



RTO No. 22264

KYABRAM P-12 COLLEGE

VET STUDENT HANDBOOK 2023/2024



About training at Kyabram P-12 College

Kyabram P-12 College is a Registered Training Organisation (RTO) registered to provide vocational training in:

Accredited courses

22338VIC

Certificate II in Building and Construction Pre-apprenticeship (partial completion)

AUR20720

Certificate II in Automotive Vocational Preparation

22470VIC

Certificate II in Engineering Studies

CPCWHS1001

Prepare to work safely in the construction industry (White Card)

- All training is conducted by industry qualified trainers and takes place at Kyabram P-12 College during class time.
- Kyabram P-12 College will only be offering VCE VET in schools certificated courses as per the VCAA and will not be training workplace based trainees or apprentices.

Benefits of VET, VCAL, VPC and VCE-VM pathways

- You can obtain a Nationally Recognised Qualification as part of your VCE or VCAL studies.
- You are able to utilise your structured work placement to meet the requirements of the VCE VET in schools required work placement hours.

Eligibility and prerequisites

- A student must have a satisfactory assessment in Year 9 English and Maths.
- A student must be over 15 years of age.
- A student must be completing Years 10, 11 or 12 at Kyabram P-12 College.

Welfare Services

- Kyabram P-12 College has a student welfare team who are able to be contacted by students through an appointment process. The College also has a Programs for Students with Disabilities (PSD) Coordinator who will assess, oversee and be responsible for assisting any student who has special needs.
- Students will not be expected to attend classes for more than 6 hours a day. Classes will not be held outside 0900hrs to 1600 hours on any day.
- If you have any individual needs please contact the Kyabram P-12 College PSD Coordinator to discuss these needs and the options available to you.

Course Fees

- These will be as listed on the Kyabram P-12 College student booklist. The Kyabram P-12 College Parent Payment Policy can be found on the College website:
<http://www.kyabram-p-12.vic.edu.au>

Length of the Course

- In line with VCAA VET in Schools programs, all courses will be completed over 2 years. You will be provided with a schedule and training plan for the course in which you are enrolled.

Subject Selection and Enrolment Procedure

The Enrolment Form is the contractual agreement with the student. The Enrolment Procedure is:

1. The Subject Selection Handbook, found on the Kyabram P-12 Website, College Booklist and Enrolment Form will be issued to prospective students prior to enrolment.
2. After reviewing this information, candidates and parents must complete and sign the [RTO Enrolment Form](#) and pay the course fees as per the Kyabram P-12 College Booklist.
 - The enrolment form and any associated files will be filed in student's file.
3. At the first training session, students will undergo an Introduction to the RTO, be taken through the Learning and Assessment strategy and their individual Training Plan.

Access and Equity

- KYABRAM P-12 COLLEGE will meet the needs of individual students through application of the [DEECD Student Participation Policy - Admission](#). We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. KYABRAM P-12 COLLEGE will abide by all relevant legislation with regard to Equal Opportunity and Anti-Discrimination.

Establishing individual needs

- Individual needs are determined via the Kyabram P-12 College assessment process which involves the Year Level Coordinators and the PSD Coordinator.
- Identified issues are disseminated to trainers by the Year Level Coordinator or PSD Coordinator and included into the student's Training Plan.
- Assessment tasks are altered by the trainer as required by individual students, in line with their identified needs.

Client Service Agreement

- KYABRAM P-12 COLLEGE have sound management and administrative processes to ensure delivery of an efficient client service that meets the identified student's needs and is consistent with the agreement with student as listed on the VET Enrolment Form.
- The questionnaires at the end of the course check that the services agreed at enrolment were delivered satisfactorily.

Credit Transfer & National Recognition

- 'Credit Transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.' (AQTF User's Guide to the Essential Conditions and Standards for Continuing Registration, 2010, DEEWR, p69).

- National Recognition means 'recognition by and RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.' (AQTF User's Guide to the Essential Conditions and Standards for Continuing Registration, 2010, DEEWR, p72).
- If a student is applying for Credit Transfer or National Recognition, they must tick the appropriate box when completing the VET Enrolment Form. They will then be issued with a Credit Transfer Application Form or National Recognition Form to complete and must submit it, along with any supporting academic transcripts, certificates or statements of attainment to the RTO Manager. The RTO Manager will then coordinate the approval and the resultant outcome will be recorded and stored on the student's file.

