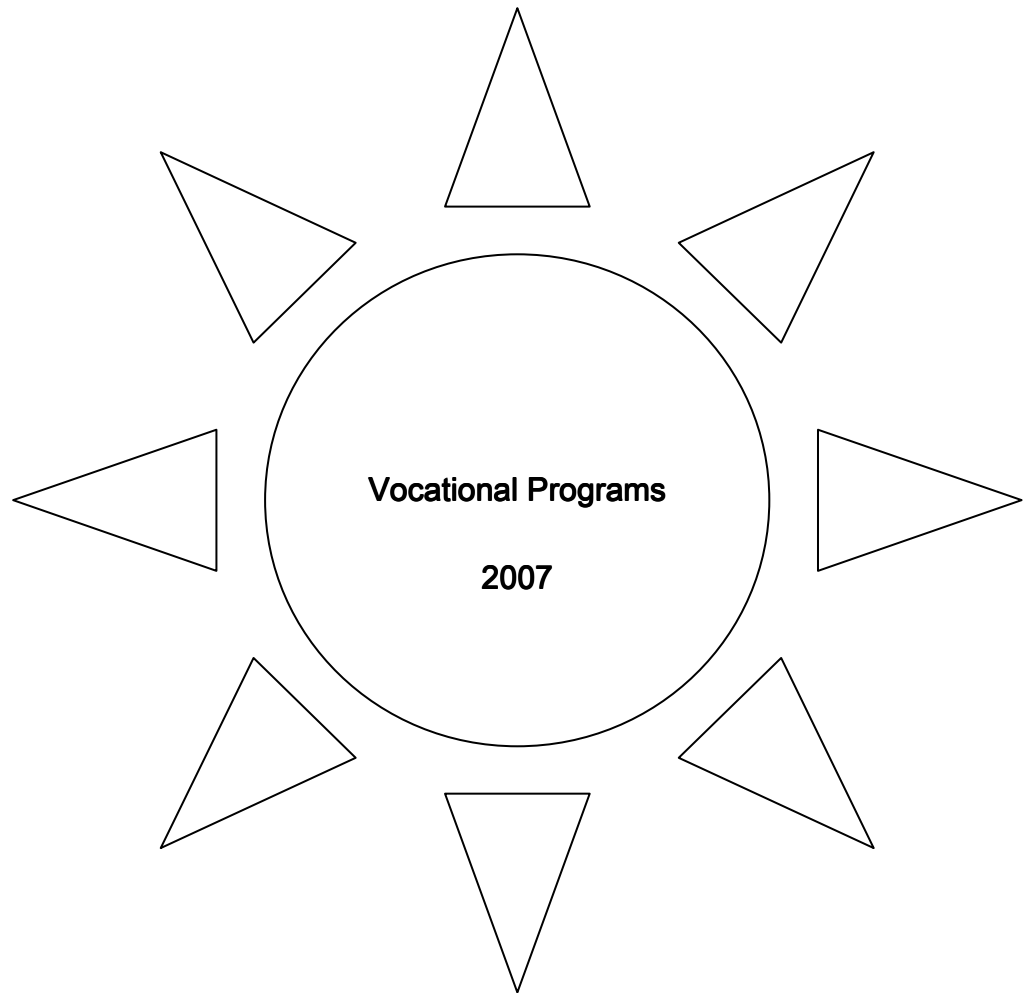




National Corporate Training Pty Ltd

Student Handbook



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REGISTERED TRAINING ORGANISATION DETAILS

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Welcome



Welcome from the Managing Director

Welcome to the National Corporate Training Pty Ltd and congratulations on choosing us to be a part of your continuing education. This “book” or student information guide 2006 gives you an overview of what you need to know about your vocational program, who to call and what to do.

At NCT, our priority is the education and well-being of our students. We have a range of services in place to make certain you are informed about the choices available to you and to support you during your studies at NCT. We are able to assist you to make decisions about future training options, careers and possible pathways for your vocational program.

We provide programs that are flexible to meet your needs, cost competitive and value for money. Our programs emphasize the practical supported by underpinning knowledge and skills which meets industry standards. An example is our VET-in-Schools program which was selected for good Practice by Department of Education and Training in 2005.

