or reports
- Formal questions (including multiple choice)
- Practical demonstrations
- Small or large group tasks
- Oral presentations
- Problem solving tasks
- Case studies
- Discussions
- Portfolio of work samples

Generally classroom assessments have two or three assessment tasks for each unit of competency.

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

Assessment may be conducted by your usual classroom Trainer and/or a separate Assessor.

5.3 Competency assessment processes

There are three types of assessments that may occur during your training.

- Initial assessments to identify what competencies you already have. This occurs during induction/orientation.
- Progressive assessment during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- Final assessments, which are delivered when the Trainer/Assessor decides the student is ready.

5.4 Assessment of competencies

Assessment tasks for accredited units are designed to evaluate a student's skills and knowledge required to perform particular tasks within a workplace. The skills and knowledge are underpinned by foundation skills which encompass literacy and work skills to varying degrees.

When you undertake a competency based assessment your results are either Competent or Not Yet Competent meaning that you have either successfully demonstrated the required skills or knowledge, or you are still working towards successful demonstration. Competencies are not 'scaled' or 'graded'. The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set. At Macquarie Community College your Trainer/Assessor will advise you if you need more practice at particular aspects of your study and will assist you to reach competency by course completion.

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

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

While demonstration of skills can be seen, underpinning skills (such as problem solving, working in teams and understanding etc.) can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, case studies, and third party reports, written and oral questions.

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

Submitting your Assessments

An Assessment Cover Sheet is provided to the student to complete and attach to each of their completed Assessment Tasks prior to submission to their Trainer/Assessor. These cover sheets will be provided to you and are also available from customer service, the student portal or your Trainer.

The cover sheet provides a mechanism for the student to sign a declaration that the work submitted is “all their own work” and that they have kept a copy of their assessment task for their reference. The cover sheet also provides a mechanism for the Assessor to provide feedback to the student as well as their result for work completed.

Plagiarism

Plagiarism is the use of other people's work pretending that it is your own work.

Plagiarism is not permitted because:

- It is a breach of the intellectual property rights and the copyright of the writer. Breach of copyright is illegal.
- The work of a student presenting another person's work for assessment cannot be assessed, and the student cannot be deemed competent. Certificates and Statements of Attainment cannot be issued.

If you are quoting the work of others, include the following information:

- Text / words. Put the words in quote marks “ ”. In brackets () write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website found the words.
- Images / photos. In brackets () write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.

If you want to use particular video / audio / music, please contact your Trainer for advice.

5.5 Demonstrated competencies in some areas and not in others

If you are enrolled in a qualification and can only demonstrate competencies in some but not all Units of Competency (UOC) a Certificate for the qualification cannot be issued, you will however receive a Statement of Attainment for all completed units.

If you elect to continue and complete the full qualification or any outstanding units your Assessor will work with you on a training pathway and develop a plan for completing your course of study.

Students who are unable to demonstrate competency at any given time, or who successfully appeal assessment results may be reassessed at an appropriate later date.

Recognition of prior study and learning

The College can assist students who can demonstrate prior learning through both formal and informal training. We do this in two ways - with Credit Transfer (CT) and Recognition of Prior Learning (RPL). All students are eligible to apply for RPL and/or CT and are advised of this in the enrolment process and on electronic and print marketing collateral. Successful application for CT and/or RPL will be factored in to the fees payable by a student.

Credit Transfer

Credit Transfer (CT) is granted to VET students who have completed an equivalent training product. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

Credit Transfer given may reduce the time required for a student to achieve the qualification.

To apply for Credit Transfer the prospective student will need to provide original or certified copies of AQF certification documentation and/or authenticated transcripts previously attained through formal training prior to completing the enrolment process.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To apply for RPL the prospective student should indicate their decision to apply for recognition as soon as possible after enrolment and the induction program. We will be happy to provide you with an RPL kit after speaking directly with you to ensure you understand the requirements of this process.

In consultation with the Trainer/Assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation

- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Package.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the Assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

6. Work Placement

Work placement is an opportunity to apply the knowledge and skills learnt during the course in a workplace where real-life experience is gained prior to the issue of a qualification.

