



NAMBOUR CHRISTIAN COLLEGE

Vocational Education and Training

Student Information Booklet 2026

Student Name: _____

Teacher Name: _____

Subject Studied: Hospitality / Sport & Recreation / Baking / Business / Finance / Fitness

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WELCOME TO VET AT NCC

Purpose of the Information Book

Congratulations on your decision to enrol in a nationally recognised vocational course.

Welcome to Vocational Education and Training (VET) at **Nambour Christian College (NCC)**.

This Student Handbook has been developed to help you understand:

- how VET works at NCC
- what you can expect from your course
- what is expected of you as a VET student
- your rights, responsibilities, and support options
- how assessment, certification, and results work

VET courses at NCC provide you with **nationally recognised qualifications or units of competency** that contribute to real workplace skills, future employment, apprenticeships, traineeships, or further study.

You should **keep this handbook for the duration of your course**, as it explains important processes such as assessment, Recognition of Prior Learning (RPL), Credit Transfer, complaints and appeals, and student support.

This manual applies to **all VET students enrolled in nationally recognised training delivered by NCC or through a third party arrangement** and should be read together with:

- Your course information
- Assessment instructions
- NCC school policies
- Information provided by your trainer or VET Coordinator

If anything in this handbook is unclear, you are encouraged to speak with:

- your VET teacher, or
- the VET Coordinator / RTO Manager

This handbook is provided in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and applies for the duration of your enrolment.



About Nambour Christian College as an RTO

Nambour Christian College is a **Registered Training Organisation (RTO)**.

What does this mean?

Being an RTO means NCC is approved by the **Australian Skills Quality Authority (ASQA)** to deliver and assess **nationally recognised vocational qualifications**.

RTO Details

- **Registered Training Organisation:** Nambour Christian College
- **RTO Number:** 30575
- **Address:** 2 McKenzie Road, Woombye QLD
- **RTO Manager / VET Coordinator:** Mrs Amie McDonald
- **Email:** amie.mcdonald@ncc.qld.edu.au

Information about NCC's RTO registration can be found at: <https://www.training.gov.au>

What Is Vocational Education and Training (VET)?

Vocational Education and Training (VET) focuses on developing **practical skills and workplace knowledge** that are directly linked to real jobs and industries.

At NCC, VET allows students to:

- gain **nationally recognised qualifications**
- develop **job-ready skills**
- explore **career pathways**
- prepare for **employment, apprenticeships, traineeships, or further study**

All VET courses delivered by NCC follow:

- nationally endorsed **Training Packages**
- the **Standards for RTOs 2025**
- **Australian Qualifications Framework (AQF)** rules
- **Queensland Curriculum and Assessment Authority (QCAA)** requirements

National Recognition of Your Qualification

When you successfully complete:

- **all requirements of a qualification**, you will receive an **AQF Certificate**
- One or more **units**, you will receive a **Statement of Attainment**

All nationally recognised VET training delivered by NCC:

- is recognised across **all states and territories in Australia**
- is recorded on your **Queensland Certificate of Education (QCE)** where applicable
- Contributes to your **Unique Student Identifier (USI) transcript**
- Can be used toward future training or employment (subject to industry or licensing requirements)



Our Commitment to Students (Student Guarantee)

NCC is committed to providing VET students with:

- High-quality training aligned with industry needs
- Qualified and supported trainers and assessors
- Fair, transparent, and consistent assessment
- Safe and inclusive learning environments
- Clear information before and during enrolment
- Opportunities for feedback, complaints, and appeals

NCC guarantees that:

- Training and assessment will meet national standards
- Students will be informed of their rights and responsibilities
- Support will be provided where students need assistance
- Qualifications and Statements of Attainment will be issued correctly and on time

Legislative and Regulatory Framework

Your VET course is governed by several laws and national frameworks, including:

- **Standards for Registered Training Organisations (RTOs) 2025**
- **National Vocational Education and Training Regulator Act 2011**
- **Australian Qualifications Framework (AQF)**
- **Work Health and Safety (WHS) legislation**
- **Privacy Act 1988**
- **Child Protection legislation (for students under 18)**

These laws protect:

- Your safety
- Your privacy
- The quality and recognition of your qualification

NCC must keep records and follow procedures to demonstrate compliance with these requirements.