A qualification from NCT is well regarded locally, nationally and internationally and our close links with industry mean you will gain hands on experience during your study program.

I welcome you to NCT and encourage you to take full advantage of our quality programs and services.

Mrs Bronwyn Blencowe

M.Ed, Grad Dip Mgt, Grad Dip Ed, BBus, Dip TAA

Managing Director

National Corporate Training Pty Ltd

About NCT Pty Ltd

National Corporate Training Pty Ltd is the largest VET-in-Schools Provider in Western Australia. We offer over 20 vocational programs for schools from automotive, Engineering, Information Technology, Hospitality, Business, Child Care, Work Preparation, Furniture Making, Construction, Multimedia, Live Production Theatre and Events and Music. These programs are conducted through alliances with other industry partners as well as through our own company.

Qualifications range from Certificate I to Diploma level and provide a range of flexible learning options. Students may gain skills recognition for previous study and experience in all our courses. We offer a variety of delivery modes and learning options including face to face classes, self pacing, traineeships, VET-in-Schools programs, on site programs, skills recognition or on the job learning.

We currently have over 4000 students enrolled and these include High Schools students from Year 8-12, school leavers, first-time employees, those seeking a new career direction or additional skills, single parents and people with specific training needs.

We were recently selected as a finalist in the Small Business Awards for the City of Wanneroo and Satterley Group as well as being selected for Good Practice in 2005 by Department of Education and Training for our quality processes and VET-in-Schools Programs.

Our Philosophy is to provide a friendly environment that is supportive, nurturing and caring with Christian values and ethics.

We have been in operation since 2001 and experienced an unprecedented growth in our business of over 400% per year for the last four years. This has solely been due to our excellent customer service and word of mouth referrals.

Student Information Book

Introduction

This book has been produced for students to use as part of your Vocational Education and Training program. Our VET-in-Schools programs (as it is known) is delivered in at the same time as the Curriculum Council Subjects or Courses of Study in class. This is known as embedded. In some schools the VET-in-Schools program is delivered as a stand alone subject by the teachers at school instead of attending a private College like ours or TAFE. Our other vocational programs for the general community are offered here at Malaga.

The main thing to remember about such a program is that it is competency based not time served and students must collect evidence that matches the standards and requirements of the program. All schools who offer this program need to be monitored by a Registered Training Organisation like ours, National Corporate Training. We are registered by the Department of Education and Training, TAC Branch. We monitor the teachers as well as the students to ensure that the industry standards are being reached in the delivery of the program and in the assessment results achieved by the students. We monitor the evidence collection to ensure that you are reaching the required standards. If you do not have the evidence in your portfolio when we come to validate your school, you will not pass the Certificate.

National Corporate Training Pty Ltd is the awarding body for your Certificate (not TAFE or Department of Education and Training) so it is up to us to ensure that you meet all the course requirements prior to us sending your Certificate or Statement of Attainment upon successful completion.

Selection, enrolment and induction procedures

Selection procedures

To be selected for one of our courses you need to ensure that you have the minimum entrance requirements. These usually consist of being able to read and write in English. You will then be selected on merit and this is usually first to enroll into one of our programs. If one of our programs relates to a specific target group then you need to meet these requirements as well. This is a condition of some government funded courses.

How to Enrol

If you need more course or unit information before enrolling, please refer to the web site for more information on Courses or contact the Programs Co-ordinator during business hours.

You can enrol by [email](#), phone or fax and send your supporting documentation separately. Your enrolment will be confirmed when this information is received.

Download and complete a 2006 enrolment form and either fax, mail, or deliver your form in person to our office. You will be advised as soon as your application is processed. Your study notes will be sent to the address nominated at the time of enrolment, approximately 2-4 weeks prior to classes starting.

If you are completing this course as part of your secondary graduation your teacher will organise the enrolments and sending of the results to us and to curriculum council. Apart from advising your parents that you will be completing this program as part of your school work, you do not need to complete any forms.

Induction procedures

When you have commenced your course the first class will be an induction. This is carried out by your teacher. If you are doing this program as part of your school studies then National Corporate Training Pty Ltd will conduct the student induction session. Your teacher will organize this for you.

