



MACKILLOP Catholic College

REGISTERED TRAINING ORGANISATION
RTO CODE: 45147

RTO STUDENT HANDBOOK

TABLE OF CONTENTS

1	Introduction	3
1.1	Benefits of Studying at MacKillop RTO	3
1.2	Eligibility	3
2	What You Need to Know About Any VET Course	4
2.1	Competency Based Training and Assessment	4
2.2	Unique Student Identifier (USI)	4
3	Starting Your Course	5
3.1	Application Process	5
3.2	Enrolment Interviews	5
3.3	Student Induction Procedures	5
3.4	Assessments & Procedures	5
4	Student Support, Wellbeing and Counselling Services	6
5	Code of Conduct, Rights and Responsibilities	7
5.1	For the Learner	7
5.2	For the RTO	8
6	Fees and Charges	8
7	Privacy and Confidentiality	9
8	Recognition	12
8.1	AQF	12
8.2	How to Apply	12
8.3	NTCET Credit	13
9	Feedback	13
9.1	Surveys	13
9.2	Compliments	13
9.3	Complaints	14
9.4	Appeals (including assessment decisions)	14
10	Policies and Procedures	14
11	RTO Contacts	15

1 INTRODUCTION

MacKillop Catholic College Registered Training Organisation (RTO) – 45147, delivers nationally accredited Vocational Education and Training (VET) courses in a range of industry areas.

1.1 BENEFITS OF STUDYING AT MACKILLOP RTO

MacKillop Catholic College RTO has a commitment to making a difference, however big or small, in the lives of each young person to “be the best they can be”.

- Students gain competencies leading to the award of a certificate recognised anywhere in Australia
- Successful completion of competencies entitles students to Stage 1/2 credits towards the Northern Territory Certificate of Education and Training (NTCET);
- Students develop skills and knowledge valued in the workplace;
- Students gain exposure to employers through structured work placements, excursions and partnership programs;
- Confidence and communication skills increase through learning in a work environment;
- The safe environment is beneficial for younger or less confident students;
- Courses are designed specifically for the VET In Schools cohort.

Information about the MacKillop RTO can be found at mackillopnt.catholic.edu.au/rto/

1.2 ELIGIBILITY

Any student who is in Year 9 or above (or 14 years of age) and a currently enrolled student at any high school in the NT is eligible to apply.

2 WHAT YOU NEED TO KNOW ABOUT ANY VET COURSE

The College RTO has a number of Vocational Education and Training courses registered on its scope of registration. You can see this on the National Register at www.training.gov.au under our RTO code **45147**. All of the training products on the National Register provide successful completers with a nationally recognised training outcome (a qualification or statement of attainment). To be nationally recognised, a qualification must meet the guidelines of the Australian Qualifications Framework (AQF) which sets the standards for each level of a qualification's outcomes. You can find out more about the AQF at www.aqf.edu.au.

2.1 COMPETENCY BASED TRAINING AND ASSESSMENT

Training and assessment in VET is competency based. This means that achievement is determined by each individual reaching the pre-set competency (knowledge and skills) criteria – not a grade or a percentage. Each assessment will be assessed by your trainer/assessor as having either achieved a 'Satisfactory' or 'Not Yet Satisfactory' standard. If your work has been marked as Not Yet Satisfactory, you will be provided the opportunity to re-do this assessment. If additional training and/or support is required to help you understand the learning, your trainer will arrange additional tuition for you.

When all competencies towards a unit of competency have been demonstrated you will be marked off for that unit as "Competent". If you are unable to finish the course, but have completed some assessments, you may be eligible for units of competency in partial completion of the qualification resulting in a Statement of Attainment. These units can still be used as credits towards your NTCET. If you need to withdraw from the course for any reason, please provide a withdrawal letter.

2.2 UNIQUE STUDENT IDENTIFIER (USI)

As of 1 January 2015, all students enrolling in a VET course offered by any RTO must supply the RTO with the USI. A USI can be obtained from www.usi.gov.au. The USI is then held by you and needs to be provided for all future VET training. A learner without a USI cannot be issued with a VET certificate or statement of attainment for any studies completed.

3 STARTING YOUR COURSE

3.1 APPLICATION PROCESS

There are two ways to enter into a VET course with MacKillop RTO. You can submit an Expression of Interest (EOI) Form at any time throughout the year either on paper or preferably use the automated EOI form:

www.mackillopnt.catholic.edu.au/rto_enrolment/

If you are a school student please apply through your schools' VET and Career Coordinator to submit an EOI.

3.2 ENROLMENT INTERVIEWS

Enrolment interviews are conducted for all RTO courses to ensure that students are fully aware of the program requirements and to give the opportunity for prospective students to ask questions. At the enrolment interview you will be asked to complete a short evaluation to confirm your Language, Literacy and Numeracy (LLN) levels. This test is designed to assist the trainer in understanding how they can support you in completing your course. If LLN issues are identified, this does not automatically preclude you from participating in all courses.