There are two main types of work placement requirements. There are some Compulsory Work Placement requirements for some programs and Macquarie Community College may also, at times, offer work placement as part of training to assist students gain experience and confidence in the execution of the skills they have learnt and to enable these skills to be assessed in a practical environment. In many cases practical work experience can be an opportunity to gain employment as many employers are keen to offer opportunities to students who demonstrate the skills and attributes they require.

In many Community Services accredited training courses work placement is a compulsory component of the course and students will be required to complete a set number of hours in order to complete the qualification. Students are required to complete assessments and be observed performing a range of specific tasks under a set of conditions set up in training packages. Macquarie Community College will arrange suitable places – while we try to be flexible and source facilities close to student's homes, this is not always possible, so students may need to travel up to an hour. Most placements require students to attend full time during placements, and some require early starts in order to perform the required tasks.

Macquarie Community College has a responsibility to protect members of the public (and students) from being harmed when taking part in work placement. Students must complete the theory and simulated tasks in order to prove they have the required skills to attend work placement. If students do not complete these tasks by the due dates they may not be permitted to attend work placement. Students should speak with their Trainers if they have any questions or require any assistance with regards to their work placement.

6.1 Student Responsibilities

For Compulsory Work Placements, students are required to complete a set number of hours in order to meet the minimum requirements of a qualification according to the Training Package requirements. While in a work placement you will have a designated workplace Supervisor. While on work placement your achievement of competencies will be assessed by your workplace Supervisor and an MCC Assessor.

To help you understand your responsibilities in the workplace, you will be given a work placement pack that includes a code of practice, which indicates expected standards of behaviour. Your Trainer will explain to you and your workplace Supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your Trainer.

You need to take particular care if workplace clients are people who may be in vulnerable circumstances – for example, people who are frail, children, young people, and people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (e.g. massage therapy or nursing care).

A Working with Children Check, Police Check, **NDIS Worker Screening Check** and a Vaccination record may be required before you commence your placement. Your Trainer will give you more information about this if required.

Your Workplace will also require you to understand and adhere to their policies and procedures, including about their Work Health and Safety procedures. If you will be absent from any part of work placement you must notify your Workplace Supervisor and your Trainer.

The Student is responsible for following the instructions of the Workplace Supervisor, as well as demonstrating to their Assessor that they are competent in each of the tasks they are required to complete as part of their Work Placement requirements.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they may not complete the course. Your Trainer can provide you with more information about this policy. If you are unsure about whether it may prevent you from completing a course you should discuss the matter with your Trainer.

If you are unable to attend any scheduled shift of work placement you need to notify the Workplace Supervisor and your Trainer as soon as practical. If the work placement hours are a mandatory part of the course these hours will need to be made up later.

All students should refer to their Trainer if they have any questions or require any assistance with regards to their work placement.

7. Traineeships

Traineeships combine paid work and structured training. They allow trainees to learn a workplace skill and receive a nationally accredited qualification while earning a wage.

Traineeships usually last for one to two years and are available in a wide range of careers. They may be undertaken in a full or part-time capacity, including if you are still at school.

Government subsidies are available for the formal training component of apprenticeships and most traineeships. Under Smart and Skilled, all apprenticeship and most traineeship qualifications are currently 100% subsidised. Training for existing-worker trainees is generally not subsidised. More details are available on our website and specific information is provided to Trainees and their Supervisors.

See more detail here: <https://www.macquarie.nsw.edu.au/traineeships>

7.1 Monitoring Traineeship Supervision

The State Training Services guide 'Supervising your Apprentice or Trainee' is provided at induction for Trainees; this guide is used to explain to Supervisors their role as a Workplace Supervisor and tips on coaching.

7.2 Supervision Arrangements for Traineeships

An employer must provide the appropriate facilities and a qualified person/s to support the training and supervision of Trainees in the workplace. Where applicable the Supervisor should hold a current occupational licence and /or skills and knowledge as deemed appropriate for their industry.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each individual. It should be reassessed on a regular basis by taking into account the stage of the Trainee and the knowledge and previous experience and training the Trainee has received in a particular task.