Important Terms and Abbreviations Explained

VET uses specific terminology. The most common terms used in this handbook are explained below.

Term	What it means
RTO	Registered Training Organisation
ASQA	Australian Skills Quality Authority (national VET regulator)
QCAA	Queensland Curriculum and Assessment Authority
AQF	Australian Qualifications Framework
TAS	Training and Assessment Strategy (how your course is delivered and assessed)



Term	What it means
Unit of Competency	A specific set of skills and knowledge you must demonstrate
Competent (C)	You have met all assessment requirements
Not Yet Competent (NYC)	You need more evidence or training
RPL	Recognition of Prior Learning
USI	Unique Student Identifier

Your teacher or the VET Coordinator can explain any term you are unsure about.

How to Use This Manual

This manual is structured into sections so you can easily find information when needed.

You should refer to this manual:

- At the start of your course
- Before completing assessments
- If you have questions about your rights or responsibilities
- If you need to make a complaint or appeal
- When requesting certificates or records

Your trainer and the VET Coordinator can help explain any section.



PART 1: TRAINING & ASSESSMENT

VET Courses Offered at NCC

Nambour Christian College offers a range of **nationally recognised Vocational Education and Training (VET) programs** as part of the senior secondary curriculum.

Each VET course delivered by NCC:

- Is aligned with a **national training package or accredited course**
- Is approved on NCC's **Scope of Registration**
- Includes clearly defined units of competency
- Is delivered and assessed by appropriately qualified staff
- has a documented **Training and Assessment Strategy (TAS)**

Not all students complete full qualifications. Some students may complete:

- A full qualification
- A skill set
- Individual units of competency

Certificate level courses with Nambour Christian College as RTO

Code	Title	More Information
BSB10120	Certificate I in Workplace Skills	https://training.gov.au/Training/Details/BSB10120
BSB30120	Certificate III in Business	https://training.gov.au/Training/Details/BSB30120
FBP20221	Certificate II in Baking	https://training.gov.au/Training/Details/FBP20221
FNS10120	Certificate I in Basic Financial Literacy	https://training.gov.au/Training/Details/FNS10120
FNS20120	Certificate II in Finance	https://training.gov.au/Training/Details/FNS20120
FSK20119	Certificate II in Skills for Work and Vocational Pathways	https://training.gov.au/Training/Details/FSK20119
SIS20122	Certificate II in Sport and Recreation	https://training.gov.au/Training/Details/SIS20122
SIS30321	Certificate III in Fitness	https://training.gov.au/training/details/SIS30321
SIT10222	Certificate I in Hospitality	https://training.gov.au/Training/Details/SIT10222
SIT20322	Certificate II in Hospitality	https://training.gov.au/Training/Details/SIT20322
SIT30622	Certificate III in Hospitality	https://training.gov.au/Training/Details/SIT30622
SIT20421	Certificate II in Cookery	https://training.gov.au/Training/Details/SIT20421



How VET Training Is Delivered at NCC

VET training at NCC is delivered using a **school-based delivery model**, which means learning is structured to support secondary school students while still meeting national standards.

Training may include a combination of:

- Classroom-based learning
- Practical skills sessions
- Simulated workplace environments
- Project-based learning
- Online or digital learning platforms
- Structured workplace learning (where applicable)

The **Training and Assessment Strategy (TAS)** for each course explains:

- How training will be delivered
- The sequence of learning
- The expected volume of learning
- How assessment will occur

Your VET teacher will explain how your specific course is delivered and what is expected of you in each learning environment.

Nambour Christian College is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date and meeting all their student responsibilities. Students who enter the course after the start date has a negotiated package of units that will lead to a statement of attainment.

In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement, Nambour Christian College will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.

Volume of Learning

The **Volume of Learning** refers to the amount of time it typically takes to develop the skills and knowledge required for a qualification.

At NCC:

- Volume of Learning is adjusted for school-based delivery
- Training may occur over multiple school terms or years
- Adjustments are documented in the Training and Assessment Strategy (TAS)
- Industry consultation confirms that learning time is sufficient

Even when delivery is adjusted for school timetables, NCC ensures that:

- You have enough learning time and practice opportunities
- Assessment standards are not reduced



- Competency requirements remain the same as for all learners nationally

Certificate I	Certificate II	Certificate III	Certificate IV	Diploma
0.5 - 1 year	0.5 - 1 year	1 - 2 years	0.5 - 2 years	1 - 2 years
600 - 1200 hours	600 - 1200 hours	1200 - 2400 hours	600 - 2400 hours	1200 - 2400 hours

* hours not necessarily limited to lesson hours, includes everything that the learner does.