Students with special needs or who have an education plan, will be required to provide their needs and plans to the RTO prior to course enrolment.

3.3 STUDENT INDUCTION PROCEDURES

As part of your introduction to the course you will be provided with an induction when commencing your course. This is an information session that goes through this handbook, the qualification or program Course Guide and the Course Timetable. Additional information about your rights and responsibilities as a VET student will be outlined and the role of the RTO will be explained. You will be asked to sign an induction checklist to agree that you have received and understood the information.

3.4 ASSESSMENTS & PROCEDURES

At the beginning of the course you will be given a Course Timetable which outlines the schedule of training, the expected time allocation for each topic and importantly, the expected assessment deadlines to assist you to plan your approach to the projects and jobs in the course.

Assessments will vary with each unit. They may include written assessments, practical observations, projects, oral questions and/or portfolios.

4 STUDENT SUPPORT AND WELLBEING

You have access to a range of support services which include induction, LLN assessment, disability access, individual support and assistance, English language support available, access to trainer and assessor consultations and feedback, email access to trainers/ assessors, referral to Catholic Care and contact with the RTO Manager.

Within the course, more specialist assistance for students can be accessed (made by arrangement with the RTO Manager) through:

- Internet resources;
- Additional tutorial classes;
- Individual mentoring;
- LLN or English as a Second Language support (made by arrangement with the RTO Manager)



5 CODE OF CONDUCT, RIGHTS AND RESPONSIBILITIES

5.1 FOR THE LEARNER

Code of Conduct

Students are to:

- Ensure they are “In class, On time and On task”;
- Participate in lessons and activities;
- Complete assessment tasks and submit on time;
- Manage their time well to ensure all VET requirements are met;
- Seek help immediately when needed.

Vocational Work Placement

Your participation in work placement is part of your assessment and as such is a key component of the program. The Vocational Work Placement will provide real workplace experiences that build on the skills learnt in the classroom. While on placement there is support from the RTO, your trainer, the employers and the Department of Education’s Industry Engagement Co-ordinator to ensure that you gain the best experience and training. You are required to commit to your placement like a real job being mindful of the Code of Conduct while working in the wider community and with the equipment and resources of the workplace.

Plagiarism

Plagiarism is the copying of another person’s work and pretending that it is your own. If you want to use a piece of another person’s work to explain something, you will need to make sure that you detail where you got the information from and who wrote it. This is called referencing. If you do group work or work with a partner, you should also make sure that you note this on your assessment so that your trainer/assessor knows that your work will be very similar to the work submitted by your partner or group. If you are unsure of the rules, you should ask your trainer if you can work with a partner or group for the assignment or assessment work. Plagiarism is a serious offence and may result in your work being marked as Not Yet Satisfactory or Not Competent. You may be required to resubmit your assignments or assessments again, or more serious disciplinary action may be undertaken and you could be removed from the course. All cases of suspected plagiarism will be investigated by the RTO Manager.

5.2 FOR THE RTO

The College RTO is responsible for the quality of the training and assessment you receive and as a Registered Training Organisation must comply with the Standards for Registered Training Organisations 2015. Our compliance with these standards is monitored by the Australian Skills Quality Authority (ASQA) www.asqa.gov.au.

If the College RTO closes or ceases to deliver any part of the training product that you are enrolled in, MacKillop Catholic College will ensure that you are transitioned to another RTO to provide a continuity of training. Should the College RTO make any decision to involve a third party in your training or assessment or to change its ownership or any other matter that you should be informed about, this will be communicated to you promptly via letter and/or email. And the fees for training determined by that RTO would be charged to you.

6 FEES AND CHARGES

The College RTO does not charge a fee for delivery of this course to school students. Adult students are to contact the office for fees.

Any re-issuance request for a certificate or a statement of attainment has a cost of \$30.00 per issue.

7 PRIVACY AND CONFIDENTIALITY

Protecting each individual's privacy is not only respectful but a legislative requirement, however the RTO is required to collect information for the purposes of conducting education and training.

The RTO is required under legislation to collect further information (under AVETMISS - the Australian Vocational Education and Training Management Information Statistical Standard). We have incorporated these extra questions into the VET Courses Enrolment Form. Only authorised persons within the College RTO will have access to this information and personal details will not be given to any other third party without written consent, unless authorised or required by law.

In fuller detail:

Under the [National Vocational Education and Training Regulator \(Data Provision Requirements\) Instrument 2020](#), MacKillop Catholic College RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Consequences that may arise from providing false, misleading or incomplete information, include the cancellation of your enrolment or the withdrawal of any offer made by the RTO.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the [National Vocational Education and Training Regulator Act 2011](#)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the [Privacy Act 1988](#), (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact MacKillop Catholic College RTO to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

8 RECOGNITION & STUDENT ACHIEVEMENT

8.1 AQF

Credit Transfer

Students who have evidence in the form of AQF certification or authenticated transcripts from any another RTO or from an AQF authorised issuing authority for units of competency relevant to this qualification will be given credit upon enrolment.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency(ies) of an individual that may have been acquired through formal, non-formal and informal learning, to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or degree);
- non-formal learning refers to learning that takes places through a structured program of instruction, but does not lead to the attainment of AQF qualification or statement of attainment (for example, in-house professional development programs); and,
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example work history and experience).