The Workplace Supervisor will provide opportunities for the Trainee to develop skills and knowledge and may be involved in coaching or mentoring of the Trainee but does NOT assess the Trainee.

The Supervisor will be required to complete a third party report in consultation with the Assessor. The third party report provides information on what the Trainee does on the job to demonstrate the required skills and knowledge for the qualification that the Trainee is undertaking as well as following / providing feedback on relevant policies and procedures of the workplace.

Depending on the qualification being undertaken policies and procedures include:

- WHS policies and procedures

- Operation of relevant equipment used in the workplace
- Participating in workplace meetings
- Grievance procedure
- Confidentiality and Privacy
- Respecting others
- Property and resources
- Reporting procedures

8. Support Services

Macquarie Community College is committed to creating an environment where our students feel welcome, respected and supported.

Macquarie Community College caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment and induction stage to completion stage. Macquarie Community College is committed to providing students with additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Macquarie Community College will assist and support students as appropriate and/or refer them to qualified counsellors. Staff will respond to and attempt to alleviate any signs of distress or discomfort of students.

Additional support and services may include:

- Education and Careers Pathway advice
- Assistance when applying for RPL
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to a candidates training
- Mentoring
- IT support
- Referral to counselling services
- Literacy and numeracy support
- Grievance /conflict support
- Stress management
- Access and equity support

Macquarie Community College staff members understand the principles of access and equity and are familiar with learning options available to accommodate a variety of pathways to completing qualifications.

A learner experiencing genuine difficulties experienced in completing a program in the allotted time is encouraged to alert their Trainer and/or bring this to the attention of the Program Manager at the first available opportunity.

Our continuous improvement processes gather feedback to monitor and improve services to meet student needs.

8.1 Reasonable Adjustment for Students with Disability

The College is experienced at, and committed to, working with students with disability and to meeting our obligations under relevant legislation.

Students with a disability are strongly encouraged to discuss their disability with their Trainer or the Program Manager so that we can work with you to participate in our training programs on the same basis as those without disability. All information discussed will be treated with privacy and confidentiality. Examples of reasonable adjustments may be to adapt learning resources, modify delivery strategies and/or activities, and/or vary the pace or process of assessment.

8.2 Support Services List

Sometimes our students find they need expert advice, counselling or additional services to deal with personal, family or other issues. The Support Services List at the end of this handbook provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for your need.

This list includes website addresses and phone numbers to assist students to access these services. Correct at the time of publication, these contact details may change from time to time.

If you are unsure of the service you may require, please do not hesitate to contact your Trainer or an MCC Manager to discuss further.

9. Training Evaluation

The purpose of Training Evaluation is to collect feedback from students on the delivery of training and assessment, including training facilities, the Trainers' skills and training ability, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the mid-way point and completion of each training program a Training Evaluation Form may be handed out to participants for completion. The Training Evaluation Forms are collected and the relevant Trainer will prepare a summary of the evaluations of the program. MCC will report both positive and negative feedback to the relevant people for discussion. Feedback to Trainers is provided to assist in the revision and adjustment of training material and delivery methods and for the professional development of our Trainers.

Any complaints or issues that are identified from feedback are recorded and reviewed as part of our quality, risk and compliance processes.

In addition to training evaluation, MCC conducts random surveys and interviews with industry leaders, clients, learners and other community bodies to identify future needs in training.

10. Certification

Students in Nationally Registered Training are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Package. In determining whether a client is Competent/or Not Yet Competent, the client is assessed against the requirements of the qualification, including the Units of Competency, and the elements within the Units of Competency.

These documents are called testamurs. The testamur statement for all AQF qualifications issued will identify the qualification as an AQF qualification with the words “The qualification is recognised within the Australian Qualifications Framework” or display the AQF logo.

The testamur will contain sufficient information to identify correctly the:

- Issuing organisation
- Graduate who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation and
- Authenticity of the document, in a form to reduce fraud, will be utilised in the form of a watermark of the logo or unique stamp or seal

All Certificates and Statements of Attainment identify Macquarie Community College by its national provider number from the National Register and includes the Nationally Recognised Training (NRT) logo.