Assessment Overview

In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments. Assessment is how students demonstrate that they have achieved the required skills and knowledge for a unit of competency.

At NCC, assessment:

- is fair, valid, reliable and flexible
- matches industry and training package requirements
- reflects real workplace tasks where possible

Students are assessed against **national standards**, not compared to other students.

Types of Assessment

Assessment may include:

- written tasks or tests
- practical demonstrations
- projects or portfolios
- observations
- oral questioning
- workplace or simulated workplace tasks

Each unit of competency may require more than one assessment task.

In most subjects, assessment tasks are completed a number of times throughout the year. Results for each assessment item will be marked on a student profile sheet (or similar document) using terms such as Satisfactory or Unsatisfactory, or working towards competence. This assists students to become competent as their skills improve.



Assessment Instructions and Expectations

Before completing any assessment, students will be given:

- clear written instructions
- assessment conditions (how, where and when)
- marking criteria or benchmarks
- due dates and submission details

Students should ask questions if anything is unclear **before** starting the task.

Assessment must be completed:

- under the conditions specified in the task
- using the required resources only
- independently unless group work is approved

Academic Integrity

Academic integrity means completing work honestly and ethically.

Students must:

- submit their own work
- acknowledge sources where required
- not copy or share assessment answers
- not use AI tools to generate assessment responses unless explicitly allowed
- not submit purchased work

Academic integrity applies to:

- written tasks
- practical assessments
- online work
- AI-assisted work

Where AI tools are permitted:

- students must follow teacher instructions
- original understanding must still be demonstrated

Breaches of academic integrity may result in:

- reassessment
- disciplinary action
- withdrawal from the course

Assessment Outcomes

Assessment results are recorded as:

- **Competent (C)** – all requirements have been met
- **Not Yet Competent (NYC)** or **Working Towards Competency (WTC)** – more evidence or skill development is required
- **YTC** for Yet to Commence

Grades such as A–E are **not** used in VET.

Each VET teacher will maintain a student profile (or similar document) for each student and on completion of the program of study an exit level will be awarded, based on the principles of assessment and rules of evidence. Students will sight their profile sheet of results in each VET subject on at least two occasions throughout a two-year course.

Elements of competency will be assessed and recorded once the VET teacher is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for, RPL.

A master record detailing students' achievements of the units of competency is maintained at the College on Student Management.

This will record all elements and units of competency achieved. This will be held by the College and will be issued to the student once they complete the program of study or upon exit (in line with the QCAA Student Management entry timelines).

Resubmission and Reassessment

If a student is assessed as **Not Yet Competent**:

- they will receive feedback explaining what needs improvement
- they may be given the opportunity for further training
- a reassessment opportunity will be provided

Reassessment:

- is conducted fairly
- follows assessment policies
- ensures students have sufficient opportunity to succeed

Reasonable limits may apply to the number of reassessment attempts, in line with NCC policy.

Assessment Appeals

Students have the right to appeal assessment decisions.

The appeal process:

1. discuss the issue with the assessor
2. submit a formal appeal if unresolved
3. have the appeal reviewed by NCC

Details are available in the Complaints and Appeals Policy.

Reasonable Adjustment

What is Reasonable Adjustment?

Reasonable adjustment means making changes to training or assessment **without lowering the required standard of competency**, so that students can demonstrate their skills and knowledge fairly.

Adjustments may include:

- additional time for assessments
- alternative assessment methods
- modified resources
- assistive technology
- support during practical tasks

Reasonable adjustment:

- does not change unit requirements
- must maintain the integrity of the qualification
- is based on individual need
- are documented by NCC

Students should discuss adjustment needs as early as possible.

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses an individual's level of knowledge and skills against individual or multiple units of competencies. RPL means getting credit for what you know - *no matter where or how you learnt it* - if your knowledge and skills are of the same standard as required in your vocational course and you are able to provide the appropriate evidence. All students shall have access to, and be offered Recognition of Prior Learning (RPL). RPL uses evidence from formal, non-formal and informal learning (rather than from specific assessment activities directed by the RTO). Nambour Christian College recognises AQF qualifications and statements of attainment issued by any other RTO.

