



**Robinson
College**

Robinson College



Student Information Handbook

ROBINSON EDUCATION CENTRE LTD TRADING AS ROBINSON COLLEGE RTO 90449

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A message from the CEO

Thank you for choosing Robinson College as your training provider.

Robinson College is part of the Community Colleges Australia (CCA) network and is governed by a Board of Directors.

Robinson College is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) to deliver quality training and services to the Vocational Education & Training sector. We have obligations under the Standards for RTOs 2015.

For 50 years Robinson College have been delivering educational services to Broken Hill and surrounding regional communities. Our courses are diverse requiring different levels of skills and knowledge. We assist learners that may struggle with learning, reading, or writing. Just let us know so can help.

We welcome returning students and businesses. I trust you will enjoy your learning experience with the college and your education is both rewarding and positive. If there is anything I can do to support you, please do not hesitate to contact me on 08 8087 6022.

Ellen Gillespie



Chief Executive Officer | Robinson Education Centre Ltd



Relevant legislation and information

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found in the table at the conclusion of this handbook.

Training programs

Robinson College training services which are provided to students follow policies and procedures developed to meet the requirements of the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations 2015 V2.0.

We offer a range of programs both accredited and non-accredited with all accredited programs endorsed nationally.

Accredited programs

Accredited programs are usually competency-based which means training and assessment or recognition of current skills and knowledge and apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace application are set out in Units of Competency and these may be grouped together to form a nationally recognised qualification which can be viewed www.training.gov.au

It is important to note; the rules and requirements of a Unit of Competency and a Qualification are applied to any client regardless of the mode of training delivery provided. You could be a full-time student in a classroom, in the workplace or you could be applying for recognition of the skills and knowledge which you currently hold.

Please refer to your Student Plan for specific information and instructions on completing your selected program and assessments.

Privacy Statement

Privacy Notice Under the Data Provision Requirements 2012, Robinson College 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 Robinson College for statistical, regulatory and research purposes. Robinson College 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.
- Community Colleges Australia CCA.

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

- Issuing statements of attainment or 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.
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>)

Enrolment

Robinson College is committed to the student enrolment processes as determined by Australian Qualification Framework (AQF) and Australian Skills Quality Authority (ASQA) when a student:

- applies in the prescribed manner.
- agrees to abide by the organisation's policies, procedures, and code of conduct.
- pays the prescribed fees.
- provides 100 points of Identification.
- identifies their Unique Student Identifier Number (USI).

To enrol at Robinson College please contact Administration or access the enrolment form on the Robinson College website

- <https://robinsoncollege.nsw.edu.au/>
- (08) 8087 6022
- administration@robinsoncollege.nsw.edu.au

When Robinson College receives your enrolment, you will:

- undertake a Pre-Training Review, including a Language, Literacy and Numeracy (LLN) and or Foundation Skills assessment.
- be informed of your eligibility for government funding (if applicable).
- receive a booking confirmation.
- be provided with the Privacy Statement.
- be provided with funding information.
- be informed of the date of your session(s).

Student Skills and Knowledge

Robinson College is committed to ensure the student selection process is fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Selection to undertake a Robinson College training program is based on the applicant successfully completing a Pre-Training Review including a Language Literacy and Numeracy (LLN) and/or Foundation Skills assessment depending on the training product selected. This is to determine existing skills and knowledge to undertake the training program.

Student enrolment into a course is dependent on the applicant's:

- Suitability for the training program.
- Language, Literacy and Numeracy (LLN) requirements of the training package.
- Satisfying appropriate funding body entry criteria (where funding is accessed).
- Pre-requisite qualifications/work experience.
- Fitness requirement.
- Age requirements for certain courses.

Robinson College will ensure those applicants who do not meet entry requirements are advised of appropriate pre-entry training which they may access to meet future eligibility criteria.

USI

It is a requirement of the Australian Government that every person enrolling into a nationally accredited course or unit of competency must present their USI.

In addition, we are required to include your USI in the data submitted to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi/> on your computer or mobile device. You may also request that Robinson College apply for a USI on your behalf by completing the authorisation on the back of the Student Enrolment Form.

Please note: if you identify your gender as 'other', you will need to contact the USI Office for assistance.

Identification

You are required to provide 100 points of original ID on enrolment. For Licensing Tickets under SafeWork NSW, you are required to present additional original ID. Administration will advise you of this prior to attending the training.