See a sample of the information certificates are required to have here: [Sample AQF documentation](#)

MCC will issue Certificates and Statements of Attainment within 28 days of course completion providing the following have been met:

- Compulsory work placement requirements completed
- All assessments have been submitted
- All student course fees have been paid

If you do not receive your Certificate or Statement of Attainment as expected please contact us ASAP.

If you lose or damage your testamur you can apply for a copy or a replacement by contacting our Customer Service team. An administration fee and identification process applies for replacement testamurs.

11. Course Fees, Withdrawals, Transfers and Refunds

In summary:

- Your fee is based on:
 - The course fee
- Your eligibility for subsidy (if any) and/or
 - Recognition of previous learning
- Your eligibility is assessed on the basis of the accuracy and completeness of information you provide.
- We do not accept more than \$1500 in advance.
- We can assist you with payment plan options.
- If you are seeking to withdraw from your course we will discuss your options with you depending on whether you are able to withdraw with or without penalty. This may include transferring to another scheduled class, deferring enrolment, or eligibility for a refund of fees for services not yet delivered.
- You will be required to complete a request for withdrawal form and/or a request for refund form.

The College has two separate policies on fees, withdrawals, transfer, credits and refunds.

- One for fee paying students participating in non-accredited and accredited training. This can be accessed at any time on our website here: <https://www.macquarie.nsw.edu.au/Refund-policy-FFS>
- One for students participating in government funded and subsidised programs. This can be accessed at any time on our website here: <https://www.macquarie.nsw.edu.au/refund-policy-government-subsidised-courses/>

11.1 Payment Plan Terms and Conditions (accredited courses only)

- Payment plans are available if you are having difficulty paying your tuition fees due to financial hardship, Macquarie Community College may request you to provide additional documentation to demonstrate your financial hardship, any unforeseen or exceptional circumstances.
- If your application is approved you will be placed on a Student Payment Plan which will allow you to pay off your fees on a regular basis over the duration of your course. Macquarie Community College will calculate your repayment instalment amounts and due dates.

- Macquarie Community College has partnered with Ezy pay Pty Limited for the processing of payment plans. Macquarie Community College will provide your details to Ezy pay to establish a payment plan on your behalf.
- You will enter into the payment plan agreement with Ezy pay Pty Limited. Financial institutions on charge a failed payment fee. The applicable failed payment fee is \$8.90 plus GST. The failed payment fee plus GST will be recovered by Macquarie Community College.
- Student Payment Plan applications must be made prior to the start of study.
- An applicant must be a domestic student at least 18 years of age†.
- To be eligible for a Student Payment Plan you must be a student enrolling into an accredited course.
- Student Payment Plans are only available where fees payable exceed \$200.
- Student Payment Plans are not available to employers or other third parties paying for the applicant's fees.
- Any applicant who has an outstanding debt from a previous enrolment will not be granted a subsequent Student Payment Plan.
- For a payment plan:
 - Under \$1,000, a minimum deposit of \$40 is required on enrolment to secure your position in a class.
 - For a payment plan between \$1,000 and \$5,000, a minimum deposit of \$200 is required on enrolment to secure your position in a class.
 - For a payment plan greater than \$5,000, a minimum deposit of \$500 is required on enrolment to secure your position in a class.
 - A minimum amount of \$40 per instalment applies.
- All payments must be completed at least 30 days prior to the end of the scheduled class timetable for which the Student Payment Plan has been provided, this includes all Government and non-Government subsidised programs.
- It is your responsibility to contact Macquarie Community College directly if any circumstance arise that may affect the payments being processed as per the plan.
- Default on the agreed Student Payment Plan will result in no certificate/transcript being released to the student. Macquarie Community College reserves the right to suspend the student from the current course enrolment if agreed payments are outstanding.

† Students under the age of 18 will require their parent/guardian to sign the payment plan.

12. Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected) are kept within a secure area (both electronic and hard files). An electronic record of each student's enrolment and participation is kept for a period of 30 years, this record is password protected and is only accessible by employees of MCC.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to forward a request in writing to MCC's administration. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing. MCC will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

13. Compliments, Feedback and Complaints

At Macquarie Community College (MCC), we welcome your compliments, feedback and complaints. Your input helps us improve our programs and services, and ensures concerns are addressed quickly and fairly.