RPL will allow you to:

- ◆ progress through the course at a faster rate
- ◆ do only new work (and not repeat the work in which you are already competent)



- ◆ have your knowledge and skill level formally recognised

What Learning Might Count Towards RPL?

Knowledge and skills learnt in:

- ◆ other subjects
- ◆ work experience or industry placement
- ◆ a part-time job or unpaid work
- ◆ hobbies, activities, clubs, and sports interests inside or outside school
- ◆ activities you undertake as part of your family, holiday, home routines
- ◆ AQF qualifications or statements of attainment issued by other RTO's

RPL:

- is optional
- must meet the same standards as regular assessment
- requires evidence such as qualifications, work experience or portfolios

Students may apply for RPL at enrolment or during the course. All applications for RPL will be responded to once a written application has been received. Once the evidence has been provided to the College to assess RPL, the student will be notified of the decision. Students may have access to reassessment on appeal.

Examples of Evidence:

PRODUCTS OF YOUR WORK

- ◆ Samples of work you have completed
- ◆ Work experience/industry placement records
- ◆ Qualifications gained
- ◆ Coaching certificates
- ◆ Senior first aid certificates
- ◆ Magazine or newspaper articles about you
- ◆ Prizes, certificates or other forms of commendation

A Personal Report

The Personal Report is written by you and is a concise description of activities and functions that you have carried out. It should be related to the training program for which you are seeking RPL.

The Personal Report can never stand alone as sufficient evidence of competence.

Referee's Report

- ◆ Letters from others to support your claim - e.g. managers, customers, colleagues, previous employer
- ◆ Reports from a manager who witnessed specific activities undertaken.

A referee's report should include:

- ◆ A company heading
- ◆ The name of the supervisor or manager
- ◆ Period of employment
- ◆ List of competencies developed or tasks undertaken
- ◆ Signature and position of the person verifying the claim
- ◆ The date



Credit Transfer

Credit transfer applies when a student has already completed:

- an equivalent unit or qualification
- with another registered training organisation (RTO)

If a student believes that they fulfill these requirements they should approach their VET teacher first, who will bring it to the attention of the VET Coordinator. At the beginning of each course, the VET teacher will be responsible for ensuring that the students are informed of the RPL and Credit transfer procedures. RPL information and forms can be obtained from the VET teacher or the VET Coordinator.

Credit transfer:

- requires verified documentation
- does not require reassessment
- is recorded on the student's training record

Internal recognition of qualifications procedure

The College will complete a comprehensive mapping exercise (where relevant) to identify common units of competency across qualifications on the scope of registration. The information is entered into SDCS using the 'credit transfer' option in all instances where the student has already gained the unit of competency (i.e. the student may only once be deemed as competent).

Transition

If a qualification is superseded with a new version before the end of the expected duration of the program, then:

- if practical, students will complete training and assessment and receive any appropriate certificates in the old qualification within 12 months of the release of the new version
- if this is not practical, students will transition to the new qualification within 12 months and complete their training and assessment in the new version within the expected duration of the program. Credit will be arranged for units completed and deemed as equivalent.

Facilities, Resources and Equipment

NCC provides learning resources appropriate to each VET course, which may include:

- Printed learning materials
- Digital resources and learning platforms
- Industry-standard tools and equipment
- Simulated workplace environments
- Access to relevant software or online systems

NCC ensures that all facilities, learning resources, and equipment used for VET training and assessment are:

- fit-for-purpose
- safe and well-maintained
- accessible to students



- sufficient for the number of students enrolled

Some VET courses require skills to be developed in a **simulated workplace environment**. Simulated environments at NCC:

- Reflect real industry conditions as closely as possible
- Use industry-standard equipment, tools, and processes
- Allow you to practice tasks safely before assessment
- Meet training package requirements for simulation

As a VET student, you are responsible for:

- following all safety instructions
- using equipment correctly
- wearing required PPE
- respecting facilities and resources
- reporting hazards, damage, or faults

Failure to follow safety instructions may result in:

- removal from practical activities
- disciplinary action
- suspension from VET classes until safety concerns are addressed

Safety is a shared responsibility, and students are expected to take this seriously.

