NSW GOVERNMENT | **Department of Primary Industries**

TOCAL COLLEGE

Industry Qualifications

STUDENT GUIDE

2023

Tocal COLLEGE
RTO 91166

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YOUR HAND ON THE LAND

Student guide

Industry Qualifications

Version 6.0: November 2022

Tocal College PATERSON
NSW 2421
Australia

Phone: 1800 025 520
Fax: 02 4938 5549
Email: tocal.college@dpi.nsw.gov.auNational

RTO code 91166

This handbook outlines the policies and procedures for qualifications offered by Tocal College including Recognition of Prior Learning (RPL), online Diploma and Advanced Diploma programsand the Certificate IV in Training and Assessment program.

Document information

Policy title	Student polices - Qualifications	Applies to	All students participating in Qualifications (Diploma, Cert IV TAE, and RPL)
Standards for Registered Training Organisations (RTOs) 2015		Clauses	4.1 Accessible information about services 5.1 to 5.4 Informed and protected learners 6.1 to 6.6 Fair complaints handling
NSW Smart and Skilled		Requirements	Consumer Protection Strategy 2016
Policy version	7.0	Effective date	
Author	Education Delivery	Next review due	December 2023 (version series 6.0)
Approved by	Sally Friis	Approval date	
Endorsed by	GASC	Endorsement date	

1.1 Table of Contents

1 Course enrolment

1.1 Application and enrolment

To be enrolled in a qualification, **either via study or Recognition of Prior Learning (RPL)**, a student must:

1. Fill out an online application form.
2. Have the application form reviewed and approved by the course coordinator.
3. This will involve a phone or Zoom interview with the course coordinator.
4. Complete a Literacy, Language and Numeracy (LLN) screening.
5. Accept the fee quote.
6. Complete an online enrolment form.
7. Pay the appropriate fee (see fee schedule for more information).

Steps 1- 4 above are for full qualification enrolment only. For part qualification and stand-alone units students complete step 4 and 5.

Enrolment and fees paid for a qualification or subsequent subjects are non-transferable to any other person/s.

Entry requirements for qualifications are specified on the Tocal College website.

To be enrolled in the **Recognition of Prior Learning (RPL)** program a candidate must:

1. Fill out an RPL application form
2. Have the RPL application form approved by the RPL case manager
3. Complete an enrolment form
4. Pay the appropriate application fee (see fee schedule for more information). Enrolment and fees paid for RPL are non-transferable to any other person/s.

1.2 Fee payment

Fees charged by Tocal College for all training and assessment services are according to the current fee schedule (link) on the website and are subject to variation. Changes to fees will be listed in the fee schedule and provided on the Tocal College website 30 days prior to implementation.

Additional fees may apply in certain circumstances. In these cases, a quote will be provided prior to charge.

Qualifications and/or statements of attainment will not be issued until full payment of fees.

Diploma qualifications:

Students can choose to pay:

- five instalments, the first being the enrolment fee which will be deducted from the total fee, and four (4) payments of 20% of the remaining fee payable; or
- in full at qualification enrolment.

Certificate IV TAE:

Fees must be paid in full at enrolment in the qualification or approval may be negotiated for a different payment schedule upon request.

RPL:

The application/enrolment fee must be paid on enrolment. Once the RPL case is finalised, a tax invoice for the balance of the RPL Fee will be issued.

Training subsidies:

Individual student fees may vary depending on the applicant's eligibility for training subsidy funding. Conditions associated with this funding will be provided in the fee schedule.

Tocal College is an NSW Smart and Skilled training provider. For more information about the Smart and Skilled program visit https://smartandskilled.nsw.gov.au/ or call 1300 772 104.

1.3 Refunds

Refunds apply in the following situations.

Qualifications and subjects:

- If within twenty-one (21) days of enrolment in a qualification/subject, the product does not meet expectations, the student is eligible for a full refund of the fee paid less an administration fee.
- Written application based on special circumstances may be made to the Principal of Tocal College.

RPL:

- Application/enrolment fees payable for assessment of RPL are non-refundable and non- transferrable.
- Written application based on special circumstances may be made to the Principal of Tocal College.

If Tocal College is unable for any reason to deliver a training product, students will be refunded the fees paid or alternative training and assessment arrangements will be organised.

1.4 Enrolment status

Qualifications:

All students are expected to complete their qualification within 2 years of enrolment and

Have eight (8) weeks to complete each subject. Tocal recognises that there may be misadventure, accident or extenuating circumstances beyond a student's control that prevents completion of the qualification within two years. Students can apply for a qualification extension and each application will be managed on a case-by-case basis on its merit.