Recognition of Prior Learning Policy Procedure

The RPL procedures are as follows:

- Candidate requesting RPL will be required to speak to the RTO Manager to determine eligibility.
- If it is decided to proceed the candidate will fill out the standard enrolment form ticking the RPL box.
- The assessor responsible for RPL will review the Learning and Assessment strategy for the criteria on which RPL assessment will be based. This may include a description of the required answers to interview questions, answers to questionnaires or test, or expectations from practical tests or observations.
- The assessor will then discuss the requirements with the candidate and issue RPL Kit and/or instructions on what evidence is required for demonstrating RPL.
- The applicant will then forward this information to the assessor for assessment. The assessor will solicit any further information required.
- Trainer will conduct the assessment and inform the student of the outcome in writing.
- The completed RPL documentation will be stored on the students file.

Attendance, Participation and Progress

- Student attendance will be taken using the College's on-line roll marking system at each training session and stored in the attendance file for each qualification. Students' attendance while on work placement will be verified in the Workplace Logbook and signed by the employer.
- All Kyabram P-12 College student progress will be accurately recorded and student participation and progress will be regularly monitored via the Training Plan.
- If students fail to attend 2 classes in a row, the trainer will intervene and contact the individual to determine if there is a problem. The trainer will take the appropriate action depending on the reason given by the student. The trainer is required to document any discussions with the student and place on the students file.
- Any students requiring counseling or support services should discuss the matter with their trainer. The trainer will assist, where possible, and in the event that the issue is outside the trainer's area of expertise the trainer will refer the student to an appropriate resource. The nature and detail of any referrals given will be documented by trainers and stored in student files.

Privacy Notice

The Kyabram P-12 College Privacy notice is attached to the Kyabram P-12 College Enrolment Form and is available from the main office or the College website. It reads as follows:

This confidential enrolment form asks for personal information about the student, family members and others that provide care for them. The main purpose for collecting this information is so that Kyabram P-12 College can register the student and allocate staff and resources to provide for their educational and support needs.

Health information is asked for so that staff at Kyabram P-12 College can properly care for the student. This includes information about any medical condition or disability the student may have and/or medication they may rely on while at school, any known allergies and contact details of the student's doctor. Kyabram P-12 College depends on all relevant health information being provided because withholding some health information may put the student's health at risk.

Kyabram P-12 College requires information about all parents, guardians or carers so that we can take account of family arrangements. Family Court Orders setting out any access restrictions and parenting plans should be made available to Kyabram P-12 College. Please tell us as soon as possible about any changes to these arrangements. Please do not hesitate to contact the Principal, Stuart Bott, if you would like to discuss, in strict confidence, any matters relating to family arrangements.

Emergency Contacts

These are people that Kyabram P-12 College may need to contact in an emergency. Please ensure that the people named are aware that they have been nominated as emergency contacts and agree to their details being provided to Kyabram P-12 College.

Student Background Information

This includes information about a person's country of birth, aboriginality, language spoken at home and parent occupation. This information is collected so that Kyabram P-12 College receives appropriate resource allocations for their students. It is also used by the Department to plan for future educational needs in Victoria. Some information is sent to Commonwealth government agencies for monitoring, reporting, planning and resource allocation. All of this information is kept strictly confidential and the Department will not otherwise disclose the information to others without your consent or as required by law.

Religious Affiliation

If a student wants to receive religious instruction while at Kyabram P-12 College please complete this section. The Department of Education & Training needs to know what type of religious instruction is sought so the Department can, where possible, provide appropriate religious instruction at Kyabram P-12 College.

Visa status:

Should a prospective student be an immigrant with a Visa, this information is required to enable Kyabram P-12 College to process the student's enrolment.

Updating your school records:

Please let Kyabram P-12 College know if any information needs to be changed by sending updated information to the school office. During the student's time with Kyabram P-12 College we will also send home copies of enrolment information held by us. Please use this opportunity to let us know of any changes.

Access to the student record held by the school:

In most circumstances the student can access records about them that are held by Kyabram P-12 College. Please contact the Principal to arrange this. Sometimes access to certain information, such as information provided by someone else, may require a Freedom of Information request. We will advise you if this is required and tell you how you can do this.

If you have any concerns about the confidentiality of this information please contact the Principal. Kyabram P-12 College can also provide you with more detailed information about privacy policies that govern the collection and use of information requested on this form. This form is available on request.

Assessment

- The assessment involves a variety of methods including short answer questions, work place assessment, responses to scenarios, and observation/third party reports. The assessment of your overall competence at this Certificate level will be undertaken by a qualified assessor and your competence judged using all these criteria. All training resources will be provided upon commencement of course.