PART 2: VET STUDENT SUPPORT

Your Rights as a VET Student

As a VET student at Nambour Christian College, you have the right to:

- receive quality training and assessment that meets national VET standards
- be treated fairly, respectfully, and without discrimination
- learn in a safe and supportive environment
- be informed about course requirements, assessment expectations, and outcomes
- receive timely feedback on your progress
- access support services when needed
- apply for **Recognition of Prior Learning (RPL)** or **Credit Transfer**, where eligible
- access your training records and assessment results
- have your personal information protected
- lodge a complaint or appeal without fear of disadvantage

These rights apply regardless of your background, beliefs, abilities, or personal circumstances.

Your Responsibilities as a VET Student

With these rights come responsibilities. Students are expected to:

- attend classes and participate actively in learning
- complete assessment tasks honestly and on time
- follow instructions provided by trainers and staff
- behave respectfully towards staff and other students
- comply with safety instructions and school policies
- protect college property, facilities, and equipment
- use technology responsibly
- notify the College if support or adjustments are required
- attends training provided by training providers outside normal school hours and meets the cost of transport and materials as required.
- meets the expectations and demands of the College in terms of participation, cooperation, punctuality, successful submission of work and high standards of behaviour and conduct.

Failure to meet these responsibilities may result in intervention or disciplinary action.

Entry Requirements

Student selection, enrolment and induction/orientation procedures

Students enrolled in the VET courses at Nambour Christian College participate in the same enrolment and selection processes as other students at the College. Where numbers are limited for VET subjects, selection will be based on interview and/or on the order in which enrolments were received.



Nambour Christian College will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) before enrolment on Student Management (Queensland based student management database).

To enrol in a VET course at Nambour Christian College (NCC), students must complete all required enrolment steps before commencing training.

The enrolment process includes:

- provision of a **Unique Student Identifier (USI)**
- confirmation of eligibility and entry requirements
- acknowledgement of this Student Manual
- agreement to NCC policies and procedures

Specific entry and/or completion requirements

Entry requirements vary depending on the qualification or unit of competency. Specific entry requirements may exist for some courses.

Requirements to commence/complete some units within a qualification may include:

- successfully obtain a Blue Card (eligibility to work with children and young people) prior to engaging in activities with children under 18 years, www.bluecard.qld.gov.au/index.html
- successfully obtain a White Card (general construction induction card), www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/what-licence-do-i-need/general-construction-induction/apply-for-a-general-construction-induction-card
- mandatory work experience with an organisation or employer (this will include a minimum number of hours, e.g. hospitality service periods, structured volunteer program)
- minimum year level or age requirements
- prerequisite units or experience
- language, literacy, numeracy and digital (LLND) capability
- medical or physical requirements for practical tasks

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your VET teacher, subject specific information included in the Senior subject selection handbook (or similar document), through the VET student handbook and on the College website:

<https://www.ncc.qld.edu.au/learning/voc-ed/>

Subject Selection Form – Beginning & Late Course Enrolment

Nambour Christian College's senior subject selection form, as well as subject transfer form includes the following statement: "By signing this form, I agree to all of the policies and procedures related to VET that are outlined in all school documentation pertaining to VET."

- **Beginning course enrolment**

- The form must be signed by both the student and their parent/carer.

- **Late course enrolment**

- This form also includes the statement: "I am aware late enrolment means that my training and assessment agreement is for the negotiated package of units, which will lead to a statement of attainment."
- The form must be signed by both the student and their parent/carer.



Language, Literacy, Numeracy and Digital (LLND) Skills Assessment

NCC recognises that students have different levels of:

- reading
- writing
- numeracy
- digital literacy

Some VET courses require students to demonstrate sufficient LLND skills to successfully participate.

To support students:

- LLND skills are considered at enrolment
- teachers monitor student progress
- support strategies are implemented as needed

Support may include:

- adjusted learning materials
- additional explanation or practice
- one-on-one assistance
- referral to learning support staff

LLND assessment is used to support student success, not to exclude students.

Student Support Services

Nambour Christian College (NCC) is committed to supporting every VET student to successfully complete their training.