To leave us a compliment, provide your feedback or make a complaint you can complete our online form [here](#) or via the QR code found at our campus customer service desks. The form automatically directs your information to the right team for any required action. All complaints are handled confidentially and fairly.

If you prefer, you are always welcome to:

- Call our Customer Service team on 1300 845 888
- Speak with your Trainer or a member of the Management team
- Email us via the [Contact Us](#) page

13.1 Compliments

If you would like to recognise a staff member, program or service, please use the online form [here](#) or contact our Customer Service team. Compliments are shared with staff and contribute to our continuous improvement process.

13.2 Feedback

We welcome suggestions and comments about any aspect of your learning experience or our services. Feedback helps us make improvements and is recorded in our quality assurance system so that trends can be reviewed and acted upon. Please use the online form [here](#) or contact our Customer Service team.

13.3 Complaints and Appeals

We take all complaints seriously and aim to resolve them respectfully, fairly and as quickly as possible.

- Submit a complaint about any concern, including appeals about academic results, through the online form [here](#) or by speaking with your Trainer, Customer Service team, or a member of the Management team.
- You will receive an acknowledgement within 7 days.
- We aim to resolve matters within 30 days, and will keep you updated if more time is needed.
- If you are not satisfied with the outcome of a complaint, you may request an appeal. Appeals are reviewed by a senior manager and may be referred to an independent third party if required.

If your complaint cannot be resolved by MCC, you may contact external agencies such as:

- National Training Complaints Hotline – 13 38 73 or via the [online form](#)
- NSW Fair Trading Complaints and Enquiries [web page](#)
- Australian Skills Quality Authority (ASQA) – [contact us](#) page

14. Opportunities for Improvement

A key process for managing continuous improvement and quality throughout MCC is through staff and students or employers identifying opportunities for improvement.

All staff and students are encouraged to provide feedback through our online [form](#) if they identify a system, process or procedure requiring improvement. These can be improvements to Training and Assessment, Client Services or Management Systems.

The implementation of the actions identified will be reviewed and discussed as part of our quality, risk and compliance processes.

Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment
 - Reviewing a Training and Assessment Strategy
 - Feedback
 - Industry Consultation
 - Assessment Validation
 - Internal Audits
- Client Services
 - Opportunities for Improvement
 - Training Evaluation Form

- Enrolment Forms
- Internal Audit Reports
- Complaints and Appeals Forms
- Management Systems
 - Meeting minutes relevant to quality, risk and compliance Meeting minutes
 - Review of Continuous Improvement Cycle
 - Conducting Annual Internal Audits

15. Other important policies

In consideration of all MCC clients and students it is important that adherence to our policies and all legislative acts and regulations are observed while undertaking training.

Students must observe MCC's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook. Some of these are outlined below.

When undertaking work experience, students must observe the employer's Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

15.1 Access and Equity

Macquarie Community College aims to provide the community with life-long learning opportunities that are relevant, accessible and affordable. Accessibility extends across all areas at MCC and the measures and actions we take to manage accessibility ensure there are no barriers to education.

Macquarie Community College provides adult education courses that are inclusive and demonstrate our commitment to equity, adherence to our quality principles and are centred around students and customer responsiveness.

Our programs are designed to maximise inclusion and we oppose all forms of unlawful or unfair discrimination on the grounds of age, disability, skin colour, race, nationality, ethnic origin, sex or sexual orientation, marital status, religious or political convictions.

All training and assessment materials, either purchased or developed by MCC, are to meet the needs of a diverse range of learners including:

- Existing industry or enterprise employees
- School leavers and/or new entrants to the workplace
- Apprentices or Trainees
- Individuals learning new skills and knowledge
- Individuals changing careers

- Unemployed people
- Clients who have a disability
- Clients who are members of target groups such as Aboriginal and Torres Strait Islanders
- Recent migrants
- Individuals or groups needing to meet licensing or other regulatory requirements

Training and Assessment materials:

- Use plain English
- Avoid using words that could invoke stereotypes, are culturally inappropriate or, create other barriers
- Include culturally specific competencies where required to achieve a workplace outcome
- Ensure range statements are sufficiently flexible to take into consideration differing work environments and individual needs
- Include non-discriminatory wording and requirements in evidence guides
- Provide advice on reasonable adjustments for people with disabilities.