8.2 HOW TO APPLY FOR CT/ RPL

You can apply for Credit or RPL at enrolment or at any time prior to the commencement of the course through the RTO office.

You may ask your trainer for assistance with the application form. They will list the types of evidence that you may have that will be applicable. This could include, for example:

- samples of your work;
- portfolio of evidence (including photographs, digital recordings etc);
- an observation of you at work; or,
- third party reports from your employer/work placement or another person who knows your work.

Sometimes the review of evidence is combined with the assessor conducting assessments that show you already have the knowledge and skills. For example:

- practical skill assessments; or,
- written or oral knowledge assessments.

8.3 NTCET CREDIT

All qualifications or units of competency that make up a qualification, in the Australian Qualifications Framework (AQF) can contribute to the completion requirements of the Northern Territory Certificate of Education and Training (NTCET). Currently for every 70 nominal hours of nationally recognised training successfully completed, 10 credits will be recognised towards the NTCET. All competencies/modules are assigned NTCET Stage 1 or Stage 2 and can contribute to some of the compulsory components of the NTCET pattern. The SACE Board determines the stage at which qualifications will be granted recognition in the NTCET. For details of how specific VET qualifications can earn NTCET credits at Stage 1 and/or Stage 2, please speak to your VET co-ordinator.

8.4 Certificate

On successful completion of your course you will be provided with a nationally recognised certificate.

Should you not complete your course, you will receive a Statement of Attainment for any units for which you have been deemed.

9 FEEDBACK

Receiving constructive feedback about progress is an important part of improving our training programs. The College RTO has a continuous improvement program that is designed to gain feedback from as many sources as possible to ensure we are listening to and acting upon constructive feedback.

9.1 SURVEYS

During and at the completion of your course you will be asked to complete surveys. These are designed to assist the College RTO to improve the course, its services and support for all students.

9.2 COMPLIMENTS

At any time you can provide compliments, suggestions and general feedback about the RTO and its courses to your trainer or by emailing rto.admin@nt.catholic.edu.au.

9.3 COMPLAINTS

The College RTO seeks to prevent complaints by ensuring that students are satisfied with their training and its outcomes. All staff are expected to be fair, courteous and helpful in all dealings with students. However should you or a parent, or other stakeholder have a complaint, it should be raised with the relevant staff member in the first instance. If the issue cannot be resolved, a formal complaint (in writing) should be emailed to rto.admin@nt.catholic.edu.au.

The Complaints Policy can be found on mackillopnt.catholic.edu.au/rto/.

9.4 ASSESSMENT APPEALS

The Appeals Policy can be found on mackillopnt.catholic.edu.au/rto/.

Appeals forms are also available at any time from the RTO Manager. An appeal is used when you disagree with the outcome of a decision. For example, if your trainer has said that your work is 'Not Yet Satisfactory' but you believe that you have completed the tasks correctly, you can ask to have the work re-marked by a different trainer/assessor. All appeals must be lodged in writing directly to the RTO Manager. Staff can assist you in lodging an appeal.

If (having exhausted all internal processes) you are still not satisfied, you may take the matter externally to an appropriate third party or contact the National Training Complaints Hotline: 133873

10 POLICIES AND PROCEDURES

The MacKillop RTO operates under a robust framework to ensure the best possible training and education is provided. All policies and procedures can be accessed at any time by asking for a copy from the RTO Manager or Compliance Officer or your course trainer.

Policies include:

- Appeals Policy
- Certification Policy
- Complaints Policy
- Marketing and Advertising of Courses Policy
- Support Policy
- Trainer and Assessor Policy
- Transition and Teach out Policy
- Unique Student Identifier Policy
- Validation Policy
- Quality Assurance
- Risk Assessments
- Records management
- Performance, monitoring and RTO reporting
- Document control

11 RTO CONTACTS

RTO Manager: Julia Anderson

Compliance Officer: Kim Ninneman

Trainers:

Kimmi Bamford

Ian Anderson

Amy Rudolph

Email: rto.admin@nt.catholic.edu.au

Phone: 8984 1438

Physical Address

285 Farrar Boulevard

Johnstone NT 0832

Postal Address

PO BOX 219

Berrimah NT 0828

MacKillop Catholic College Registered Training Organisation
285 Farrar Boulevard, Johnston NT 0832 Australia
PO Box 219 Berrimah NT 0828
P (08) 8984 1400
Email: rto.admin@nt.catholic.edu.au

RTO Manager: Julia Anderson
Compliance Officer: Kim Ninneman

mackillopnt.catholic.edu.au/rto