Assessment Records

- A rigorous process exists to inform, record and ensure no student can be marked competent without having met all the requirements of the qualification. Three forms are used within the assessment process;
1. [Unit Assessment Coversheet.docx](#) is used to ensure students are informed of all the assessments required for each unit. Signature of both student and trainer/assessor are used to indicate agreement on assessment outcomes and progress through units. This includes the name of the assessment task, assessment task instructions, a student cheating and plagiarism declaration, a record of the assessment outcome and signature, date and feedback from the trainer/assessor.
 2. [Training Plan](#). This identifies the units of competency to be completed in order to receive the qualification and is used to record and monitor the progress of student through the qualification. This is also the final sign off from both trainer/assessor and the student.
- Students will be given a fair and adequate assessment process that includes the option of an assessment re-sit. If students are still "not yet competent" after the re-sit then assessment options are negotiated between the trainer and the student.

Students Results and Accreditation/Issuing of Certificates and Statements of Attainment

- Certificates and Statements of Attainment are awarded to students who have met the requirements of Units of Competency or Qualifications within the relevant training package or nationally accredited courses.

- **Certificates and Statements of Attainment will only be issued once all VET Materials and Resources have been paid.**
- On completion of the second year, the following is awarded:
 - Certificate II in Engineering
 - Certificate II in Automotive Vocational Preparation
 - Statement of Attainment for Units of Competence from the Certificate II Building and Construction (Pre-apprenticeship)
- If a student exits the College before this date, or if they do not meet the full requirements of any Certificate, they are issued with a Statement of Attainment.
- Students' assessment results, Qualifications and Statements of Attainment will be issued in a timely manner (normally 21 days or after full payment of VET Materials and Resources) and competencies are recorded and certified in accordance with national guidelines.
- To access their files or student records, students must apply in writing to the RTO Manager.

Qualification Re-printing Request Procedure

- A student requiring a credential to be re-printed a fee of \$20 will be charged. Students should complete the Certificate Reprint Request form, available from the Kyabram P-12 Website, and submit this with payment to the RTO Manager.

Student Conduct

- Kyabram P-12 College is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all RTO Staff and Trainers and abide by the RTO and Kyabram P-12 College operating procedures.

Cheating and Plagiarism Definitions and Procedures

- Cheating and plagiarism are unacceptable at Kyabram P-12 College. Definitions of cheating and plagiarism are;

Cheating – violation of the assessment rules to gain an advantage.

Plagiarism – the copying of the language, ideas or thoughts of another author, and representation of their work as student's original work.

- Rules governing cheating and plagiarism are as identified by the VCAA VCE and VCAL Administrative Handbook 2012. It states:

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“5.11.1 VCAA rules for school-based assessment

The VCAA sets down rules which a student must observe when preparing work for assessment by the school.

They are:

1. A student must ensure that all unacknowledged work submitted for assessment is genuinely his/her own.
2. A student must acknowledge all resources used, including:
 - text, websites and source material
 - the name/s and status of any person/s who provided assistance and the type of assistance provided.
3. A student must not receive undue assistance from another person in the preparation and submission of work.

Acceptable levels of assistance include:

- the incorporation of ideas or material derived from other sources (for example, by reading, viewing or notetaking), but which has been transformed by the student and used in a new context
- prompting and general advice from another person or source which leads to refinements and/or self-correction.

Unacceptable forms of assistance include:

- use of, or copying of, another person's work or other resources without acknowledgment
 - corrections or improvements made or dictated by another person.
4. A student must not submit the same piece of work for assessment in more than one study, or more than once within a study.
 5. A student must not knowingly assist another student in a breach of rules." (P64)
- Trainers/Assessors will actively monitor students for cheating and plagiarism.
 - Consequences for cheating and plagiarism are the same and will result in;
 - a) the student will be required to re-do another equivalent assessment task
 - b) the student will be given a written warning outlining the details which will be signed by the RTO manager, trainer/assessor and the student. This will be kept on Student file.
 - c) Any further infringements will result in the students being referred to the Year 10-12 Learning Community Leader, the student's Year Level Coordinator, the RTO Manager and/or the Secondary Campus Principal for further consultation and resolution of the matter.

Parent Payment Policy

Rationale:

The Education and Training Reform Act 2006 provides for the provision of free instruction in the standard curriculum program.

This policy covers payments for essential education items, optional extras and voluntary financial contributions that schools may request, and the parameters, terms and conditions within which these requests may be made.

Parent contribution, in all forms, assists schools to provide an enriched learning and teaching program for every student and is highly valued by school communities.

Locally raised funds add significantly to the College's ability to provide a diverse and high quality curriculum. Through the partnership between school and parents the payment contribution parents make to their child's education, in all its various forms, has an important role in enriching the school's learning and teaching program and improving educational outcomes.