15.2 Privacy

Students should refer to the Privacy Statement on our website for the most up-to-date version at any time, and may request a copy of the Privacy Policy at any time.

Keeping information secure is a priority for Macquarie Community College (The College or MCC). The College respects the privacy of its current, former and prospective students, staff, contractors, clients, members and volunteers (participants).

Information provided by individuals and organisations to the College is generally provided for the purposes of facilitating access to (including enrolment) and participation in MCC's education and training courses and community-based activities.

MCC adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC). MCC also adheres to the National Standards for Disability Services in keeping personal information secure and confidential.

Privacy and record keeping

The College takes all reasonable steps to ensure that the personal details of its participants are not released to un-authorised persons or organisations. We protect any personal information received by MCC by keeping it secure in appropriate filing systems and record repositories whilst in use. We adhere to a comprehensive archiving and destruction schedule.

If you have an urgent concern that the personal information collected by the College is incorrect and/or is not properly secure please notify us by phone 1300 845 888 or via the [Contact Us](#) page.

Privacy and College websites and social media accounts

All MCC websites and social media accounts automatically collect a certain amount of personal information about you when you are browsing or otherwise using them.

Our website uses cookies to provide a better browsing experience. If you prefer not to have cookies collected you can disable this option in your browser settings.

The College uses the data collected for statistical and business purposes such as diagnosing a fault and improving our services. The College may use products such as Google Analytics to analyse the audience statistics of our website and improve its content.

The College uses digital tools in its marketing processes from 3rd party vendors (e.g. Google Adwords, Facebook advertising) to promote our services on the internet. These tools also enable remarketing and re-engagement to reach people who previously visited our website. These 3rd party vendors use cookies and/or device identifiers to serve ads based on someone's past visits to our website. Information about how you can opt out of Google's use of cookies or device identifiers can be found at Google's Ads Settings.

Any information collected by the College through automated mechanisms does not identify individuals and will only be used for the purpose for which it was collected in accordance with this Privacy Statement. The data is not accessible except to authorised staff and/or contracted 3rd parties that provide support to college ITC or marketing operations.

The College has in place security measures based on a risk assessment process to protect against the loss, misuse, and alteration of the information. The College also encrypts some information and transactions.

Where you can access a College website only by using a secure login issued to you (teaching staff and students) the information about you which is held, or you add or amend, on that website, is protected by restricting access through that login. Accordingly, you must ensure that your password is not disclosed or made available to others.

Relevant technical staff are able to access the logs created by servers for the purposes of collecting statistics, dealing with faults and improving the service and investigations.

If you have an urgent concern that the College ITC system has been breached and personal

information is not properly secure please notify us by phone 1300 845 888 or via the [Contact Us](#) page.

Privacy and collection and supply of statistics

The Australian Government requires the College to provide certain encoded student information for statistical research purposes to the National Centre for Vocational Education Research (NCVER). With the exception of the NCVER, no personal details identifying individuals is requested or will be divulged.

Data is supplied at times to other Government agencies through standard reporting and accountability requirements and is generally anonymous.

Government agencies may contact participants to independently verify student training outcomes and/or compliance by the College to regulatory and funding requirements.

Privacy and program marketing and data storage

The College will from time-to-time contact participants (prospective, current and former) by phone, mail, email and other electronic messages for the purpose of marketing.

Participants may at any time opt out and request that all such marketing contact cease. All requests will be promptly complied with and they will be removed from any marketing lists.

The College does not allow for the use of student information for any secondary marketing not related to the College.

MCC will not transfer information about you to someone in a foreign country unless we are legally required to do so or are allowed to do so under privacy laws. Some information may be collected and held overseas as a result of online, email and social media activities.

15.3 Workplace Health and Safety

MCC is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

MCC monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of MCC management this generally occurs through the Trainer / Assessor.