Course Information

During the first week of each subject in your course you will be provided with:

- an outline of the subject
- the assessment requirements
- any special health and safety requirements

NCT courses are developed and regularly reviewed in consultation with relevant industry and community groups. Where appropriate, courses include training in Occupational Health and Safety. Our facilities and equipment meet the specified requirements for each subject or module.

As students, you are our largest group of customers and we regularly ask you how well we are performing. We use this feedback to identify where improvements can be made.

Our qualifications are highly valued by all education and training providers, industry and the community, and we are recognised throughout Australia.

We give you credit for relevant previous study, work or life experience. You may also receive credit for some of our courses when you enrol at university. Ask about credits at enrolment. In line with national principles, our assessment processes are valid, reliable, flexible and fair. Course information is also available on our web site.

Fees and Charges

All fees and charges are clearly stated on our enrolment forms. For government funded courses we charge the same rate as the TAFE Fees plus a small resource charge. Refer to the TAFE Fees and Charges Booklet or your enrolment form.

Refund Policies

A Total or partial refund of the fee may be given in the following exceptional circumstances:

- Students who have overpaid the fee
- Students enrolled in a course that has been cancelled by NCT.
- The student pays but receives Youth Allowance or Austudy commencing within two weeks of the enrolment date or the date of first attendance at class if on a government funded course.
- The student enrolls in a course only to repeat a failed subject but is then granted a pass in that subject by an Assessment Appeals Committee.
- The student advises NCT, before classes commence, that they are withdrawing from the course and no effort has been expended by NCT staff.
- If effort has been expended by NCT staff no refund is available.
- The Programs co-ordinator is of the opinion that the applicant/student would be unreasonably disadvantaged if not granted a refund. For example, a student who meets with a serious misadventure and is unable to continue his/her enrolment.

Exemptions

The following people can apply for an individual exemption from a course for which we are government funded:

- Aboriginal /Torres Strait Islander descent students
- Austudy recipients - including Veteran's' Children Education Scheme (to be eligible for an exemption from the fees, students must be receiving the full Austudy benefit for the course they are studying at the company. Students receiving partial Austudy benefit [known as the Austudy Supplement] will not be eligible for an exemption. Austudy must be backdated to the time of enrolment or commencement of classes.)
- Pensioner concession card (NOT a health care card)
- School students studying through a school based traineeship

Students, who are ineligible for fee exemption under the Categories listed above, may apply to the Managing Director for consideration of a payment plan for exceptional financial circumstances. Relevant documentation would be required to support the special or exceptional circumstances.

Language Literacy and Numeracy assistance

Where learning support is required for those with basic literacy, numeracy or other identified areas of learning difficulty, students may be referred to specialists in a particular area outside of the company. This is at the expense of the student. All facilitators will provide first point of assistance and then the student referred if the facilitator is unable to assist.

Client Support

We provide support services to help you achieve your educational goals and improve your employment prospects. These include:

- access to the local library, which provide a range of resources and services
- qualified staff , who are available for personal and vocational guidance
- specialist staff who can organise support services for students with special needs
- crèche for short term care
- access programs
- literacy and numeracy support programs

Our policies recognise your right to learn in an environment that is free from discrimination and harassment. We provide you with a safe learning environment by meeting occupational health and safety standards.

It is important that students are adequately supported through the assessment process. Students are provided with:

- adequate time to practice and acquire skills and knowledge prior to their assessment
- feedback on their progress through formative assessment
- equal opportunity to demonstrate their competence/skills and knowledge
- appropriate levels of learning support as required
- feedback on assessment results
- support in addressing skills or knowledge gaps identified in the assessment.

Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the program of study.

Reasonable adjustment may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time in the examination period.

Students with special needs must inform the Office of the nature of their need at the time of enrolment so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate. For more information see NCT's Access and Equity Policy.

Tutorial Support

The Programs Co-coordinator offers tutorial support to students enrolled in NCT courses. Students can obtain help with understanding course notes or manuals, study skills, preparation of assignments, reading, writing, language or numeracy Ask any of the staff to direct you to the Programs Co-ordinator.