Personal information

You may apply to the Training Manager using the Student Record Request Form if you wish to view your own records. Once the request has been approved by the CEO, the Compliance Manager will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.

Pathways

There are many training opportunities available to you. If you require more information, please speak to your trainer or assessor. Training pathway information for each course is included on www.training.gov.au/

Make the most of the training program.

Your enrolment is a legal document where you agree you will pay relevant fees, have the required resources i.e PPE and undertake the necessary training requirements to the best of your ability.

Robinson College agrees to hold a place on that course for you, appoint highly trained trainers/ assessors, have relevant resources, and provide current training and assessment.

It is particularly important to make the most of your training opportunity. Please note it is your responsibility to do this. Be prepared to undertake the following:

- Attend the workshops and complete all required reading and learning activities.
- Prepare well in advance of each session.
- Be a willing participant.
- Respect other people's opinions.

- Ensure you have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence which you submit to the Assessor.
- Keep track of your progress.
- Complete and submit all assessment tasks using clear and concise language.
- Be aware of the re-assessment fee.
- Be willing to contact your teacher if you need help or do not understand the training activity or assessment task.

Payment

- a. Payment of the full course fee must be paid by you on enrolment, unless the course is over \$1,500 in which case an initial deposit of \$1,500 must be paid with the remainder incrementally distributed throughout your course. This confirms your position in that nominated course, initiates required resources, teacher/assessor engagements etc.
- b. If full payment is not received on enrolment, then you will not commence that course.

Administration Fee

- a. An Administration Fee of \$50.00 is charged for refunds on any course under the amount of \$300.00 (This fee does not apply when the course is cancelled by Robinson College.)
- b. An Administration Fee of \$75.00 will be charged for any refund on any course over the amount of \$300.00 and under the amount of \$1,500.00 (This fee does not apply when the course is cancelled by Robinson College.)
- c. An Administration Fee of \$150.00 will be charged for any refund on any course over the amount of \$1,500.00 (This fee does not apply when the course is cancelled by Robinson College.)
- d. When you commence a course, and do not complete that course, full payment is required by you. The CEO may grant an acquittal if circumstances are extenuating.

Payment Plans and Ezy pay

- a. The fees and charges apply to payment plans and Ezy pay plans. You will be provided with refund charges relating to Ezy pay before you commit to this payment plan.

For additional information Please refer to the Summary Ezy pay Fees and Charges Form at:

<https://robinsoncollege.nsw.edu.au/>

General Rules

Please refer to the Fees and Charges Policy <https://robinsoncollege.nsw.edu.au/>

Credit transfer

Credit transfer applies to situations where a student has completed units identical to those, they are currently enrolled for at Robinson College or another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for a credit transfer student must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

To undertake a direct credit transfer, the cost will be ninety dollars (\$90.00) per unit of competency.

Recognition of Prior Learning (RPL)

RPL means you can submit evidence for a Unit(s) of Competency and can demonstrate this competency to a qualified assessor. Evidence may include a number of the following:

- Third party validation.
- Industry experts.
- Photographic.
- Logbook.
- Practical application alongside a breadth of knowledge.

Robinson College aims recognise a student's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, please contact Administration.

Note: Original documents must NOT be left with the College. It is also expected, any evidence submitted is your own and if the work of others, formally acknowledged.

The fee for you to undertake an RPL will be fifty percent (50%) of the cost for each unit of competency.

Fees and Charges

Robinson College does not participate in cold calling or telephone marketing therefore the cooling off period as designated by the Office of Fair Trading, does not apply.

Robinson College does not:

- a. hold more than \$1500 in prepaid fees from any student.
- b. collect fees more than \$1500 in advance from any individual student.
- c. coerce students to sign up for a course.

Please refer to the Fees and Charges policy at: <https://robinsoncollege.nsw.edu.au/>

High risk tickets - important information

- Bring with you 100 points of original ID for the SafeWork NSW Assessor to verify.
- If you do not have the required I.D you cannot be assessed.
- Turn up on time.
- Turn up at the correct location.

Due to the nature of High-risk Tickets, you must enrol into the full course. If you are deemed not yet competent, re-assessment costs will apply.

