

## **Course Policies**

### **Refund Policies (external Diplomas)**

You are eligible for a full refund if you return your study notes in good condition within 14 days of enrolment.

After 14 days from enrolment, you may be eligible for a part refund if you withdraw from the course or a module. If you withdraw from the full course, a part refund may be made in the first four months after enrolment. If you withdraw from a module, a part refund may be made in the first six weeks after enrolment. After the first 14 days it is generally not possible to return study materials issued.

Fees payable for assessment of skills recognition are not refundable. The College may vary its refund policy in cases of genuine hardship.

### **Appeals regarding assessment outcomes**

This policy relates to outcomes of assessments, commonly known as 'results'. There is a separate policy regarding complaints and grievances for matters other than results.

If you disagree with an assessment outcome you receive from Tocal College, you should firstly discuss it the appropriate College staff member (usually your course coordinator, tutor or skills recognition case officer) who will explain the reasons for the assessment outcome and give additional feedback where possible.

If after discussion with the College staff member, you still disagree with the assessment outcome, you can request a re-assessment.

If a dispute over assessment outcomes or eligibility to receive a credential cannot be resolved with the staff member by discussion and/or re-assessment, you may appeal to the College Credential Committee through the Principal.

You should lodge an appeal in writing, setting out the grounds for your case, to The Principal, Tocal College, PATERSON NSW 2421. Receipt of appeals to the Principal will be acknowledged in writing within five working days. The College will provide a response within a further ten working days where feasible (complex assessments may require more time to organise and resolve).

If you are not satisfied with the decision of the credential committee you can have your appeal heard by an independent person who is acceptable to you and to the College (see also the complaints and grievances policy below).

### **Tocal College Code of Practice**

- the College upholds the principles of access and equity. College courses are open to all who meet the course entry requirements;
- the differing needs and requirements of people being trained and assessed are handled sensitively;
- potential for conflict of interest in the assessment process is identified and handled appropriately and fairly;
- all forms of harassment are avoided throughout the planning, conduct, review and reporting of assessment;

- appeal and grievance procedures are available to all students, and students are informed of these procedures;
- evidence gathered during assessment is verified for validity, reliability, authenticity, sufficiency and currency
- assessment decisions are based on available evidence that can be verified by another assessor. Personal factors that are not relevant to assessment will not influence the assessment outcomes;
- confidentiality is maintained regarding assessment results in accordance with Tocal College's privacy policy. The candidate is informed of assessment reporting processes prior to the assessment;
- assessment procedures are regularly reviewed by networks of assessors;
- Tocal College upholds NSW Department of Primary Industries' values of integrity, professionalism, innovation and respect.

### **Privacy Policies**

Tocal College complies with the Privacy and Personal Information Protection Act 1998. The College collects personal information from students to provide statistical data to the Federal Government for planning purposes, to minimise health threats, to arrange accommodation and for recognition of academic achievement.

Personal information is used for the purposes for which it was collected. It is protected from unauthorised use or disclosure and is stored in a secure location that has limited access.

Individuals may access their personal information at the College during working hours, by appointment and provision of proof of identity. Alternatively individuals may apply in writing to access their personal information. Contact the College for an application form and identification requirements.

Personal information is destroyed according to the relevant disposal schedule from the State Records Act 1998.

NSW Department of Primary Industries has prepared a Privacy Management Plan to ensure that all personal information is collected, stored and accessed in accordance with the 12 Information Protection Principles as set down in the Privacy and Personal Information Protection Act 1998.

### **National (mutual) recognition**

It is the policy of the College to recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO).

### **Student support and guidance services**

When you enrol in one of Tocal's external courses, you will be allocated a College education officer who you can contact for assistance in the course. Support may be available by email, telephone and mail.

### **Language, literacy and numeracy assistance**

If you require help with language, literacy or numeracy to complete a Tocal course, contact the course coordinator who will endeavour to assist.

## **Complaints and grievances**

If you have a complaint, contact the appropriate College staff member (usually your course coordinator, tutor or skills recognition case officer). They will try to solve the problem with you, and will also help you to fill out a complaint form if required.

Staff will endeavour to deal with your complaint within two weeks. If this is not possible, you will be kept informed of progress and advised of the reasons for any delay.

If you do not agree with the way your complaint is resolved you can appeal in writing to the Principal. Receipt of appeals to the Principal will be acknowledged in writing within five working days. The College will provide a written response within a further ten working days where feasible.

Notwithstanding the above response times, the College will act within one working day, if feasible, on complaints where extenuating or extraordinary circumstances require an urgent response.

If you still disagree with the outcome you have the right to have an independent person (someone who is acceptable to you and to the College) recommend what should happen. The College staff member will explain this to you.

If you are not satisfied with the handling of your complaint by the College, or there are extenuating circumstances that preclude you from lodging your complaint directly with the College, there are two further ways to lodge your complaint:

- with the College's registering body, which is the Australian Skills Quality Authority. Details can be found on their website at [www.asqa.gov.au](http://www.asqa.gov.au);
- the National Training Complaints Hotline, telephone 1800 000 674. Complaints to this Hotline are referred to the appropriate registering body.

As part of the continuous improvement process, the College will take into account complaints and grievance in its ongoing review of its policies and practices.

## **Plagiarism and cheating**

Any student who, in the opinion of the College, is found cheating could face disciplinary action which may result in the student being asked to leave the course and may have the relevant assessment outcome disregarded.

Plagiarism is a form of cheating. Plagiarism is a serious breach of academic trust. It is the act of presenting somebody else's work and claiming it as your own.

Assessors may take reasonable action to satisfy themselves that any material submitted for assessment is the participant's own work. Material suspected of plagiarism will be reported to, and investigated by, College management.

To avoid plagiarism and its penalties, students are advised to note the following:

- you may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material;
- you should name sources for any graphs, tables or specific data, which you include in your assignment;
- you must not copy someone else's work and present it as your own;

- you must sign the Declaration on the Evaluation and Assignment sheet for each assignment.

**Re-issue of certification**

Where students have lost or misplaced certificates, diplomas or statements of attainment the College will issue a replacement academic transcript on receipt of a completed application form, the prescribed fee and proof of identify of the applicant. Contact the College for an application form, identification requirements and current fee.