Computers for student use

Computer are available in the computing lab during business hours if no class is running.

Flexible Learning

Students are encouraged to work at their own pace within the class structure as well as at home. The delivery of programs is designed to suit the student. If you cannot attend class notify us for alternative arrangements.

Assessment procedures

Assessment is central to the quality of any educational program. It involves gathering evidence and making judgments on whether a person has achieved the competencies of a course. All Students who successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment. NCT Pty Ltd follows the five principles of assessment. These principles are:

- validity
- reliability
- flexibility
- fairness
- sufficiency.

All assessments are designed using these principles. Assessment is generally continuous i.e. throughout the course and the class teacher will give you a program of work which contains the assessments required for your units of competency during your first class. This will identify the assessment method used for each subject and the due dates for the assessments. Students must complete all assessment events in order to successfully complete the units of competency and achieve a Competent result in each assessment task to be deemed Competent in the entire unit of competency.

If you have a permanent or temporary disability which may affect your ability to complete an assessment, or finish it in the required time, contact the Programs Co-ordinator, who will determine if you qualify for additional assistance e.g. a modified examination paper, additional time to sit the examination. If additional assistance is approved and the nature and/or degree of the disability subsequently changes, the Programs Co-ordinator must be informed before the assessment. All assessment answers must be written in English unless otherwise directed in the assessment.

Malpractice

Malpractice is where any action taken by a person during an assessment gives that person, or another person, an unfair advantage, or disadvantages another person. If you engage in malpractice, such as copying, collusion with another person, using unauthorised notes, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from failure in the unit of competency being assessed to exclusion from the campus for a specified period of time.

Notification of results

You will receive information about your progress on a regular basis during your course, and you will be promptly notified of your results. Certificates or Statements of Attainment are issued once you have completed your enrolment period. Your personal records will not be released to any other person or organisation without proper authority.

Review of grade

If you believe there may have been some mistake, you can apply for your grade to be reviewed. Application forms to review final grades can be obtained from the Program Co-ordinator

Welfare and Guidance Services

Staff at NCT are able to assist students to choose the right course, help with individual study needs, provide specific courses for the education and training of Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, women, disabled, mature aged, youth and lone parents.

A free and confidential guidance service is available to students and prospective students. Our staff are approachable and are experienced. We give support in three broad areas:

Educational - planning courses, assisting with study problems or exam anxiety, coping with learning difficulties, and stress management.

Vocational - planning for educational and career goals, assessing career direction, providing information about other educational institutions and assisting with job seeking skills.

Personal - helping with a range of personal issues that affects their learning and information about community resources and government agencies for additional further support.

Note that we do not provide psychological counseling but can refer you to an outside agency. This will be at the student's own expense.

Appeals and complaints Procedures

Apart from complaints and appeals relating to assessment, Students might have complaints or grievances concerning other aspects of the services provided by the Company.

Issues which may give rise to grievances include:

- client service
- dissatisfaction with course/units of competency delivery or outcomes
- dissatisfaction with contractor or employee conduct
- dissatisfaction with the learning environment
- individuals who believe they have been treated unfairly on the grounds of access and equity
- occupational health and safety concerns related to delivery and/or assessment.

National Corporate Training Pty Ltd has procedures in place to deal with such complaints or grievances. If you have a complaint or grievance, first raise it with National Corporate Training Pty Ltd

staff member concerned. If the staff member cannot resolve the matter to your satisfaction, take your complaint or grievance to the Managing Director by placing your complaint in writing. Depending on the nature of the complaint or grievance, the MD may take a variety of actions to resolve the issue. National Corporate Training Pty Ltd will make every reasonable attempt to resolve all issues brought to its attention. If, after exhausting all avenues available through the Company, you are still dissatisfied with the outcome, you may take whatever action you feel appropriate, including referring the matter to appropriate State or Commonwealth departments or bodies, such as the Department of Fair Trading or Training Accreditation Council.

If you wish to appeal a decision, you need to write a letter to the Managing Director stating your grounds for appeal. Upon receipt, the Managing Director will set up an appeals panel that will investigate the complaint and make a decision if possible. If the problem needs to be forwarded to an external arbiter, the Managing Director will forward all documentation to this person to re-assess. The appeal will be remarked within 10 working days of receipt of the appeal. Once a decision has been reached, the student is notified by the Managing Director.