High Risk Licensing Re-assessment:

The minimum cost of re-assessment is:

- \$250.00 for Theory or Calculations
- 80% of total course cost for practical assessment.

If students require additional support, they are encouraged not to attempt their High-Risk Licensing Assessment. Please talk to your assessor if you have any concerns.

Read the following information carefully to fulfill your obligation to gain your high-risk ticket.

If you feel you require more training DO NOT ATTEMPT HIGH RISK ASSESSMENT and speak with your teacher as soon as you can.

Bring with you the originals of the required 100 points of ID for the SafeWork NSW assessor to sight.

Fitness Requirements

- You must NOT be under the influence of alcohol or other drugs.
- You must be of reasonable fitness to undertake operations of the ticket in a workplace. If you have concerns, please discuss immediately with your teacher. Your teacher is here to support you.

Pre-High-Risk Assessment

- You are required to attend all training hours of this course. If you do not, you will not sit your HRW ticket.

100 points of ID:

- Bring with you the required 100 points of ID for your SafeWork NSW assessor. Your teacher can check that ID is correct.
- If your teacher determines you do not have the required Safe Work NSW 100 points of ID, you must contact Administration immediately to re-schedule your assessment. You will then have 60 days to complete your high-risk assessment.

Please Note: This is different from the 100 points required for enrolment.

PPE: Personal Protective Equipment

- You must bring with you all PPE required to undertake this assessment as per the information you received at course enquiry.

If you do not have PPE, you must advise Administration ASAP.

Assessment

If you have passed your Robinson College assessments and now move on to the SafeWork NSW Assessment, please ensure you take the exact 100 points of ID with you to present to the High-Risk Assessor on the day of your assessment.

You have passed your SafeWork NSW assessment. What now?

- You will receive a notice Satisfactory Assessment from your SafeWork NSW Assessor.
- Your Statement of Attainment will be emailed to the address stated on your enrolment form.
- You may collect a printed copy during office hours from Robinson College.

What to take to the Post Office

- Your Notice of Satisfactory Assessment.
- Application for a National Licence to Perform High Risk Work (HRW Licence)- application form.
- N5 application form.
- 100 points of I.D.
- Recent passport photo or have one taken at the post office.

Your application must be lodged at Australia Post within 60 days of your assessment!

What if you do not pass your Assessment? What now?

- You will need to reschedule a re-assessment (Minimum of 48 hours wait after your original assessment)
- You must notify Administration at Robinson College as soon as possible
- You will be deemed Not Yet Competent and will receive a Notice of Not Yet Satisfactory which is valid for 90 days.
- You must be re-assessed within this timeframe. Otherwise, you will be required to complete the whole course again. This action will incur a total course cost fee.

Refunds:

The refund policy reflects the commitment of Robinson College to a fair and consistent process for refunds. Please refer to the Refund Policy and Refund Request Form at <https://robinsoncollege.nsw.edu.au/>

Non-Attendance/Cancellation

- a. Non-attendance may incur the full course cost and those course fees may not be transferable. Only the CEO/delegated authority may grant an acquittal if circumstances are extenuating.
- b. If a learner requests to transfer to another course, then greater than seven (7) days' notice must be provided in writing to Robinson College. Transfer will apply once. Only the CEO/delegated authority may grant an acquittal if circumstances are extenuating.
- c. A full refund of any deposit will be refunded minus the Administration fee if Robinson College is advised more than seven (7) days prior to the course commencement date. Any student who enrolls within the seven (7) days prior to course commencement understand they are not entitled to a refund or course transfer. Only the CEO/delegated authority may grant an acquittal if circumstances are extenuating.
- d. If it becomes evident from the point of Robinson College that it would be impossible for the learner to successfully complete a particular course, Robinson College will provide a refund for all tuition which has not been delivered.
- e. Robinson College reserves the right to cancel a course at its own discretion. Should this occur, a full refund for course fees will result, including any deposit to learners enrolled in the course.
- f. If a course commencement date is postponed by more than four (4) weeks Robinson College will provide a full refund unless alternative arrangements acceptable to the learner can be made by Robinson College.
- g. In the event Robinson College ceases to operate before a learner completes their study, a full refund will apply for training not yet delivered. Requests for refunds will be addressed and actioned within fourteen (14) days of receipt of a written request.

Transition Policy

Where a training product on Robinson College scope of registration is superseded, you will be transitioned to new training package during teach out period.