Support may include:

- academic assistance
- wellbeing and pastoral care - access to pastoral care staff
- learning support
- additional assessment guidance
- support for mental health concerns
- referrals to specialist support services
- coordination with parents or carers (where appropriate)

Support is available **before, during and after enrolment**.

Students are encouraged to:

- speak to a trusted teacher
- seek help early
- look after their physical and mental wellbeing



Identifying Students at Risk

Students may be considered **at risk** if they experience:

- poor attendance
- missed assessments
- difficulty understanding course content
- disengagement from learning
- wellbeing concerns

When a student is identified as at risk:

- staff will intervene early
- support strategies will be discussed
- an improvement plan may be developed

The aim is always to support the student to stay engaged and succeed.

Anti-Discrimination, Harassment and Bullying

Access and Equity

All students have the opportunity to gain skills, knowledge and experience through fair and equitable access to VET subjects. The College has written access and equity policy documents, which are contained the College VET Quality Manual, which all staff must follow.

Nambour Christian College is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the VET Coordinator.

Language, literacy and numeracy assistance is provided through the College's Learning Enrichment Centre.

Access and equity guidelines will be implemented through the following strategies:

- The College curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students
- Links with other providers, such as TAFE institutes will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students.
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I, II or III (where applicable)
- Access to industry specific VET programs will be available to all students regardless of sex, gender or race.
- If the College loses access to either physical and or human resources, the College will provide students with alternative opportunities to complete the course and the related qualification.

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc

Nambour Christian College strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity **without discrimination**.



Any form of harassment or bullying is unacceptable and will be addressed in line with College policies.

Students are encouraged to:

- report concerns early
- seek support from a trusted staff member
- use the formal complaints process if required

No student will be disadvantaged for seeking support.

Cancelling an Enrolment or Withdrawing from Training

If a student wishes to withdraw:

- they must notify NCC as soon as possible
- withdrawal should be discussed with teaching staff and parents/carers

Withdrawal may:

- affect course completion
- impact eligibility for certification

NCC will explain:

- implications of withdrawal
- alternative options where available

Appeals and Complaints Procedure

Complaints and appeals are managed by the College in a fair, efficient and effective manner. The College will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the College RTO's services and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the College RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to informal complaint process or a formal complaint or appeal process. All formal complaints or appeals will be heard and decided within 15 working days of the receipt of the written complaint by the College.

The VET Coordinator will keep a Register of complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

How to Make a Complaint

Students should follow these steps:

Step 1 – Informal Resolution

- Speak directly with the trainer or VET Coordinator if comfortable
- Many issues can be resolved quickly at this stage



Step 2 – Formal Complaint

If unresolved:

- submit a written complaint using the NCC Complaints Form
- include details of the issue and desired outcome

NCC will:

- acknowledge the complaint in writing
- investigate the matter fairly
- provide a written response outlining the outcome
- maintain confidentiality where possible

Complaints are handled in accordance with NCC's Complaints and Appeals Policy.

How to Make an Appeal

An appeal is a request to review a decision, including:

- assessment outcomes
- RPL decisions
- credit transfer outcomes
- disciplinary actions

Students have the right to appeal decisions they believe are unfair.

Students must:

- lodge the appeal in writing
- submit within the required timeframe
- clearly outline the reason for appeal

Support may be provided to help students understand the process

NCC will:

- review the original decision
- involve independent staff where required
- ensure fairness and impartiality
- notify the student in writing of the outcome

Students will not be:

- treated unfairly
- disadvantaged
- penalised

for making a complaint or lodging an appeal.

If a student is not satisfied with the outcome of an appeal, they may escalate the matter externally to the Queensland Curriculum and Assessment Authority (QCAA) or the Australian Skills Quality Authority (ASQA).

**Nambour Christian College
Vocational Education & Training**

APPEALS AND COMPLAINTS FORM

Student's Name: _____

Year Level: _____ VET Subject: _____

Nature of Complaint

Please use specific detail (dates etc)

[illegible]

Complaint Against _____

Student's Signature: _____ Date: _____

Parent's Signature: _____ Date: _____

Please submit this completed form to Mrs Amie McDonald, VET Coordinator (RTO Manager).

