



***NAMBOUR CHRISTIAN COLLEGE***

# **Vocational Education and Training**

## **Student Information Booklet 2025**

**Student Name:** \_\_\_\_\_

**Teacher Name:** \_\_\_\_\_

**Year/s:** \_\_\_\_\_

**Subject Studied:** \_\_\_\_\_

Hospitality

Recreation

Fitness

Baking

Business

Finance

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# Purpose of the Information Book

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

This booklet has been developed to help provide you with the information you will require during your Vocational Education and Training (VET) course of study while at Nambour Christian College.

All of the VET courses offered by Nambour Christian College (RTO Provider 30575) lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia.

This booklet contains essential information about your VET subjects, as well as details about a process known as RPL (recognition of prior learning), which can be applied to avoid duplication of learning and training. Students should take the time to study this handbook carefully and ask their VET teacher if they are unsure of any details. Please make sure you maintain your copy of this book, as you will need to refer to it throughout your senior schooling.

A copy of the VET Quality Manual outlining the College's VET policies and procedures can also be obtained via the VET Coordinator.



## General Information

- VET at Nambour Christian College
- Program Outcomes
  - Expectations
  - Assessment
- Nambour Christian College Guarantee
- Complaint Procedures
- Recognition of Prior Learning



# VET at Nambour Christian College: Code of Practice

## Preamble

Nambour Christian College is a Registered Training Organisation (RTO) under the authority of the National Vocational Education and Training Regulator Act 2011 (NVETR Act). The College is registered to deliver a range of Vocational Education and Training Programs under the direction of the Queensland Curriculum and Assessment Authority (QCAA).

The mission of the College as a Registered Training Organisation is to deliver quality training across a range of selected industry areas in accordance with the National Training Packages. Nambour Christian College reserves the right to amend the code of practice to suit the needs of the training organisation as required. All amendments will be in accordance with legislation governing RTOs.

As a Registered Training Organisation, Nambour Christian College has agreed to operate within the Principles and Standards of the Australian Skills Quality Authority. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

## Legislative Requirements

Nambour Christian College will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement standards will be met at all times.

## 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**.



For example, the following principles apply:

1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes.
2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual panel meeting with their parent/guardian and relevant College staff to ensure that the training and assessment provided meets their needs.
3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.
4. Prior to participating in structured work placement, students will be provided with an induction programme that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will be provided to ensure students are successful in their work placement.
5. Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy programme.
6. This College will openly value all students, irrespective of background/culture/other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and support structures.
7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the College's Complaints and appeals policy.

### Course Validation

Nambour Christian College implements a Validation Policy, whereby, at a minimum, the delivery of each qualification is reviewed once every 5 years by another trainer and assessor of that qualification. Where possible, the other trainer and assessor will not be a current teacher with Nambour Christian College.

### Employer contributing to learner's training and assessment

Wherever possible the College will place students in workplaces that provide experience in the competencies included in their VET qualifications. This College does not use assessment by work placement supervisors. Students on work placements may record their activities in a workplace experience logbook (or similar document). The work placement organiser/teacher will seek the cooperation of the workplace supervisor in the sign-off on the accuracy of the student's entries in the log. This logbook (or similar document) may be used by the assessor to support judgments of competency. Students at this College will be placed in workplaces where it forms a mandatory requirement of the Training Package or Accredited course.

### Performance Assessment Review (PAR) Audit

Nambour Christian College has agreed to participate in external monitoring and audit processes required by the Queensland Curriculum and Assessment Authority (QCAA). This covers random quality audits, audit following complaint and audit for the purposes of re-registrations.



### Marketing and Advertising

The College will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The NRT logo will only be employed in accordance with its conditions of use.

The College will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on the scope of registration.

Nambour Christian College will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the College's scope of registration. If the College loses access to these resources, the College will provide students with alternative opportunities to complete the course and the related qualification.

### Training and Assessment Standards

Nambour Christian College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the national Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

### Fees and charges, including refund policy

The College does not charge students fees for VET services provided in the regular delivery of units of competency in each qualification. Fees are only collected for consumable costs or other additional services such as the issuing of a replacement qualification statement or undertaking a qualification or unit of competency that is additional to the units being offered. 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.