If all assessments have been successfully completed, an AQF qualification will be issued within one year from the date the replacement package was released on the National Register.

Where an AQF qualification is no longer current and has not been superseded, Robinson College will ensure all students who have successfully completed their assessments will receive the relevant AQF qualification. This will be within a two-year period from the date the AQF qualification was removed/ deleted from the National Register.

Please refer to the Transition Policy: <https://robinsoncollege.nsw.edu.au/>

Your Support

Please refer to the Student Support Policy and Procedure at <https://robinsoncollege.nsw.edu.au/>

Pre-Training Review

All students prior to enrolment will need to complete a Pre-Training Review. This is used to define a student's suitability to enrol into a training program. The Robinson College Pre-Training Review also contains a Language Literacy and Numeracy (LLN) Assessment which is detailed below.

Please refer to the Student Support Policy and Procedure at <https://robinsoncollege.nsw.edu.au/>

Language, Literacy & Numeracy

The LLN assessment and /or FSK unit will be used to determine the support a student may require to complete their training program.

Robinson College may refer students to external agencies for additional support on a case-by-case basis.

All costs relating to additional support will be the responsibility of the student or the student's employer or referring agency.

Where student support is identified as part of the pre-training review and/or LLN assessment and /or FSK, Robinson College may decide to make "reasonable adjustment" concerning the assessment process for that individual student. This will depend on the level of support required and the outcomes of the pre-training review.

The level of support to be provided to students and/or any reasonable adjustment to be made to the assessment will be documented. The teacher/assessor is made aware to ensure appropriate support is provided throughout the delivery and assessment period.

A copy of the documented evidence will be kept in the student file.

Disability or Special Needs

A student with a disability or special needs has the same right to study at Robinson College as any other student. Robinson College is committed to meeting its obligations under The Disability Discrimination Act (DDA) 1992.

If you experience a concern with your course, you should immediately speak with your teacher who will support you and access the assistance you may require. Alternatively, you may speak with the CEO.

Some examples of support which may be arranged include:

- Mentoring.
- Disability support.
- Telephone/email support.
- Counselling.
- Study skills program.

Robinson College may refer students to external agencies for additional support on a case-by-case basis.

All costs relating to additional support will be the responsibility of the student or the student's employer or referring agency.

Training and Assessment

Robinson College guarantees all training and assessment complies with relevant legislation and as set out in the Standards for Registered Training Organisations 2015 V2.0

This includes undertaking the following quality training and assessment practices:

- Implementing a comprehensive Training and Assessment Strategy on scope of registration.
- Engaging with industry.
- Supporting you to meet the requirements of the course.
- Implementing an assessment system which meets the requirements of the AQF and ASQA and is conducted according to the Principles of Assessment and the rules of evidence.
- Employing skilled and highly qualified teachers and assessors who maintain their vocational skills and competencies.
- resourcing on a three-year cycle and updating resources where necessary to ensure they reflect relevant changes in industry, technology, techniques, legislation, and training products.
- Ensuring you transition from superseded training products and graduate with a qualification which most closely represents the current skill needs of industry.

For you to be assessed as competent you will:

- Undertake the required tasks identified in the elements of the unit.
- Demonstrate you can perform these tasks to an acceptable level and in a variety of workplace contexts.

This will ensure you have:

- The ability to perform relevant tasks.
- An understanding of what you are doing, why and when.
- The ability to demonstrate understanding and show you can adapt to different environments.

Assessment will always be based on the performance of the individual, you. If assessment tasks are undertaken as a group, each of you will be assessed on each component of the task individually.

Applying for Extensions

It is expected that student's hand in all assessment tasks by the allocated due date which will be provided to them by their assessor. Students requiring an extension for their assessment tasks must discuss this with their teacher immediately. Alternatively, you can apply for this in writing and by completing the F-068 Request for Extension Form on the Robinson College website.

Please refer to the Request for Extension Form at <https://robinsoncollege.nsw.edu.au/>

Qualifications / Statements of Attainment

- A Certificate or Qualification will only be issued to students:
- Who have been assessed as competent in all the units which make up the requirements of the qualification as specified in the relevant training package.
- Who have paid all agreed fees and charges and the USI verified.