Disciplinary procedures

Misconduct refers to non-academic or academic misconduct by a student of the Company. Examples of misconduct include:

- interfering with the orderly conduct of an assessment or training session or impairing or hindering the learning or assessment performance of others
- impairing or undermining the reputation of the Company, its courses or assessments
- gaining or seeking to gain an unfair advantage in relation to any work submitted for assessment or dishonestly helping others to gain an unfair advantage
- removing examination material from a secure examination area
- plagiarism
- collusion.

National Corporate Training Pty Ltd may impose penalties on Students for proven acts of academic or non-academic misconduct. Examples of penalties that may be imposed are:

- a formal caution or reprimand
- recording a 'Disciplinary Fail' against a subject
- temporary or permanent exclusion from NCT's programs

Plagiarism

Plagiarism refers to any attempt by Students to use the work, words or ideas of others without proper attribution, or any attempt to pass off the work, words or ideas of others as their own. Such acts are considered plagiarism whether they occur intentionally or carelessly. In the context of assessment, plagiarism occurs if a student:

- presents any phrase or extracts, verbatim, without using quotation marks and without any reference to the author
- paraphrases all or part of an author's work and presents it without any, or with inadequate, reference to the author. This includes published Student Answer Guides.
- copies or paraphrases all or part of another student's work or otherwise presents another student's work as their own
- presents all or part of an assessment item previously submitted by them for another subject, for assessment in the subject concerned or another subject
- presents all or part of the work of another student (past or present) as their own.

Proven acts of plagiarism will incur penalties under the Company's Student Misconduct Policy.

Collaboration

National Corporate Training Pty Ltd encourages Students to study together and discuss their assessment preparation but we emphasize that Students must ensure that the work they submit for their assessment is their own work and that it is written independently. Students are encouraged to discuss assignment questions but not answers.

Collaboration refers to the following allowable methods of cooperative work:

- work produced with other Students, for example as part of a group exercise or assignment, with acknowledgement of the source and methods used.
- work which incorporates or is based on templates or examples provided by National Corporate Training, with acknowledgement of the source and methods used.

Collusion

Collusion is defined as an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. In an educational context, collusion can apply to Students (past, present and future) who intentionally cooperate in order to gain an unfair advantage in the gaining of an award, qualification, Statement of Attainment or academic credit towards these.

Collusion may also refer to the following, which are considered contrary to allowable assessment preparation approaches:

- unauthorised and unacknowledged joint effort in an assessment
- unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
- unauthorised and unacknowledged assistance from another person, not necessarily another student, in an assessment.

Work produced in collusion with other Students will be regarded as academic misconduct. Proven acts of unauthorised or non-allowable collusion will incur penalties under the Student Misconduct Policy.

Breach of Discipline

A student will be considered to have committed a breach of discipline if he or she:

- assaults or threatens to assault a person;
- engages in any offensive conduct or any unlawful activity;
- consumes alcohol otherwise than in an area where it is permitted;
- smokes otherwise than in an area where it is permitted;
- removes, damages or uses any property of NCT without the authority of NCT;
- obstructs a member of staff in the performance of the member's duties;
- refuses to give satisfactory particulars of the student's identity in response to a direction to do so by a member of staff;
- fails to give full and accurate particulars of the student's citizenship or residency status at the time of the student's initial enrolment;
- fails to produce evidence of the student's residency status if required to do so by NCT
- fails to give full accurate particulars of any change in the student's residency status within 14 days of any such change;
- willfully disobeys or disregards an order or direction of a member of staff, including a direction regarding safety;
- enters NCT premises, or fails to leave a part of premises of the NCT premises, contrary to a direction given by a member of staff;
- commits or engages in any dishonest or unfair act in relation to an examination or other form of academic assessment;
- falsifies, or attempts to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment;
- discriminates against a person on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability, or religion;
- incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability, or religion of the person or members of the group;
- fails to pay any fee or charge owing to NCT;
- fails to return a book or material borrowed from a library of NCT after at least 2 notices directing the student to return the book or material within a specified time have been served on the student;
- fails to comply with a Code of Conduct relating to student discipline, as approved by NCT
- fails to comply with a provision of this Policy or with an order or direction given under such a provision.