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.

### Confidentiality procedure

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.

### Third party arrangements

*Third Party is any party (Organisation or entity) that provides services on behalf of, or for Nambour Christian College. A third party may include other Registered Training Organisations (RTOs), non-registered training providers, recruitment agents or brokers, or employment/job services agencies.*

**Standards for Registered Training Organisations 2015**



Nambour Christian College may use another training provider in order to deliver VET Courses on its behalf or Nambour Christian College may also deliver VET Courses on behalf of another training provider. This is known as a Third-Party Arrangement and Nambour Christian College will ensure that all arrangements with third parties are monitored and maintain compliance with the **Standards for Registered Training Organisations 2015**. 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:

- Where there is a gap in training or an area where further training could be employed, the VET Coordinator and/or Head of College will explore possible VET Third Party Arrangements.
- The VET Coordinator will conduct an investigation in to the third party to ensure that they are compliant and have sufficient resources to deliver the course. It will also be established that the third party is willing and able to deliver the qualification/s until such a time when the enrolled students have finished the course; another third party is engaged; or Nambour Christian College employ a qualified trainer/assessor to deliver the qualification/s as the Registered Training Organisation (RTO).
  - In determining that the training provider has sufficient resources, the third party must provide details of their qualified trainers and assessors. Trainers and assessors must meet the requirements as set out in the Standards for Registered Training Organisations (RTOs) 2015.
- Once it has been found that the third party is compliant and Nambour Christian College has decided that a 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 of the Third Party Arrangement, 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 keep all assessment results and will monitor the conduct and resources of the third party at the completion of every term (3 monthly maximum).
- If there is a change made to the Third-Party Agreement, either a cessation of contract, finalisation of contract or a change to the contract terms or conditions, then the College will notify students of these changes and any new Third-Party Arrangements put in place as a result.

## Sanctions

Nambour Christian College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulator requirements, we may have our registration as a Registered Training Organisation withdrawn.





# VET Courses offered at Nambour Christian College in 2025

Stand-alone VET Certificates are offered in Hospitality, Baking, Business, Finance, Skills for Work and Vocational Pathways, and Sport and Recreation.

## Certificate level courses with Nambour Christian College as RTO

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



# Student Information

## 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).

The VET teachers will induct all VET students with this handbook, as well as the VET Student Induction PowerPoint presentation.

## Qualification or accredited course information

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/>

Information available to students regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements
- Fees and charges
- RTO guarantee information
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Partnership or off-campus arrangements (where applicable)

## Flexible learning and assessment procedures

The following represent the basic **VET assessment principles** of this College. They are designed to promote fairness and equity in assessment.

- All VET students at this College will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
  - advice about the assessment methods
  - assessment procedures
  - the criteria against which they will be assessed
  - when and how they will receive feedback.
- Students will sight their profile sheet of results in each VET subject on at least two occasions throughout a two-year course.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.



- Any special geographic, financial or social needs of students will be considered in the development and conduction of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students in the College's VET Quality Manual. This is available from the VET Coordinator.

Your VET teacher will provide you with a thorough overview of the assessment requirements for your individual VET course. The following information, however, represents some general information about the VET assessment process adopted at Nambour Christian College.

### Quality Management and Student Services

All students at Nambour Christian College will be involved with the following processes, designed to establish their educational needs:

- SET plans
- subject selection processes
- career guidance services

The provision of educational services will be monitored to ensure the College continues to cater for student needs through review of student senior education and training (SET) plans, as needed. The College will also ensure that all students receive the services detailed in their agreement with the RTO.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaints and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. The college will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

The College will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback to the RTO through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators — student engagement surveys and school-generated surveys (where applicable).