VET Coordinator signature: _____ Date: _____

Part 3: VET Workforce

Trainers and Assessors

Your trainers and assessors:

- Are qualified
- Are authorised to assess competency
- Maintain industry currency

This ensures:

- Fair assessment
- Industry relevance
- National consistency

Supervision

If a trainer is under supervision:

- A qualified assessor oversees assessment decisions
- Assessment integrity is maintained

Part 4: Governance, Compliance and Student Protection

Fees and charges, including refund policy

Nambour Christian College (NCC) provides clear information about all VET-related fees before enrolment.

Depending on the course, fees may include:

- course materials or consumables
- specialist equipment or uniforms
- excursions or workplace learning costs
- replacement certificates or statements

Some school-based VET programs may be **fully or partially subsidised**. Students and families will be informed in writing if fees apply.

The College does not charge students fees for VET services provided in the regular delivery of units of competency in each qualification. Any fees and charges that do occur for additional services will be made known to students prior to enrolment.

The College will refund on a pro-rate basis any fees collected from students who leave before completion of the VET service. Some costs may not be refundable, including: materials already supplied; uniforms or personal equipment; external provider costs. These conditions will be explained before enrolment.

NCC complies with fee protection requirements under the Standards for RTOs 2025. Matters regarding payment of fees or refund of fees will be managed by the College's Business Manager in accordance with the principles contained in the College Fee Policy.

Issuing Certificates and Statements of Attainment

NCC issues:

- **Statements of Attainment** for completed units
- **Certificates** for completed qualifications

Certification is issued:

- only after all assessment requirements are met
- within the required timeframe
- in line with national VET regulations

Replacement of Certificates or Statements

Students may request a replacement certificate or statement if:

- it is lost or damaged
- personal details need correction

Requests must be made in writing. Fees may apply.



Unique Student Identifier (USI)

A **Unique Student Identifier (USI)** is a personal reference number required for all VET students. Nambour Christian College will, at all times, meet the requirements of the Unique Student Identifier Scheme. Students will only be issued with a qualification or statement of attainment after the learner has either, provided the VET Coordinator with a verified USI, or the VET Coordinator has applied for a USI on behalf of the learner. Students will not be awarded any units of competency achieved unless a USI is provided to the College.

Nambour Christian College will ensure that the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Students must:

- create or provide their USI before enrolment
- ensure their USI details are accurate

The USI:

- links to all nationally recognised VET records
- allows students to access their VET transcript

Information about creating a USI is available at: www.usi.gov.au

Records and Transcripts

Nambour Christian College maintains a secure Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. The process for a learner, or former learner, to request a reissue of the documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be made in writing (email is acceptable) to the VET Coordinator. The certificates can be reissued to students at their/parental request, however a cost of \$30 per student is charged for reissuing of certifications.
- The RTO will organise for a replacement copy to be reissued
- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation.
- The replacement will be issued with 30 working days of receipt of written request.

Students can:

- access their records upon request
- view their VET transcript through the USI system

Access to Records

Students have the right to:

- access their training records
- view assessment outcomes
- request copies of certificates or statements

Requests should be made through:

- the VET Coordinator
- Student Services

Information about a student, except as required by law or as required under the [VET Quality Framework](#), is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The College will ensure that consent from each VET student is given.

Privacy legislation applies to all records.

Under 18s and Child Safety

NCC has a strong commitment to **child safety**.

For students under 18:

- all staff comply with child protection legislation
- supervision and duty of care are prioritised
- concerns about safety or wellbeing are taken seriously

Students are encouraged to:

- speak to a trusted adult
- report concerns immediately
- seek help if they feel unsafe

Child safety is everyone's responsibility.

Workplace Health and Safety

The safety and wellbeing of the staff and students at this school is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment. You are required to:

- Use and take reasonable care of any equipment that is provided
- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Report unsafe acts or equipment to a teacher and observe good housekeeping practices
- Report all injuries or near misses to a teacher
- Ensure that your conduct does not interfere with: School property; School staff safety or welfare, or with their ability to perform their duties; or School student safety or welfare, or their ability to benefit from instruction.



First Aid is available at the School Administration Office or First Aid Office. Students or staff should not handle injuries which involve spilled blood without wearing gloves, and all blood spills must be cleaned appropriately by trained School personnel. An ambulance will be called in case of an emergency.