Aim:

1. To provide greater clarity about the type of educational items or services parents may be requested to pay for under the Education and Training Reform Act 2006.
2. To financially support a diverse range of high quality learning opportunities for all students.
3. To clearly identify the three categories of parent payments.
4. College Council seeks to supplement DET provided financial resources with a variety of essential, optional and voluntary charges.

All students have access to the standard curriculum program.

Guidelines:

CATEGORIES OF PARENT PAYMENTS

School Councils are responsible for developing and approving school – level parent payment charges and can request payments from parents under three categories.

These are:

1. **Essential Student Learning Items** are those items, activities or services that are essential to support student learning of the standard curriculum. These are items that the school considers essential for all students and which students take possession of. Parents may choose to provide the items themselves or buy the items from the school where practical and appropriate.
2. **Optional Items** are those items, activities or services that are offered in addition to or support instruction in the standard curriculum program. These are provided on a user – pays basis so that if parents choose to access them for students, they are required to pay for them.
3. **Voluntary financial contributions** parents can be invited to make a donation to the school for a general or specific purpose, eg: school grounds projects, library fund or for new equipment. Only some Voluntary Financial Contributions are tax deductible.
See the Parent Payments in Victorian Government Schools Policy for further definition of items in these three categories.

Implementation:

1. All students have access to the standard curriculum program.
2. Parents and guardians are provided with early notice of requests for payment of essential education items and optional extras (a minimum of six weeks prior to the end of the previous school year). Additional activities may arise during the year and every effort will be made to notify parents of costs as early as possible.
3. The advice to parents/guardians provides a clear description of the payment categories and which category items fall under and that where appropriate; parents/guardians have the option of purchasing certain items themselves.
4. Items that students consume or take possession of are accurately costed.
5. The status and details of any payments or non-payments by parents and guardians are confidential.
6. Parents are informed of alternative payment options for those parents who are experiencing hardship and invited to contact the Business Manager on 58512100 if they wish to discuss these options. These include: Centrepay (Free Bill Paying Service), pay in person or by mail in either cash, cheque, EFTPOS, or over the phone by Credit Card and internet option of B-Pay.
7. Payment requests or letters to parents clearly identify whether the items are essential education items, optional extras or voluntary contributions.
8. Parents are immediately provided with a receipt upon payment.
9. All payments are receipted in CASES21.

10. Payments are kept to a minimum and all requests for payment are fair and reasonable.
11. A copy of the school-level policy is made available to all parents upon request.
12. Unpaid voluntary and optional levies will be written off at the parent's request or when the levy is outstanding at the end of the year.
13. Families who are not experiencing hardship will have unpaid essential items carried forward to the following year for payment.
14. Students wishing to participate in optional extra activities such as extracurricular camps, excursions, trips, dinners, instrumental music, etc. must meet the full cost of the activity before the student participates.
15. The full materials costs for the VET program being undertaken needs to be paid by the first Friday in February in the year of undertaking the VET course, in order to secure VET placement and enrolment.
16. Students are not treated differently, denied access to the standard curriculum program, or refused instruction on the basis of payments not being made for educational items, services or voluntary financial contributions.
17. Parents and guardians are provided with an alternative option for their children if they choose not to participate in an excursion or camp.
18. Parents are provided with family support options for parents experiencing hardship.
19. Communication regarding Parent Payment Policy and options for payment will be provided via annual booklist / information packs and included in the College Compass portal.
20. Parents may raise any issues or make general inquiries about charges by contacting the Business Manager, where queries can be referred.

This Policy must be approved by College Council and be adhered to across the College. Reporting of Parent Payments will be made on a regular basis to College Council.

Evaluation:

This policy will be reviewed every three years by School Council.

Refund Policy

Rationale:

The school will provide refunds where there is no financial disadvantage to the school.

Aim:

To provide a fair and equitable refund system.

Implementation:

1. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund is able to be given.
2. Where a 'per student' fee is charged refunds are able to be given.
3. Refunds on deposits made can only be given where bookings have not been finalised.
4. Where there is a combination of a bulk charge and a 'per student' charge in an excursion e.g. visit to a zoo. Bus charge is bulk cost. Entry fee is per student cost. Only the 'per student' component is able to be refunded.
5. Eligible Refunds will be made in a timely fashion – within one fortnight of request.
6. Where a student exits the College, a pro-rata refund will be calculated on an individual basis and refunded to the Parent according to the Parent Payment policies and procedures.
7. The Principal will have the capacity to view special circumstances on an individual basis.