Students have access to a wide range of support, welfare and guidance services at Nambour Christian College, including:

- VET teachers
- VET Coordinator
- Careers and Pathways Coordinator
- Heads of Department
- Director of Academic Studies
- Director of Student Wellbeing
- Head of Senior School
- Executive Principal
- Learning Enrichment teachers



# Program Outcomes

**Students will be provided with opportunities to achieve the following outcomes:**

- Link *off job learning* at school to *on job training* in the workplace.
- Establish *pathways to qualifications* nationally recognised by industry, education and vocational training authorities.
- Apply for *Recognition of Prior Learning (RPL)* to determine on an individual basis, the competencies obtained by a person through previous formal or informal training, work and/or life experience.
- Receive a Queensland Certificate of Education listing competencies successfully attained and a level of achievement for each Authority and/or Authority-registered subject studied and VET Certificates.
- Receive a *Statement of Attainment or Certificate* from the school to list competencies successfully achieved for each training program studied.

## Expectations

The expectations of the program have been developed specifically for the implementation and conduct of Vocational Education and Training programs offered by the College. The College reserves the right to amend the expectations to suit the needs of the educational institution as required.

## **The College**

- ◆ recognises the importance of students receiving a broad-based education, comprising both general and vocational education and training
- ◆ is registered with the Queensland Curriculum and Assessment Authority to provide the vocational education components of the Training Packages
- ◆ has access to the facilities and resources required for the registered vocational education and training programs
- ◆ has in place an assignment/assessment policy that applies to all subjects offered at the colleges
- ◆ has a process in place that enables students to apply for Recognition of Prior Learning (RPL) for the vocational education competencies
- ◆ has a process for addressing any concerns a student may have and offers the students access to a range of people who can provide him/her with advice and guidance about the vocational education program at the college, for example teachers, heads of department, career guidance officers and administrators.

## **The Student/Trainee**

- ◆ makes a serious commitment to his/her Curriculum and Assessment at school
- ◆ attends training provided by training providers outside normal school hours and meets the cost of transport and materials as required.
- ◆ participates in work placement as arranged by the College and
- ◆ 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.

**NB No student will be denied the opportunity to participate on economic grounds. Please make an application for a concession if required.**



## AUSTRALIAN QUALIFICATIONS FRAMEWORK VOLUME OF LEARNING

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

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

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

### Competency based assessment

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.

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.

Final records of assessment of competencies will be awarded as either:

- **C** for Competent
- **WTC** for Working Towards Competency
- **YTC** for Yet to Commence

### Assessment methods

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.

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).

### The Queensland Certificate of Education (QCE)

When you have successfully completed all the requirements of the course (providing the course covers the full qualification), you will be entitled to have the relevant Certificate recorded on your Queensland Certificate of Education. A nationally recognised Certificate will also be issued for the relevant training program. If the course is incomplete, then only the units of competency or learning outcomes that you have successfully obtained



competency in, will be recorded. You will also receive a Statement of Attainment, which records successful units of competencies or learning outcomes.

### **Certification and achieving of results**

Nambour Christian College maintains a 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.



# Nambour Christian College Training Opportunity Guarantee

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 of their student responsibilities. Students who enter the course after the start date will have 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.

## 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.

# Unique Student Identifier (USI) Scheme

Nambour Christian College will, at all times, meet the requirements of the 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.



# 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.

## Informal complaint

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the College, e.g., the VET teacher, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the teacher may then communicate the complaint to the VET Coordinator, who will make a decision in regards to proceeding with a formal complaint or appeal process
- person(s) dissatisfied with the outcome of the complaint may initiate a 'formal complaint' with the Deputy Principal

## Formal complaint or appeal

- formal complaints may only proceed after the informal complaint procedure has been finalised
- all formal complaints or appeals will go to the VET Coordinator
- the complaint or appeal and its outcome shall be recorded in writing through a Complaints and appeals record form
- on receipt of a formal complaint or appeal the VET Coordinator shall convene an independent panel to hear the complaint; this shall be the complaint and appeal "complaint committee"
- the complaint and appeal committee shall not have had previous involvement with the complaint or appeal, should include representatives of: the Principal, teaching staff and an independent person
- the student shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
- the complaint and appeal committee will make a decision on the complaint
- the complaint and appeal committee will communicate its decision on the complaint to all parties in writing within five working days of making its decision.
- If a student is still not satisfied, the VET Coordinator will refer them to the Queensland Curriculum and Assessment Authority appeals and complaint process [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au).