If a subject is not completed within the required time without prior approval, the student's enrolment in the subject will be withdrawn and a refund will not apply. Reasonable extensions may be approved by the course coordinator upon written request.

Re-enrolment in the subject will require repayment of the subject fee. If the student receives a subsidy or scholarship to undertake the qualification and does not meet the above requirement, the fees payable by the student may vary, regardless of the original quote provided. If a student does not complete any subject in a six (6) month period without prior approval, the student's enrolment in the qualification will be withdrawn. Tocal College will notify the student one (1) month before their enrolment is due to be withdrawn.

Re-enrolment in the qualification will require repayment of the enrolment fee.

A student may apply to defer their studies once for up to six (6) months during their enrolment The total deferment time cannot exceed six months. Applications for deferral must be made in writing to the course coordinator and must be made at least two weeks prior to the current subject due date. If the subject has changed during the period of the student's deferral, they may be required to submit additional information as evidence of competency.

RPL:

Candidates will be given six (6) months from enrolment to complete their application for RPL. After that period, Tocal College will archive the RPL case.

Before archiving an incomplete case, Tocal College will give the candidate one (1) months' notice and the option of receiving a Statement of Attainment for units of competency that have been achieved. Those units will be charged at the rate per unit current at the time of enrolment.

If the candidate wishes to re-enrol and recommence the RPL case, they are required to pay a re-enrolment fee. This re-enrolment fee will be deducted from the total cost once the RPL case has been finalised. If a case is recommenced, the six (6) month period for completion applies and the same conditions apply (as described above).

1.5 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

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

Students conducting fieldwork as a component of their course at a location/premises not controlled by Tocal are covered by Tocal College's public liability policy. More information and a Certificate of Currency is available on request from the relevant Course Coordinator.

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

2 Learning and assessment

2.1 National (mutual) recognition

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.

2.2 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 www.tocal.nsw.edu.au/about-us/governance/industry.

2.3 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 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.

Qualifications may have additional entry requirements listed on the website.

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).

2.4 Volume of learning

The amount of time required by students to complete their full qualification is approximately 1200 hours in total. Where there are the ten (10) units of competency in the qualification, this equates to 120 hours per unit or 15 to 17 days (seven-hour day) per unit.

This volume of learning is in line with the AQF framework recommendations as shown in the Table below.

Table 1—Australian Qualifications Framework volume of learning

Certificate I	Certificate II	Certificate III*	CertificateIV^	Diploma	Advanced Diploma
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years	1 – 2 years	1.5 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 2400 hours	600 – 2400 hours	1200 – 2400 hours	1800 – 2400 hours

Source: ASQA website https://www.asqa.gov.au/standards/training-assessment/clauses-1.1-to- 1.4-2.2#what-clauses-1-1-to-1-4-and-2-2-mean-for-your-rto

The volume of learning covers all the learning requirements of the course including:

- reading time for each subject with provided publications and recommended industry resources

- emails and phone discussions with subject lecturers

- carrying out research and desktop studies for the subject and for the student's specific site or enterprise

- communications with agency staff, industry and technical experts and other stakeholders

- preparing for onsite fieldwork including methodology and required resources

- conducting the required onsite field work and research

- completing course activities in preparation for assessments

- preparing and writing plans, reports, and other assessment requirements

- completing and submitting all required assessments

- working through feedback from lecturer and resubmitting assessments as required.

2.5 Student support

Support is available via email, phone, face to face on-campus, and through the online learner management system. Key support staff include:

- Course coordinators

- Trainers and assessors

- RPL case managers

- Administrative support officers

- e-learning support officers.

2.6 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. Students may attempt an assessment task a maximum of four (4) times.

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

RPL:

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).

2.7 Issuing of statements

Statement of Attainment:

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 Academic Transcript detailing the units attained will be issued on completion of study of the full qualification.

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. 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).

3 Code of conduct

3.1 Internet and social media policy

Students' onsite at any one of Tocal College campus' must comply with the Internet and Social Media Policy (Version 1.2).

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 in 3.2.

Tocal College management reserve the right to remove any comments deemed to 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.

3.2 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 in 3.3.

3.3 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.

3.4 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*.

3.5 Complaints

If a student is unsatisfied with any service Tocal College provides they 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 a student is still unsatisfied with the outcome they can submit a Complaints and Appeals Form. A staff member can assist with this.

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

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.

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 Tocal College's registering body, which is the Australian Skills Quality Authority. Details can be found on their website at www.asqa.gov.au.

- the National Training Complaints Hotline, telephone 13 38 73. Complaints to this hotline are referred to the appropriate registering body.

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