- A Certificate or Qualification and Record of Results will be issued within thirty (30) days of successful assessment / completion of the full qualification or.
- A Statement of Attainment will be issued within thirty (30) days of notification of cancellation / withdrawal for any units successfully completed in partial completion of a qualification or.
- A Statement of Attainment will be issued within thirty (30) days of successful completion of a short course in the form of Nationally Accredited Course, Skill set or unit of competency.

In the event Robinson College closes or ceases operation before you complete your study, the RTO will refund the tuition fees for training which is yet to be delivered and will issue a VET Statement of Attainment for any units in which students were deemed competent by their assessor. All records will be forwarded to ASQA.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act of misconduct and may result in a student's exclusion from a unit or a course. When a student has doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally.
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work.
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on group assignments is encouraged therefore it is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students at the college if the owner's copyright has been infringed. Students are granted a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution. Refer to Copyright Act 1968.

Student Code of Conduct

The Student Code of Behaviours requires the following rights and expectations to be always respected and adhered to.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly, and cooperative environment.
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).

- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be always treated with politeness and courtesy.
- The expectation that students will not engage in copyright breaches, cheating or plagiarism.
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment and complete the course within the time frame notified on the student enrolment form.

Rules and regulations while completing a program

Robinson College is committed to providing a learning environment which encourage students of all abilities to participate and complete their training program in a safe and inclusive environment.

It must be noted: any student under the influence of illicit drugs and or alcohol will be asked to leave the premises and any monies paid will be forfeited.

Robinson College does ensure all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body.

If you require any additional assistance, please inform our staff at the enrolment stage. Robinson College respects the client's right to privacy and confidentiality.

Robinson College promotes a respectful inclusive environment regardless of diversity. All students are required to respect others. This includes staff, teachers, students, and visitors of Robinson College. Any student who breaches the WHS (workplace health and safety) regulations of Robinson College will be asked to leave the course and forfeit any fees paid.

These breaches may include bullying, harassment, unsafe practices, violence, threats, not following directions of your teacher to name a few.

Any student who wishes to report these issues is asked to complete F-003 Complaints and Appeals Form available on the Robinson College website, at reception or speak directly to the Chief Executive Officer.

Non-compliance of the Student Code of Behaviour

Illegal acts will incur immediate involvement of relevant authorities.

Minor breaches of behaviour will incur the following actions:

Step 1:

The CEO will contact the student and arrange a counselling meeting to discuss the issue or behaviour.

The CEO will determine how the issue might be rectified.

This meeting and its outcomes will be documented, signed by all parties, and stored on the student's personal file.

Step 2:

Where a second breach of the Student Code of Behaviour is identified, the student will be invited for a second interview with the CEO to discuss. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

Step 3:

Should a third breach of the Student Code of Behaviour occur, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

After three steps have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn, and the student will be sent a student suspension or cancellation letter.

Failure to attend scheduled meetings may result in the CEO deciding to suspend or cancel a student's enrolment.

Students have a right of appeal under P-018 Your Complaints and Appeals Policy and Procedure V2.1

Complaints and Appeals

Student Complaints and Appeals Policy P-018

Complaints and Appeals Form F-003

Robinson College is committed to continuous improvement and approach any complaint as an opportunity for critical reflection on current practice.

As part of this commitment to students:

- The Chief Executive Officer at Robinson College respects both privacy and natural justice considerations when handling complaints or appeals.
- Students are able to raise any concerns relating to Robinson College. You may bring a support person with you to any meetings regarding a complaint.

Please be advised, a support person must not interrupt discussions, become aggressive nor try to influence outcomes.

- Any student or employee can raise a complaint involving the conduct of Robinson College employees, students or volunteers and anyone delivering training/assessment on behalf of Robinson College.

The complaint will be reviewed by the Chief Executive Officer (if the complaint is about the Chief Executive Officer, this will be reviewed by the Board).

Students may have decisions on their assessments reviewed if they feel a decision has been made in error.

The Chief Executive Officer will aim to deal with complaints within 30 days from the time you lodge your complaint.

If Robinson Education Centre Ltd requires more than 30 days to resolve any complaint or appeal, the Chief Executive Officer will write to all parties.

Please refer to the Student Complaints and Appeals Policy and Procedure at <https://robinsoncollege.nsw.edu.au/>

Student Dress code and Requirements

Clothing:

The College is committed to providing a safe and supportive learning environment for all students and therefore asks students to adhere to the guidelines when attending the college.