Penalties for breaches of discipline

Where a delegated officer is satisfied that a student has committed a breach of discipline, any of the following penalties may be applied:

- reprimand
- requirement to attend an interview at a specified time and place

- a fine not exceeding replacement of item(s) or repair costs
- payment of compensation by student for damages or loss of property
- use of specified equipment only in accordance with certain conditions
- exclusion from the site for up to 30 days
- exclusion from one or more examinations
- denied the right to borrow any book or reference material from NCT libraries

Access and Equity

National Corporate Training Pty Ltd is committed to:

- providing equal opportunity and promoting inclusive practices and processes for all students
- providing a learning environment which is free from discrimination and harassment
- integrating the principles of access and equity in its policies and procedures.

National Corporate Training Pty Ltd has adopted the following principles which reflect those of the Equal Employment Opportunity Act:

- the client (student) recruitment and admission process is bias-free and non-discriminatory
- curriculum is inclusive of a range of participant needs
- the assessment process is fair, valid, reliable and consistent
- support is provided to those with special needs
- grievances are addressed in a fair and equitable manner
- adaptive technology is developed and used where possible.

If you have any special needs with regard to your learning and/or assessment with the Company you should bring them to the attention of the Program Co-coordinator at the time of enrolment. If you have any issues or grievance relating to access and equity of learning and/or assessment, you should bring them to the attention of the Programs Co-coordinator at the earliest opportunity.

Harassment

It is against the anti-discrimination law to be discriminated against or harassed on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- carer's responsibilities (employment only)

It is also against the law for anyone to:

- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Here are some suggestions as to what you can do if you are being harassed:

- Let the offender know that the behaviour is offensive and unacceptable (it may be a good idea to have another person with you when you do this).
- Speak to the Harassment Contact Officer who is the Managing Director as soon as possible.
- Keep a written record of the incidents (including the names of any witnesses)
- Lodge a complaint through the Institute's complaint procedure (which you can do through the Harassment Officer)
- Lodge a complaint with the Anti-Discrimination Board if you do not get any satisfaction.

Code of Practice

Refer to our Code of Conduct document which is available for all students at our Reception Desk and also on our web site.

Recognition of Prior Learning

Under the competency based training system, experienced and skilled individuals can have their existing skills assessed and a qualification issued without necessarily undergoing any additional training. Recognised qualifications under the new training system recognise the competency of an individual rather than the completion of a course. If individuals can demonstrate some competencies, but not enough to fulfil the requirements for gaining their qualification as an apprentice/trainee, they can still be assessed to gain a Statement of Attainment for the competencies they have already achieved and/or gain credit towards a qualification.

Mutual Recognition

All RTOs are obligated to recognise the AQF qualifications and statements of attainment issued by other RTOs, to clients. This means that if you achieve competency in units of competency we are required to accept these as valid and reliable. You won't then need to provide any additional information regarding these units.

What is Evidence?

Evidence is the term used to describe the information that your Teacher uses to ensure that you have gained the skills and knowledge in each topic. The evidence that you may provide can take many forms, and suggestions have been provided in the form of the tasks, activities and observation sheets provided in this booklet. It is the responsibility of the student to ensure all work is retained as evidence to enable the teacher to verify that all tasks have been completed. Therefore care should be taken with the security of all personal work. This is also important as examples of student work (written and practical) will be needed for future moderation.

Where does training take place?

You complete all training at school, at work or at our Malaga Office. Your Trainer/Teacher will advise you of the location.

PORTFOLIO REQUIREMENTS

The portfolio submitted as part of your assessment requirements must be of a very high standard of presentation. If using a hard copy, as a minimum you should have the following in a folder of some description e.g. display folder or A4 Arch lever file or on computer:

- a. Cover Page which includes subject title, student name, teacher's name, date of submission, Task or assignment number, Cover page with picture or photograph depicting the topic, Certificate name.
- b. Contents Page which identifies specific Assignments
- c. Assignment Cover Sheet
- d. All written work word processed.
- e. Include a copy of your making sheet for the teacher if appropriate.
- f. File to be kept in a clean and tidy manner
- g. All work must of a high quality and completed safely.

