

TOCAL COLLEGE  
YANCO CAMPUS

# 2024 Traineeship program

## Trainee guide



# Tocal College Yanco Campus Traineeship Program

## Trainee guide

**Version 7.0: Jan 2024**

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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 III through Tocal College Yanco Campus
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	1 January 2024
Author	Education Delivery	Next review due	December 2024 (version series 8.0)
Endorsed by	GASC	Endorsement date	4 February 2019

J24-010

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# Welcome

## Welcome to the Tocal College traineeship program!

Thank you for your interest in the Tocal College Certificate II, 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.

## Application and enrolment

To be enrolled in a Certificate III traineeship qualification and subsequent subjects a student must:

1. Fill out an application form
2. Have the application form reviewed and approved by the course coordinator (for qualification enrolment only)
3. Qualify for a traineeship program (Apprenticeship and traineeship centre contacted)
4. Complete an enrolment form
5. Pay the appropriate fee (see fee schedule for more information).
6. Develop a training plan with Traineeship coordinator

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



## Total Traineeships – combining on-the-job learning with structured training

Apprenticeships and Traineeships are established under the *Apprenticeship and Traineeship Act 2001* (the Act) 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 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.



1 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>.

2 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.



# About Tocal College Yanco Campus

Yanco Agricultural Institute is home to Tocal College's Yanco Campus. The campus has specialised training areas with the latest equipment and facilities to deliver customised training under real conditions to industry and community groups. Depending on the units that are undertaken the site for group engagement may vary.

Postal address: Tocal College  
Yanco Agricultural Institute,  
2198 Irrigation Way, Yanco 2703.

Email address: [yanco.tocalcollege@dpi.nsw.gov.au](mailto:yanco.tocalcollege@dpi.nsw.gov.au)

Phone number: 1800 628 422 or (02) 6951 2611





# Study blocks

The study blocks at Yanco Campus can vary from one day to up to a week. Trainees need to be in class by 8.30am. The day's activities usually end at around 4.00-4.30pm. Scheduled training dates will be set after consultation with your co-ordinator. Please note training dates are subject to change pending environmental conditions and/or trainer availability.

## Accommodation

Yanco Campus has two styles of accommodation on offer. Inga Bunkhouse accommodation that provides you with an individual room with a shared kitchen, bathroom, laundry and lounge area. A continental breakfast kit is supplied and left in the kitchen. Amaroo Motel is a 3 star facility with an individual continental breakfast pack supplied. The evening meal is supplied through arrangement with your Traineeship Coordinator.

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 advises to keep doors locked whenever away from the room. Payment for the accommodation is to be done at the Main Administration office. Keys must be returned to the Main Administration office prior to departure or a lost key fee will apply.

## Other facilities

Yanco Campus offers facilities for tennis, basketball, table tennis, as well as television. For assistance after hours and at weekends the Accommodation Manager can be contacted on 0437 816 638 or 0437 462 206 (Traineeship Coordinator).

## 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. You will need to bring your own breakfast supplies. Lunch is supplied during your training. Dinner arrangements are negotiated with Trainees and the Coordinator.

## 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.

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.

## Transport

If you need transport from the airport or bus station you must notify the Traineeship Coordinator.

## Emergency procedures and evacuation plan

In the event of an emergency/evacuation please remain calm. The Building Warden will direct people out of the building and to the EMERGENCY ASSEMBLY POINT. Please remain here 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. Trainees bringing cars or motorbikes onto the College must have a current drivers licence and must drive responsibly at all times. Motorbikes can only be brought onsite if they are the sole means of transport and not for recreational use. The speed limit on the campus grounds is 30 km/h.

## 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 others at risk.

Trainees 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 the 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

## Tocal's training approach

The standard Tocal Traineeship program is designed to give you a broad set of valuable skills and knowledge for your future career in Agriculture. Provided your progress is satisfactory you will gain a nationally recognised qualification. If you have specific interests or training needs you are encouraged to negotiate an individual training plan.

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 farm 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 Work Health & Safety              | • Farm welding                      | • Pasture Establishment and Management |
| • Safe Tractor Operation and Maintenance | • Chainsaw Maintenance and Handling | • Natural Resource Management          |
| • First Aid                              | • Livestock Handling & Husbandry    | • Forklift Licence                     |
| • Quality Assurance                      | • Breeding & Selection              | • Team Work & Communication Skills     |
| • Chemical Application                   | • Nutrition & Feeding               | • Vertebrate Pest Control              |
| • Fencing                                | • Cropping                          | • Wool Handling                        |
| • Motorbike/Quad Operation               | • Pest & Disease Management         |  |

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.

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.



**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 workplace assessment activities.**

# Student fees

## Smart and Skilled NSW

From 1 January 2015 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).**

<https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>

## Fees for Trainees at Tocal College Yanco Campus 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
<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.	\$55 per night Amaroo Motel  \$30 per night Inga Bunkhouse <sup>7</sup>
<b>Existing Worker Course Fee</b> (those ineligible for Government funding)	\$2950

## 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.

<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.

## 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

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.

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).

## Student support

Support is available via email, phone, face to face on-campus, and through [total.instructure.com](https://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.