MCC's health and safety objectives are:

- To provide a safe and healthy work environment for all our employees, students, contractors and other persons.
- To provide safe and healthy methods of work.

- To provide programs of health and safety activities and procedures which are continually updated and effectively carried out.
- To identify and eliminate or reduce hazards and risks to health and safety.
- To continually monitor and improve work health and safety.
- To provide appropriate education and training resources
- To comply with all relevant laws, rules, standards and codes of practice.

All students are required to be safety aware and report all hazards and incidents, including an identified hazard or an injury that has occurred on MCC premises or whilst on work placement.

These should be either reported to your Trainer or to the administration office at MCC.

In the event that a student is injured or a WHS incident occurs within MCC or on a work placement a WHS Incident Report will need to be completed. Staff will assist you with this. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken. The College reviews and logs all incidents as part of our risk, compliance and continuous improvement processes.

- Staff log the “WHS Incident Report” into the “WHS Register” and file.
- All incidences to be discussed at the next quality, risk and/or compliance meeting.
- In the case of minor incidences and “Opportunity for Improvement” form should be completed.

First Aid and emergencies

First Aid Kits are located in our campuses.

Ask at the Customer Service or administration offices if you need first aid.

Some MCC staff have first aid training.

If assistance is required for an emergency situation outside office hours students or Trainers should ring 000 (zero, zero, zero) and request police, fire or ambulance.

15.4 Fire Emergency

MCC has fire wardens and emergency management tools and procedures, including evacuation procedures and fire extinguishers.

In the unlikely event of a fire emergency you must follow all instructions of MCC staff.

Your Trainer will generally be the person whose instructions you should follow.

Never take any unnecessary risks in attempting to control the situation. Evacuate first.

If an emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

- When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
- Do not stand down wind or downhill of a fire.
- If there is any chance of chemicals or explosives in the fire, evacuate the area.
- If there is any doubt about it being an electrical fire, treat it as an electrical fire.
- If unable to immediately control the situation it must be reported by available means such as telephone.
- You must notify your name, type of emergency, location of the emergency and assistance required.
- You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

15.5 Evacuation Procedure

In the event of an emergency situation (e.g. a fire, bomb threat, gas leak etc.) staff will take the lead in managing Evacuation Procedures.

- Upon notification to evacuate, (e.g. alarm or a warning from the Fire Warden) await further instructions from the Fire Warden.
- Once the Fire Warden has given instructions to evacuate each staff member and student should:
 - Follow the Fire Warden to the Evacuation Meeting Point
 - Leave the building in an orderly manner, and
 - Meet at the Evacuation Meeting Point indicated on the signs located around the building.
 - Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
 - Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no students, employees/contractors or visitors left behind in the building.

15.6 Anti-discrimination

MCC is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.

MCC and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

Students are expected to behave in a manner that is in keeping with the College's values of Collaboration, Commitment, Diversity, Integrity and Respect and are required to comply with the relevant anti-discrimination laws with respect to the treatment of their Trainers/Assessors

and Workplace Supervisors, MCC staff and fellow students.

All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.

Trainer/Assessors are accountable for the implementation of this policy.

15.7 Sexual Harassment

All representatives of MCC are required to note, and agree to comply fully with, the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

As a student you should be aware of, and comply with, the College policies and guidelines about Sexual Harassment.

The guidelines are:

Sexual Harassment includes but is not limited to:

- Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example: jokes, slurs, assault, touch or posters)
- Continuing to express sexual interest after being informed that the interest is unwelcome
- Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
- Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
- Offering favours and benefits (such as promotions, preferential reviews or assigned tasks, etc in return for sexual favours).

MCC strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

15.8 Harassment, Victimization and Bullying

We all have a right to feel safe and respected.

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated.

This includes harassment, victimisation and bullying because of sex, race, national origin, religion, disability, sexual preference or age.

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

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

Examples of harassment may include:

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

Examples of victimisation may include:

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

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers
- Bullying can also take place in cyberspace: over the internet and on mobile phones.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties.

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

We all have a responsibility to create a safe environment by standing up against, harassment, victimisation and bullying. If bystanders take safe and appropriate action to stop bullying, we

can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of MCC's harassment, victimisation and bullying policy, please report the situation to your Trainer or escalate this to Senior Management. All complaints will be promptly and confidentially investigated.