Third Party Arrangements

'Third party' means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee. Where services are provided on the RTO's behalf by a third party, the provision of those services must include a written agreement. The RTO must disclose to the student the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf. When the RTO offers a qualification on its scope to students and in order to achieve the qualification the RTO requires students to undertake training for one or more units with a different RTO, this is considered a third-party arrangement.

All third parties currently engaged in an arrangement with Nambour Christian College have a delivery agreement in place and further details of such arrangements can be found on the school website or through talking with your teacher or the VET Coordinator.

Concerning the implementation and monitoring of Third Party Arrangements across Nambour Christian College, the following points will be considered:

- The VET Coordinator will conduct an investigation into the third party to ensure that they are compliant and have sufficient resources to deliver the course. Once this has been established, an arrangement will be made between the College and the third party, a Third Party Delivery Agreement will be completed and signed.
- After the Third-Party Delivery Agreement has been completed and QCAA have been notified, Nambour Christian College will advertise the course/ unit of competency as able to be undertaken. Students will be informed of the enrolment process; program and qualification information; fees and charges; student support services available during the undertaking of the course; complaints procedures; and RPL arrangements. Students are then able to enrol in the course/unit of competency.
- Nambour Christian College will monitor the conduct and resources of the third party at the completion of each term.
- If there is a change made to the Third-Party Agreement, then the College will notify students of these changes and any new Third-Party Arrangements put in place as a result.

Continuous Improvement Process

NCC:

- reviews feedback regularly
- records improvement actions
- monitors outcomes

Improvements may include:

- updating learning resources
- adjusting assessment practices
- improving student support services
- upgrading facilities or equipment





Nambour Christian College VOCATIONAL EDUCATION & TRAINING AGREEMENT OF TERMS AND CONDITIONS

RTO Provider: Nambour Christian College (RTO no: 30575)

Responsible Officer: Amie McDonald

Course/Qualification Number:
(Please Circle all relevant)

Title:

Trainer/Assessor:

SIT10222	SIT20322	SIT20421	SIT30622	SIS20122	SIS30321	FBP20221	BSB30120	FNS20120
Certificate 1 in Hospitality	Certificate 2 in Hospitality	Certificate 2 in Cookery	Certificate 3 in Hospitality	Certificate 2 in Sport and Recreation	Certificate 3 in Fitness	Certificate 2 in Baking	Certificate 3 in Business	Certificate II in Finance
Ashleigh Hoeksema	Ashleigh Hoeksema	Ashleigh Hoeksema	Ashleigh Hoeksema	Angela Hunter	Josh Corcoran Tim Andrew	Ashleigh Hoeksema	Amie McDonald	Sam Hood

Student Details		RTO Details	
Name		Name	Nambour Christian College
Address		Address	Mackenzie Road, Woombye QLD 4560
Phone Number		Admin Contact	Amie McDonald amie.mcdonald@ncc.qld.edu.au
Date of Birth		Phone Number	(07) 5451 3333
Student Number		Supervisor	Corcoran / Hunter / Hoeksema / McDonald / Hood / Andrew
Agreement Start Date	2026	Additional Information	FOR INFORMATION REGARDING UNITS OF COMPETENCY IN EACH QUALIFICATION, PLEASE REFER TO SUBJECT SELECTION HANDBOOK OR YOUR SUBJECT TEACHER.
Agreement Finish Date			
Duration			
Mode of Attendance	Full Time		
Special Needs			

Student Information Pack	Date Issued	
	Issued By	Angela Hunter / Ashleigh Hoeksema / Amie McDonald / Josh Corcoran / Sam Hood / Tim Andrew
	Received By	



School: Nambour Christian College
Version: Jan 2026
Location: T:\Teachers\Vocational Education Training\ 2026 Compliance Documents\NCC Student Manual 2026.doc
RTO Manager: Amie McDonald

Other Information/Notes:	
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Student Declaration

I confirm that:

- ☐ I have received and read the NCC VET Student Handbook
- ☐ I understand my rights and responsibilities as a VET student
- ☐ I know how to access support, lodge complaints, and appeal decisions

Student		Trainer/Assessor		RTO Representative	
Name:		Name:		Name:	Amie McDonald
Signature:		Signature:		Signature:	
Date:		Date:		Date:	

** It is assumed that the parents have read and understood the VET Student Manual as evidenced by their enrolment application for their student to attend Nambour Christian College.*