Students are asked to attend Robinson College in:

- Appropriate professional attire for your course.
- Clothes which would be appropriate for working in the industry associated with the course.
- High visibility clothing for industrial courses is required.
- If your course involves outside practical, long sleeves, hat and/or sunscreen will be required.

Robinson College buildings are fully air conditioned for your comfort.

Footwear:

Appropriate footwear is to be worn always which would match the needs of your course as indicated at the time of enrolment by your teacher. Comfortable footwear is acceptable in classes.

For courses where machinery, tools, industrial, high risk or training of a practical nature is undertaken, students are advised to wear non-slip, covered in boots or shoes. Steel cap shoes are mandatory for some courses. Administration will advise you of requirements for clothing and footwear at your induction. Should the practical component of your course require additional PPE to be worn; this will be advised before commencement of that course and may include:

- Safety glasses
- Aprons
- Hard hats
- High visibility vests.
- Sunscreen and ear plugs
- Gloves

Additionally, Robinson College can provide PPE at additional cost.

Relevant Legislation

Robinson College is governed by legislation which oversees the delivery of and participation in training and assessment. Staff and students must be aware of their legal obligations regarding participation in or delivery of training and assessment. Legislative requirements which may oversee Robinson College operations include although are not limited to, the following:

Authorities

Australian Skills Quality Authority ASQA	www.asqa.gov.au/
Occupational Health & Safety	P: 13 10 50 http:// www.safework.nsw.gov.au
Equal opportunity	www.humanrights.gov.au/
RTO registration	www.asqa.gov.au/
NSW Department of Education	www.dec.nsw.gov.au/
Fair work Australia	http://www.fwa.gov.au/
Training.gov.au	http://training.gov.au/
Australian Apprenticeship and Traineeship Information Services	http://www.aatinfo.com.au/Home/
NSW Legislation	http://www.legislation.nsw.gov.au/
Commonwealth Legislation	http://www.austlii.edu.au/
SafeWork NSW	P: 13 10 50 http:// www.safework.nsw.gov.au/

Additional Support

Language, Literacy & Numeracy Support	Centrelink Literacy & Numeracy Support 132 850 Reading Writing Hotline 1300655506 http://www.readingwritinghotline.edu.au/
Counselling Services	Lifeline - 13 11 14 Local – 8087 7525 https://www.lifeline.org.au/about-lifeline/contact-us/
Drug & Alcohol Services	Alcoholics Anonymous – 1800 888 236 Local – 8088 4344
Language Interpretation	Telephone Interpreter Services - 13 14 50
Family Assistance	Department of Human Services 1300 650 172 This includes Health, Housing, Child Protection and Disability

External Complaints

<p>Anti-Discrimination Board NSW P: (02) 9268 5544</p> <p>Toll free 1800 670 812 (for regional NSW only) Enquiries: adbcontact@justice.nsw.gov.au/</p>	<p>Australian Human Rights Commission P: (02) 9284 9600 Complaints: 1300 656 419 https://www.humanrights.gov.au/ Translating and Interpreting Service: 131 450 or www.tisnational.gov.au/ or the National Relay Service: 1300 555 727 (Speak and Listen) or www.relayservice.gov.au/</p>
<p>Fair Trading NSW P: 13 32 20 http://www.fairtrading.nsw.gov.au/</p>	<p>Australian Skills Quality Authority (ASQA) P: 1300 701 801 Complaints: https://www.asqa.gov.au/complaints/make-complaint-domestic-students /</p>

Legislation

<p>Privacy Act 1988 (2014 update) Privacy Act and National Privacy Principles (2001) Vocational Education and Training Act 1996 National Vocational Education and Training Regulator Act 2011 Tertiary Education Act 1993 Work Health and Safety Act 2011 Copyright Act, 1968. 42 Vic No 20 (modified 2002) Occupational Health and Safety Regulation 2001 (modified) Equal Employment Opportunity Act 2010 Disability / Discrimination Act 2005 Standards for Registered Training Organisations (RTOs) 2015</p>	<p>www.austlii.edu.au/ www.comlaw.gov.au/</p>
<p>Data Provision Requirements 2012</p>	<p>http://www.comlaw.gov.au/Series/F2013L00160/</p>