15.9 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit: <https://www.legislation.gov.au/C1968A00063/2019-01-01/text>

15.10 Industrial Relations Act 1996

The principle objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1996-017>

15.11 Anti-Discrimination Act 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MCC, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to: <https://legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>

15.12 Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practises, and aims at regulating the supply of goods and services. For more information visit: <https://consumer.gov.au/legislation/current-legislation>

15.13 Child Protection (Working with Children Act) 2012

The College has a range of different obligations relating to the safety, protection and welfare of any enrolled students aged under the age of 18 including:

- A Duty of Care to ensure that reasonable steps are taken to prevent harm to students
- Obligations under child protection legislation
- Obligations under work health and safety legislation

For more information visit: <https://www.legislation.nsw.gov.au/#/view/act/2012/51>

16. Insurance

MCC maintains public liability Insurance throughout its registration with adequate cover suitable for MCC's size and scope of registration, Macquarie Community College maintains volunteer worker coverage which covers our students whilst completing compulsory work placement. The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO. Other insurances relevant to MCC's operations may include Professional indemnity; workers compensation (as required); Building and contents (where appropriate).

Appendix A: Support Services List

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Beyond Blue	https://www.beyondblue.org.au/	1300 22 46 36	Available on website	For clients who may need assistance for depression, anxiety or to maintain good mental health
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Deaf Australia Translating and Interpreting Service	https://deafaustralia.org.au/self-advocacy-interpreters/	(07) 3357 8266	Available on website	For assisting the Trainer who might require an interpreter for clients who are deaf or have hearing impairments
Department of health/Mental health	https://www.health.gov.au/contacts	(02) 6289 1555	Available on website	Large contact list for Department of Health offering support for students who are affected by health or mental health issues
Disability Advocacy Network Aust.	http://www.dana.org.au/	1300 186 453	Available on website	For clients who may require assistance with their disability
Family and Community Service (Communities and Justice)	https://www.facs.nsw.gov.au/	(02) 9377 6000		Critical contact numbers for support for family, ageing, disability or home care, domestic violence
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Men's Helpline Australia	http://www.menslineaus.org.au/	1300 789 978	Available on website	For male clients who have male related health issues
NA-Narcotics Anonymous	www.na.org.au/multi/	1300 652 820 or 0488 811 247		Clients who are/ or have been affected by drugs
National Council for Single Mothers and their children	http://www.ncsmc.org.au/		Available on website	Single mothers who need assistance
National Disability Service	http://www.nds.org.au	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
National Disability Abuse and Neglect Hotline	https://www.jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse#national-disability-abuse-and-neglect-hotlin	1800 880 052		For clients who have a disability who may have suffered abuse or neglect
Women's Health NSW Rape Crisis Centre	https://whnsw.asn.au/faqconc/131/	1800 385 578	info@fullstop.org.au	To assist clients who have been raped
National Domestic Family and Sexual Violence Counselling Service	1800respect.org.au	1800 737 732 text 0458 737 732	Available on website	For clients who require support for any kind of violence or abuse, not just physical.
Physical disability Australia	http://www.pda.org.au/	1800 732 674	Available on website	For clients who require assistance with their physical disability

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Precision Consultancy/ Accellier	https://accellier.edu.au/free-acsf-assessment-tools/			Access to LLN assessment tasks that can be used for a variety of industries
The Reading Writing Hotline	https://readinwritinghotline.edu.au/	1300 655 506	Available on website	If a clients is having difficulty with reading, writing and numeracy who require training to assist them.
Salvo care line	http://salvos.org.au/salvocareline/	13 72 58	Available on website	For clients who require financial assistance or emergency care
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Vision Australia	http://www.visionaustralia.org/	1300 847 466	info@visionaustralia.org	For clients who require assistance due to vision impairment
Workplace Bullying Helpline	https://workershealth.com.au/	(02) 9749 7666	admin@workershealth.com.au	For clients who have been affected by bullying
Wesley Mission Aust. (Poverty Helpline)	http://www.wesleymission.org.au/	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues

