

TOCAL COLLEGE

CB ALEXANDER CAMPUS, PATERSON

# 2024 Traineeship program

## Trainee guide



# Tocal College Paterson Campus Traineeship Program

## Trainee guide

### Version 7.1: 2024

Tocal College  
PATERSON NSW 2421  
Australia  
Phone: 1800 025 520  
Fax: 02 4938 5549  
Email: tocal.college@dpi.nsw.gov.au

National RTO code 91166

This handbook provides trainees with college policies, assessment information, and how to find support when you undertake traineeship qualifications offered by Tocal College.

Document information			
Policy title	Traineeship Program: Trainee guide	Applies to	All students participating in traineeships in Certificate II, III or IV through Tocal College Yanco Campus
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# Tocal Traineeship Contacts

Our Traineeship Coordinators are actively involved in industry through livestock production, grain production and natural resource management. They bring a wealth of knowledge and experience to the table when planning, delivering training and mentoring your trainee to ensure that Tocal produces capable industry-ready workers.

Tocal's Paterson Campus provides the option of accommodation during its College based, block release training. It primarily caters for the cattle industries (beef and dairy). Mixed cropping and livestock businesses also find the training valuable. While the current Traineeship Coordinator is on leave, please contact the interim Coordinator, Tanya Henry, via:

## **James Hooke, Deputy Principal**

Tocal College  
PATERSON NSW 2421

Mobile: 0427 540 226  
Email: james.hooke@dpi.nsw.gov.au

Please note: Other Traineeship options exist with Tocal including those in bee keeping, sheep and cropping. Please refer to our website for more information or contact the coordinators below:

## **Melanie Williams, Traineeship Coordinator, Yanco**

Tocal College Yanco Campus  
YANCO NSW 2703

Phone: (02) 6951 2627  
Email: melanie.williams@dpi.nsw.gov.au

## **Education Delivery Honey Bee Team**

Tocal College  
CB Alexander Campus  
PATERSON NSW 2421

Phone: 02 4939 8815  
Email: beekeeping@dpi.nsw.gov.au

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# Welcome

## Welcome to Tocal's residential, block release Traineeship Program!

Thank you for your interest in the Tocal College Certificate III or IV Traineeship Program. Tocal has been training young farmers since 1980 and we are proud to be partners in such a vibrant and innovative industry as Agriculture. We know that the training you undertake at Tocal will assist you greatly as you embark on your career and we are confident that any time spent with us will be enjoyable and productive.

## Tocal Traineeships - combining on-the-job learning with structured training

Apprenticeships and Traineeships are established under the *Apprenticeship and Traineeship Act 2001* (the Act) and *Apprenticeship and Traineeship Amendment Bill 2017*. They combine on-the-job or work-based training with structured or formal training.

On-the-job or work based training is the work experience or “hands-on” component of your traineeship and takes place under the supervision of an experienced supervisor. It allows you to put into practice the knowledge you have learnt during your formal training and to build on, and develop, your practical skills.

Your formal or structured training is delivered by Tocal College (acting as an RTO or Registered Training Organisation). The training will be predominantly classroom-based at a Tocal College campus or an approved site. It may be supplemented with online learning and assessment, and/or work-based assessment.

Tocal will support you with training materials and will make sure that your formal training program integrates with your on-the-job or work-based training.

Apprenticeships and traineeships may be full-time or part-time. All apprenticeships and traineeships require:

- **Paid employment** under an appropriate industrial arrangement (for example, an award or enterprise agreement); and
- **Training Contract** that is signed by both the employer and apprentice or trainee, and approved by State Training Services, a division of the NSW Department of Education and Communities; and
- **Training Plan Proposal<sup>1</sup>** that details the proposed training and the registered training organisation that will deliver the formal or structured training; AND/OR
- **Training Plan<sup>2</sup>** that meets the requirements of the relevant vocational training order (VTO) for the apprenticeship or traineeship and specifies the training required to achieve the appropriate nationally recognised qualification.

<sup>1</sup> The Training Plan Proposal is developed by Trainee and Employer, with the help of your Australian Apprenticeship Support Network (AASN). More details on how to contact an AASN in your area are provided in the Employer's Guide or go to <https://www.apprenticeships.gov.au/who-to-contact/search-for-an-australian-apprenticeship-support-network-provider>.

<sup>2</sup> The Training Plan is developed in consultation with Tocal College and provides details of the formal training and assessment to be undertaken as part of your traineeship. More details are provided later in this Guide.

# Tocal College – a great place to train (and stay)!

Paterson Campus is located 5km from the village of Paterson and 16km from Maitland, on the Maitland/Dungog road. If travelling through Maitland, cross the Hunter River at the Belmore Bridge near the Maitland Courthouse and follow the signs to the College. On arrival after hours a Duty Officer can be contacted by calling 0428 973 372. Their number is also listed on the glass of the reception office doors).

Postal address: Tocal College  
CB Alexander Campus,  
815 Tocal Rd, Paterson NSW 2421

Email address: [info@tocal.com](mailto:info@tocal.com) or [tocal.college@dpi.nsw.gov.au](mailto:tocal.college@dpi.nsw.gov.au)

Phone reception: 1800 025 520 or 02 4939 8888 or

Phone student residences: 02 4938 5090

Students travelling by train should alight at Maitland station. Pick up can be arranged by phoning the College the Thursday **prior** to travelling. On arrival at the station, ring the Duty Officer on 0428 973 372. Due to other responsibilities the Duty Officer may not be able to respond immediately. As mobile phone coverage is “patchy” please persist with your calls until personal contact is made.



# Study Blocks

The study blocks at Paterson Campus normally run from Monday to Friday. Trainees need to be in class by 9.00am Monday morning and 8.30am for the rest of the week. The day's activities usually end at around 4.00-4.30pm. Specific training dates are shown in the timetable to be provided by the Traineeship Coordinator. The anticipated length of the Traineeship Program is normally over 12 to 24



months and is determined by the nature of the Traineeship Contract, attendance, and the experience and skill level of the trainee. This should be discussed with the Traineeship Coordinator. Please note the timetable is subject to change pending environmental conditions and resource availability.

Unfortunately, Tocal cannot accommodate students under sixteen years of age on campus. They also cannot begin training in specific machinery operation. It is recommended these students plan to attend their first block after turning 16.

## Accommodation

Paterson Campus has single room accommodation available for the week with meals supplied. The room will be available on Sunday night if needed. Transport can be arranged from Maitland railway station to the College if arriving by train. If you need transport you must notify the Traineeship Coordinator on the Thursday before you travel. All bedding (pillow, linen and blankets) is supplied. Students are responsible for the care of their room and any damage caused during the period that the trainee is on campus must be paid for. The College strongly advise to keep doors locked whenever away from the room. Keys must be returned to the office prior to departure or a lost key fee will apply. Laundry facilities are available.

## Student facilities

Paterson Campus offers facilities for swimming and basketball, as well as a pool table, television and video. Duty Officers are present on campus to offer assistance after hours and at weekends. Duty Officers can be contacted on 0428 973 372 or 02 4939 8801.

## What to bring to each block

- Laptop that is compatible with Microsoft Excel, Outlook, PowerPoint, and Word. Contact the Traineeship Coordinator if this is difficult. A personal email is also required for setting up accounts.
- Writing materials (pens and paper) for recording class notes.
- Clean, neat clothing for five days, including work boots, broad brimmed hat and a raincoat for practical sessions and farm visits.
- If you are staying on campus you will need your clothes, toiletries and an alarm clock. You will be supplied with linen and a towel. The dining room will provide three solid meals daily.



## Medical

First Aid facilities are available onsite. Please report to College staff for assistance.

Trainees are advised to ensure their Covid-19 and anti-tetanus vaccinations are current and are also strongly encouraged to undertake Q fever vaccination. The College may be able to provide information on how to obtain these in your area. Those living locally may be able to participate in full time student vaccinations occurring on Paterson campus.

Trainees are asked to provide details of their medical history and any injuries, allergies, ailments or conditions that may place them or others at risk during training activities or when residing on campus.

## Emergency procedures & evacuation plan for Paterson Campus

**(Other sites please refer to information provided by your trainer / coordinator)**

In the event of an emergency/evacuation please remain calm. On hearing the main SIREN sound (located near EA Hunt Hall), all persons MUST move in an orderly fashion to the EMERGENCY ASSEMBLY POINT located near the Tennis Courts.

1. The Building Warden or Deputy will direct people out of the building and ensure the building has been evacuated.
2. Assist less able people to the Emergency Assembly Point.
3. You will be told to gather in section groups, for example, students, teaching staff, domestic staff, and administration staff.
4. REMAIN at the Emergency Assembly Point until advised by the Chief Warden to leave.

## Motor vehicles

Motor vehicles may only be brought onto the College property if they are registered and are covered by comprehensive or third party property insurance. Students bringing cars or motorbikes onto the College must have a current driver's licence and must drive responsibly at all times. Motorbikes can only be brought if they are the sole means of transport and not for recreational use. The speed limit on the campus grounds is **40 kmph**. Please park your vehicle in the designated student car park.

## Student discipline including alcohol and drugs

Trainees are given the opportunity to increase their skills and knowledge and to create valuable industry networks during their traineeship. It is expected they will respect this opportunity and not undertake any behaviour that will put the safety or performance of themselves or other students and staff at risk. The expectations of the College and its trainers and other staff will be clearly explained to all students. Students must not bring alcohol, drugs, firearms, knives or any other harmful equipment or substances onto the College. **Possessing or consuming alcohol and drugs is prohibited on College grounds**, even if you are over 18 years old. Smoking and vaping are also strictly prohibited on NSW DPI property.

# Developing a training plan with Tocal College

## Tocal's training approach

The regular Tocal Traineeship program is designed to give you a broad set of valuable skills and knowledge for your farming career. Provided your progress is satisfactory you will gain a nationally recognised qualification in agriculture. If you have specific interests or training needs you are encouraged to negotiate an individual training plan, noting that units of competency outside Tocal's reasonable capacity to deliver will be at the Trainee's expense.

The Tocal Traineeship will involve you in many different learning experiences. These will include working in groups where you will be encouraged to discuss and evaluate a range of views and opinions. Training is based on real farming situations and reinforced by practical activities on the College farms, presentations from industry specialists and advisors and visits to leading farms and facilities.

## Competencies

You may be involved in the following subject areas, depending upon your training level, farm background, units selected and availability.

- Farm Safety
- Safe Tractor Operation and Maintenance
- First Aid
- Quality Assurance
- Farm Chemical Application
- Fencing
- Motorbikes
- Quad bikes
- Side By Side vehicles
- Livestock Handling & Husbandry
- Breeding & Selection
- Nutrition & Feeding
- Calf Rearing
- Fodder Cropping
- Pasture
- Establishment and Management
- Machinery Hygiene
- Milk Harvesting
- Environment
- Team Work & Communication Skills
- Vertebrate Pest Control

Each subject area is related to a specific unit of competency. These will be more clearly described when your Tocal Traineeship Coordinator develops a Training Plan with you (see next page).

## Recognition of Prior Learning

If you believe you are already competent in a particular unit you should apply for **Recognition of Prior Learning (RPL)**. If RPL is granted, you would not need to attend Tocal for that unit. Be sure to discuss this option with the Traineeship Coordinator if you feel you are eligible.

## Training Plans

A Training Plan provides details of the formal training and assessment to be undertaken as part of your traineeship. Information captured in the Training Plan includes how, when and by whom training and assessment will be delivered including the specific units of competency (training) that will be undertaken. It also describes the training materials, resources, facilities and supervision arrangements that will support the training. The Training Plan is mandatory and must be developed within 12 weeks from the date on which the traineeship has been approved. In developing the Training Plan it is important that the employer has the necessary range of work, equipment, and facilities to support delivery of the nominated training. It is therefore important that you are provided with experience and training in the subject areas studied. If you are unable to get this experience on-the-job then you should discuss this with the Traineeship Coordinator at Tocal.

## Scheduled Training

Your Traineeship co-ordinator will advise you of your schedule.

**Cert III Trainees** are encouraged to attend all scheduled training. The nominal term to complete a Cert III Traineeship (assuming no previous level traineeship has been completed) is 24 months. However, early completion within 12 months is normally possible depending on block attendance and performance. Trainees directly entering Cert III with reasonable experience and skills may attempt the program over 12 months – seek advice from Traineeship Coordinator.

**Cert IV Trainees** are encouraged to attend all scheduled training.

Tocal Traineeship Study Tours are available depending on time, interest and availability.

**If you are unable to attend a scheduled block for any reason please notify the Traineeship Coordinator prior to your expected arrival date. If you are absent from an agreed training event it is your responsibility to make sure this will not prevent you from completing the course. Alternatives might include combinations of correspondence, online and on-farm assessment activities. These cannot be guaranteed, and the added workload for Trainees may be significant.**



# Student fees

## Smart and Skilled NSW

The NSW Vocational Education and Training (VET) system operates under a framework called Smart and Skilled. General eligibility to government subsidised training under Smart and Skilled depends on age, current schooling, home or work address and citizenship. Eligibility can be checked at <https://smartandskilled.nsw.gov.au/are-you-eligible>.

**As of 1 January 2020 there are no course fees for Traineeships as indicated on [www.tocal.nsw.edu.au/courses/traineeships](http://www.tocal.nsw.edu.au/courses/traineeships).**

More information on Fee-Free Apprenticeships is available at <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/fee-free-apprenticeships>

## Fees for trainees commencing in 2024

Fee Schedule	Amount
<b>Smart &amp; Skilled course fee</b> This course fee is considered a student contribution to the full cost of training, the difference being subsidised by the State Government. The fee payable depends upon eligibility and access to concessions or exemptions.	Cert III free to eligible Trainees  Cert IV free to eligible Trainees
<b>Residential fee<sup>3</sup></b> Individuals must cover costs of damage to College property if found responsible. This includes cost of replacing lost or non-returned keys.	\$368 per week (accommodation and meals for 5 nights)
<b>Non-Resident Lunch Fee</b> (Lunch is provided with other students in the College's Dining Hall).	\$35 per week, payable at the office at the start of each week.
<b>Existing worker course fee</b> (those ineligible for Government funding)	\$2950

<sup>3</sup> Payment of the Residential fee is required at the office on the Monday morning of each block. Invoicing can be requested but details must be supplied to College Administration.

## Responsibility for fees

Responsibility for fees needs to be negotiated between employer and trainee. This should be determined prior to commencing training. **Unless notified otherwise the College will invoice the trainee in the first instance.**

Trainees or their nominated fee payer will be automatically charged for the accommodation fees required to attend onsite training. If you can only attend for part of the scheduled training prior notice must be given to negotiate the accommodation fees. If there are outstanding fees at the commencement of any scheduled training Tocal College reserves the right to deny a room on College until the fees have been paid.

Your final transcript will be withheld if there are any outstanding fees at the time of issue.



## Other trainee study assistance

Trainees may qualify for Federal and NSW Government Assistance. For more information on the specific measures below, go to <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/financial-assistance>.

- Living Away from Home Allowance - \$77 per week (first year, then reducing)
- Travelling Allowance of \$56 per day for accommodation and 33 cents per Km for travel, paid directly to the trainee (for those who live more than 60 Km from the College).

This information may not have answered all your questions so please feel free to call the Traineeship coordinator and discuss further. Trainees will be presented with a Student Handbook during their orientation which further describes College facilities, rules and regulations and study program.

# Learning and assessment

**National (mutual) recognition** Qualifications may have additional entry requirements listed on the website.

Tocal College recognises the Australian Quality Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO) in any Australian state and/or territory.

## Third party arrangements

Tocal College reserves the right to use third party arrangements for delivery of training and assessment. Students will be advised prior to training commencement when the training is to be provided by third parties. Some third parties with which Tocal College has partnerships arrangements are listed on the College website <http://www.tocal.nsw.edu.au/associates>.

## Training delivery method

Tocal College provides training via a variety of delivery methods described below.

### Online training

Online training (or e-learning) with Tocal College is a form of training that takes place entirely via the internet. It involves a variety of multimedia elements, including text, graphics, audio, video, and web-links, which are accessed through [mytocal.com](http://mytocal.com), [autocal.instructure.com](http://autocal.instructure.com) Tocal College's online learning management system.

Some additional resources including textbooks are provided for specific units. Please check with the trainer or course coordinator.

To undertake online training with Tocal College a student must have access to a reliable internet connection and word and data processing software such as Microsoft Word, Excel or equivalent.

### Blended delivery / mixed mode

Blended delivery is a combination of online training and face to face training. Tocal College will inform students of the delivery structure, assessment timeframes and expectations prior to enrolment and ensure students are notified of online training expectations and the face to face training details

### Face to face training

Face to face training with Tocal College involves physically attending training at a campus or a predetermined site. Face to face training offers the opportunity for active engagement with the trainer and other students in the course. This provides opportunities for practical experiences and feedback in a real time environment.

Tocal College will notify students of venue, time and attendance requirements prior to the face to face training.

### RPL

RPL enables formal credit to be granted for the knowledge, skills and abilities people have gained through life or work experience. RPL is available for all qualifications listed on Tocal College's scope. The process is completed through gathering of evidence and face to face interview in the workplace or by review of documentation provided to the college by the candidate.

Some students/candidates may achieve their qualifications using a combination of all modes (online, face to face and/or RPL).

## Student support

Support is available via email, phone, face to face on-campus, and through [total.instructure.com](http://total.instructure.com) (the online learner management system).

Key support staff include:

- Course co-ordinators
- Trainers and assessors
- RPL case managers
- Administrative support officers
- e-learning support officers.

## Assessment

Assessment methods may include:

- written reports
- case studies and scenarios
- oral presentations
- quizzes
- observation
- interview

Students will be advised of the assessment requirements prior to the assessment taking place.

The principles of assessment will be followed and all assessments will be valid, reliable, flexible and fair and carried out by qualified assessors.

### RPL: Assessment

Completed RPL portfolios will be submitted to Tocal College's Quality Review Panel for approval. Cases will be reviewed and candidates will be informed of the assessment outcome.

If a qualification is not awarded candidates may:

- complete the remaining units online
- submit further information to the panel
- appeal the decision of the panel
- decide on how to fill any gaps in their skills (this should be discussed with an assessment officer).

# Issuing of statements

## Statement of Attainment

A Statement of Attainment is issued when a student or candidate completes assessed accredited training and is deemed 'Competent' in all units of competency required for the qualification.

A Statement of Attainment is issued when a student or candidate withdraws from a qualification (part way through) for the units of competency that the student has completed assessed accredited training for and has been deemed 'Competent'.

## Qualification testamur

An embossed and authentic hand signed Testamur will be issued to the student or candidate at the annual graduation ceremony (or forwarded if student is not in attendance) after the student or candidate obtains a full qualification. An Academic Transcript will also be issued.

The embossed and authentic hand signed Testamur will only be issued once.

## Replacement documents

If a student or candidate requires a replacement Statement of Attainment, Statement of Attendance or Academic Transcript they must provide a written request to the College with proof of identity.

A fee is payable for the reissuing of these statements (see fee schedule).

# Code of conduct

The College has discipline procedures and policies to deal with behaviours that are unacceptable. These are clearly explained to trainees during their first study block and in more details below.

## “Respectful Relationships” policies

Total College is committed to maintaining a culture of dignity, respect and inclusion to enhance students’ and trainees’ personal and learning goals and create a positive experience during their time at the College.

Total College’s respectful relationship policies include:

- Student Code of Behaviour Policy
- Bullying and Harassment Policy
- Sexual Misconduct Policy
- Alcohol Testing Policy
- Social Media Policy
- Student Complaints Policy

Some are described in more detail below but full policy details can be found at: [www.tocal.nsw.edu.au/student-policies](http://www.tocal.nsw.edu.au/student-policies)

## Student behaviour policy

Students are expected to behave in a way that enhances the reputation of the student community and the College. They are to consider the effect of their actions on other students, visitors to the College and the wider community. Away from the College, students are to ensure their behaviour brings credit to themselves and their fellow students.

Students and staff are required to report incidents involving inappropriate behaviour to the Duty Officer, Deputy Principal or tutor.

Where evidence of illegal activities by students or others comes to the attention of staff, this will be reported to the Police. Regardless of any police action, the College may also apply penalties as a consequence of this behaviour.

## Discipline procedures

It is expected that students will accept and respond to reasonable advice from staff about their behaviour and that parents or guardians will assist their child or dependent to see the importance of behaving in a responsible manner.

Students who behave inappropriately may be placed on probation. Fines may be levied for damage or for misuse of safety equipment. Any penalties applied will depend on the seriousness of the behaviour and the previous record of the student.

A demerit points system is in place and students may lose points for poor behaviour. The loss of all 10 points usually results in suspension from the College.



To be reinstated, students must present a case to a panel of staff. Parents are encouraged to attend this interview. If reinstated, various agreed conditions will apply and the student's compliance will be monitored. Non-compliance could result in the student being asked to withdraw from the College or course.

## **Bullying and harassment policy**

The College has procedures in place to encourage students to report harassment or bullying. These procedures provide support for those who experience harassment and a plan of action to stop it from re-occurring.

Harassment/bullying behaviours are not tolerated at Tocal and procedures for dealing with these issues are outlined to students early in the year.

## **Sexual misconduct policy**

Tocal College demands that all staff, students, contractors and volunteers are treated with dignity, courtesy and respect at all times in their working, learning and social environments. Its policy on Sexual Misconduct clearly describes what constitutes sexual harassment, sexual assault, stalking, sexual exploitation and relationship or dating violence.

Involvement in such activity will not be tolerated and any person with knowledge of sexual misconduct is encouraged to report all forms to Tocal College and / or NSW Police via the methods described.

All reports will be handled with absolute confidentiality and a full range of support services made available.

Please Note: Sexual activity without consent is sexual assault and is always a crime. The policy clearly describes what does and does not constitute sexual consent.

## **Alcohol and drugs**

Students are not to bring, be in possession of, or consume alcohol on campus.

As in all other workplaces Tocal has a responsibility to ensure that students and staff do not engage in dangerous activities while under the influence of alcohol. For this reason an "Alcohol Testing Policy" exists where by students and staff may be asked to provide a sample of their breath for analysis of alcohol content.

Unless a sample is provided which shows "nil" alcohol content the person tested will be restricted in their activities and other disciplinary measures may follow.

The policy is provided to all students and parents / fee payers.

## **Internet and social media policy**

Students' onsite at any one of Tocal College campus' must comply with the Internet and Social Media Policy (Version 1 – November 2014).

Online discussion forums are a published and open forum for communication between students and Tocal College staff. The following conditions apply when using discussion forums:

- Students must not post derogatory or inappropriate comments
- Students must not post any personal information of other users (names, address, phone number, email etc.)
- Students must comply with plagiarism rules outlined below.

Tocal College management reserve the right to remove any comments deemed to be in conflict with the points above and will be subject to disciplinary action.

Students should contact their trainer or course coordinator if they have concerns regarding discussion forum use.

## Plagiarism

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

Students suspected of plagiarism will be reported to, and investigated by, Tocal College management. Any student who, in the opinion of the College, is found to have plagiarised will face disciplinary action as deemed appropriate, which may include withdrawal from the course or the relevant assessment outcome being disregarded.