Complaints and Appeals Policy

- Kyabram P-12 College is committed to;
 - In regards to complaints about teachers, we will comply with the Complaints policy outlined in the [Victorian Institute of Teaching's Disciplinary Processes](#) of Complaints – [Making a Complaint](#)
 - <http://www.vit.vic.edu.au/conduct/pages/disciplinary-process.aspx>
 - Complying with the DET's policy and procedures in relation to complaints by parents. <https://www.vic.gov.au/make-complaint-or-concern-about-your-school> Comply with the VCAA VCE and VCAL Administrative Handbook policy in relation to student appeals against school decisions for school based assessment.
 - Providing an environment in which complaints or appeals are responded to promptly, with minimum distress and maximum protection to all parties.
 - To ethical and responsible management, and a visible, accessible and fair complaints or appeals handling process with a view to achieving mutually acceptable and fair outcomes.
 - Viewing client complaints and appeals as providing an opportunity to review and improve its policies and practices, and also to gain insight into levels of client satisfaction.
 - Adopting an ethical and professional approach to handling complaints and appeals.
 - Respect for privacy and confidentiality wherever possible within the constraints of the need to fully investigate the complaint or appeal.
 - Mutually acceptable resolution being reached through negotiation, conciliation and/or mediation.

- Viewing complaints and appeals as opportunities for improvement

Complaints and Appeals Procedure

- Definitions:
 - o A complaint can be made about any product or service provided by KYABRAM P-12 COLLEGE
 - o An appeal is against a decision such as an assessment result or complaint outcome
 - o Complaints and appeals are handled through the same procedure
- Clients are encouraged to informally discuss a complaint or appeal directly with their Trainer or KYABRAM P-12 COLLEGE RTO Manager before the following formal process is undertaken.
- Clients are encouraged to familiarise themselves with the above policies to ascertain the correct avenue for complaint.
- A complaint or appeal must be submitted in writing on the KYABRAM P-12 COLLEGE [VET Complaints and Appeals Form](#). Forms can be found on the website or in hard copy in the foyer. Forms can be posted to the college or handed in at the office for the attention of the RTO Manager.
- KYABRAM P-12 COLLEGE will act on and investigate each complaint or appeal within 5 working days.
- All complaints or appeals will be dealt with in accordance with the above policies (VCAA, VIT, DEECD).
- Each complaint or appeal and its outcome will be recorded in writing, discussed at the RTO Meeting (if required) and filed on individual students file.
- Each appellant will have an opportunity to formally present his or her case, and will be provided with a written statement of the appeal outcome including reasons for the decision reached within 2 weeks of the complaint being made.
- Each appellant can only make one appeal.
- No complaint or appeal will be pre-judged.
- All complaints and appeals will be noted in the CI Register and any actions recorded and the entry closed in the CI Register at the resolution of the complaint and appeal.



RTO Number: 22264

GRIEVANCE POLICY AND PROCEDURE

The following framework has been prepared as a means to have problems experienced by trainers and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Kyabram P-12 College will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

A Grievance associated with trainee assessment results

The trainee grievance/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance;
- should this not be resolved, the grievance matter can be taken before the Principal.
- should this not be resolved, the grievance matter then can be taken to the Training Management Committee (ie. Principal, Assessment Panel, Vocational Education Co-ordinator);

In the event that the grievances cannot be resolved internally, Kyabram P-12 College will advise trainees of the appropriate legal body where they can seek further assistance.

Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

B. Grievance between trainees and trainers

The trainee should endeavour to resolve the grievance by discussing the matter with the trainer. If an appropriate outcome is not achieved, the participant or student should fill in the complaints form available in their VET Booklet online, VET Booklet hard copy, at the College office or bring the matter to the attention of the Principal, who will endeavour to resolve the matter.



RTO 22264

KYABRAM P-12 COLLEGE

EXPECTATIONS

This handbook contains detailed information regarding VET policies relating to:

- Assessment
- Eligibility and prerequisites
- Course Fees
- Enrolment Process
- Refund Policy
- Complaints and Appeals
- Recognition of Prior Learning (RPL), National Recognition and Credit Transfer
- Access, Equity and Privacy
- Welfare Services
- Student Records
- Student Conduct, cheating and plagiarism

In signing this document you are indicating that you have read the handbook and agree to the policies outlined. Breaches of VET policies in this handbook may place your enrolment in review.

Student: _____

Parent: _____

Date: _____

This page needs to be removed from the handbook, signed by all parties and returned to the Kyabram P-12 College Office within 2 weeks of starting the course.