Students commencing a course late

Students cannot be given credit for work not completed in the course except that:

- Students will be given the opportunity to complete missed assessment work
- Opportunities for recognition of current competencies will be provided to the students
- Students will be required to complete tasks already undertaken by the class

Student Responsibilities

It is YOUR responsibility to:

- Complete all assessment tasks by the due date
- Complete all assessment tasks in the assessment booklet
- Initiate contact with the teacher concerning absence from class, missed assignments, extensions and other assessment issues
- To comply with all your School policies
- To work safely in all areas and abide by the Safety Policy as outlined in this document.
- To be responsible for their personal progress. Students will be expected to consult with their teacher on a regular basis if they are to derive the greatest benefit and appropriate individual guidance.

Reporting

Students will be kept informed of their progress in the subject. If students are not achieving their potential, not completing tasks, they or their parents (if under 18) will be informed of the identified risk to the student.

Evacuations

Our premises at Malaga has an evacuation plan in place. If you are instructed to evacuate, walk calmly and quietly to the nearest safe exit. Exits are marked with GREEN signs bearing the word EXIT in WHITE. If it is safe to do so, close the windows as you leave. Do not attempt to use fire-fighting equipment unless you have been trained to do so and the action does not place you in danger. Obey the instructions of the teachers and proceed to the safe assembly area. A roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to the classroom. Familiarise yourself with the location of fire exits. Do not interfere with emergency equipment - it is a criminal offence and may cause loss of life. When you are ordered to evacuate, leave immediately and directly without stopping to collect belongings. In all emergency evacuations you must stay with your class group until your teacher or another staff member directs you to do otherwise.

Occupational Health and Safety

National Corporate Training Pty Ltd has an Occupational Health and Safety Plan that places responsibilities on all teachers, staff and supervisors to ensure compliance with all OHS measures. Entry of persons on company property is conditional to them complying with all policies. Pre-requisite for attending classes have been established for all units and failure to comply will lead to students being asked to leave the premises. Students are required to comply with Occupational Health and Safety requirements of the company and the OSH Legislation in WA.

Students are required to observe accepted standards of personal cleanliness and to observe standard safety practices including the wearing of approved clothing and the use of protective equipment. Students must inform their teacher about any injuries that occur while on company premises or property (or during class activities away from company premises). In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance. Report all incidents to class teacher, even if no one is injured or equipment is damaged. A student will not be permitted to enter or remain at any location/site if barefooted - footwear such as thongs, platform shoes and stiletto heels are prohibited. Report any faulty plant or equipment immediately to the class teacher. Do not use any faulty equipment.

Photocopying & Copyright

A copyright owner is entitled to take legal action against a person who infringes copyright. Unless making a copy of a work is fair dealing under Section 40 of the Copyright Act, 1968, making a copy is an infringement of the copyright on that work. It is a fair dealing to make a copy (for the purpose of research or study) of one or more articles on the same subject matter in a periodical. In the case of a

published work (that is not an artistic work and is more than 10 pages) 10% of the total number of pages (or one chapter) is a reasonable portion. More extensive copying may constitute fair dealing for the purpose of research or study. Check with your teacher.

Suggestions or Complaints

Complaints and suggestions, as well as compliments and other positive feedback from the people who use the Company's services are welcome. The feedback helps staff - to meet expectations, remedy problems and improve systems. The suggestion or complaint can be about any aspect of the service provided or not provided; the behaviour or decisions of staff; or about workplace practices, policies or procedures. If you have a suggestion or complaint it is a good idea to report it as soon as possible. Your teacher is the best person to talk to, however, depending on the situation; you may prefer to contact the Programs Co-ordinator. If you make a suggestion or complaint to a staff member (be it in person, in writing or over the phone) that person may ask you to fill out a Suggestion or Complaint Form (available from the Administration Desk in reception) ensures that your concern receives attention. The staff member should get back to you within three days to let you know what action is being taken.

Good luck in your studies.

Bronwyn Blencowe
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