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

- not copy someone else's work and present it as their own
- always state the author and source of any material (including any text, images, graphs, tables or specific data) that is not their own
- complete the Evaluation and Declaration for each subject confirming that work submitted for assessment is their own.

Students who are disciplined for plagiarism may appeal the decision following the policy outlined below.

## Appeals regarding assessment outcomes

If a student or candidate disagrees with an assessment outcome they receive from Tocal College, they should firstly discuss it the appropriate College staff member (usually the trainer, assessor, course coordinator or RPL case officer) within thirty (30) days of the notification of results.

The staff member will explain the reasons for the assessment outcome and give additional feedback where possible. If the student or candidate is still unsatisfied with the assessment outcome, they may request a re-assessment by an independent assessor.

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, the student or candidate may appeal to the Governance and Standards Committee (GASC) through the Principal.

To do so, the student or candidate must lodge an appeal in writing, setting out the grounds for the case, to: The Principal, Tocal College, PATERSON NSW 2421. Appeals must be lodged within thirty (30) days of the notification of results. Receipt of appeals to the Principal will be acknowledged in writing within five (5) working days.

The College will provide a response within a further ten (10) working days where feasible (complex assessments may require more time to organise and resolve). If the student or candidate is not satisfied with the decision by GASC they may have the appeal heard by an independent person who is acceptable to the student or candidate and to Tocal College.

## Privacy

Tocal College complies with the *Privacy and Personal Information Protection Act 1998*. Personal information is collected from students to provide statistical data to the Commonwealth Government for planning purposes, to minimise health threats, to arrange accommodation (if relevant) and for recognition of academic achievement.

Personal information 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 Tocal College during working hours, by appointment and provision of proof of identity. Alternatively individuals may apply in writing to access their personal information.

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 twelve Information Protection Principles in the *Privacy and Personal Information Protection Act 1998*.

## Complaints

If you are unsatisfied with any service Tocal College provides you can lodge a complaint.

Contact the appropriate staff member (usually a trainer, course coordinator, RPL case officer or leader) to discuss the problem and seek resolution.

If you are still unsatisfied with the outcome you can submit a Complaints and Appeals Form. A staff member can assist you with this.

Complaints will be dealt with within ten (10) working days and the student or candidate will be kept informed of progress.

If you are unsatisfied with the outcome of the complaint resolution you can lodge an appeal.

If student or candidate is not satisfied with the handling of the complaint by Tocal College, or there are extenuating circumstances that preclude the complaint from being lodged directly with Tocal College, there are two further ways to lodge a complaint:

- with the Tocal 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 67413 38 73. Complaints to this hotline are referred to the appropriate registering body.

## Appeals

If a student or candidate is unsatisfied with the complaint resolution they can appeal in writing to the Principal using the Tocal College Complaints and Appeals Form located on the website.

Receipt of appeals to the Principal will be acknowledged in writing within five (5) working days. Tocal College will provide a written response within a further ten (10) working days.

If the student or candidate disagrees with the appeal outcome they have the right to have an independent person (someone who is acceptable to student or candidate and to Tocal College) recommend what should happen. A Tocal College staff member will explain this to the student or candidate.

All documentation relating to complaints or appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint or appeal.

Any information regarding the outcome of the complaint or appeal will be managed in accordance with Tocal College's Records Privacy Policy. Access to this information is strictly limited to authorised officers of Tocal College and the individual concerned upon proof of identification.

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

# Consumer rights and protection

Australian Consumer Law applies to all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

For more information on consumer rights and protection see: [http://www.fairtrading.nsw.gov.au/ftw/Businesses/Specific\\_industries\\_and\\_businesses/Training\\_providers\\_and\\_marketers.page](http://www.fairtrading.nsw.gov.au/ftw/Businesses/Specific_industries_and_businesses/Training_providers_and_marketers.page)

Tocal College follows the NSW Smart and Skilled Consumer Protection Strategy in relation to consumer rights as a Smart and Skilled training provider. For more information see: [https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

The consumer protection officer for Tocal College is the RTO Compliance Officer.