The College uses the Complaints and appeals register as invaluable data about aspects of the College's operations that could be improved.





**The student will:**

- complete the necessary complaints and Appeals form
- advise the classroom teacher of his/her intention to submit the form and provide the teacher with a copy
- submit the form to the Administration Team through the VET Coordinator within one month of complaint occurring and
- sign the complaints register upon submission of the form

**The College will:**

- accept the student's Complaints and Appeals form and register acceptance of form in the complaint register
- request the classroom teacher or relevant person to respond in writing to the complaint
- examine evidence provided by the student and teacher or relevant person
- request an interview with interested parties if required
- respond in writing to both parties of the Administrations Team's decision within 60 days of the complaint registration and
- advise the student of the appropriate legal body where he/she can seek further assistance if the dispute cannot be solved internally.



**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)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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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: \_\_\_\_\_



# Provide Credit for Prior Study

Students are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requiring or license condition requires this. Students must provide suitable evidence that they have successfully completed a unit or module at any RTO and Nambour Christian College will provide credit for that unit or module.

Providing credit to recognise equivalence of studies previously undertaken is not the same process as Recognition of Prior Learning (RPL).

## 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

### Recognition of Prior Learning policy

All students shall have access to and will be offered RPL. All applications for RPL will be responded to once a written application has been received. The VET Coordinator will keep an RPL register which documents all RPL applications and their outcomes. 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.

### Recognition of Prior Learning procedure

Each year at the VET student induction, the relevant VET teachers shall make students aware of the College's RPL policy via the VET student handbook. VET teachers will remind students of this policy at the beginning of each semester and provide opportunities to engage in the following RPL process:

- In the first VET class of the year, the teachers shall make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the school. Teachers will remind students of this policy at the beginning of each new term.
- If a student presents an AQF qualification or statement to the teacher, the teacher will take a copy and bring it to the attention of the relevant head of department and/or VET Coordinator.
- The head of department and/or VET Coordinator will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student's file.
- Once the qualification or statement is verified:
  - the teacher will give the student exemption for the units of competency or modules identified in the qualification or statement, and update the student's records accordingly
  - the information will be entered into SDCS using the "credit transfer" option.



### 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

### In What Parts of the Course Does RPL Apply?

RPL can only be granted for the vocational training competencies or learning outcomes in the course you are studying. (These are the job-related knowledge and skill areas of the course).

Each vocational training program has a number of learning outcomes or units of competency. You can apply for RPL in either an entire training program or in individual learning outcomes.

### If You Decide to Take Advantage of RPL:

1. Ask for specific information about the learning outcomes or competencies of the training program
2. Complete the *RPL Application Form* in detail (and attach all relevant evidence)
3. You may be asked to attend an interview, or to do a practical task, or to provide more information

### How Does RPL Assessment Work?

An assessor (usually your class teacher) will look through your application. The assessor will look at the evidence you have provided in the application (and perhaps in an interview) to decide on the outcome of your application. If the teacher does not have sufficient evidence to grant RPL, you may be asked to do a practical test.

After the RPL assessment is finished you will be notified of the result in writing, i.e.

- ◆ successful
- ◆ partially successful
- ◆ unsuccessful

### If you disagree with the outcome, you may appeal.

The evidence you gather for your application might include:

- ◆ products and/or records of your work
- ◆ a personal report
- ◆ a referee's report

A single piece of evidence may be relevant to one or more of the learning outcomes or competencies.

### 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

Refers to the granting of credit to students of exact units of competency they have completed previously. Institutions or training organisations can grant credit to students for studies or training completed at the same or another institution or training organisation.

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.

### 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
- At the beginning of each year, those students who are enrolled in courses where there are common units of competency, or who have progressed from Certificate I to Certificate II or Certificate II to Certificate III (where applicable) are identified
- The Head of Senior School, VET Coordinator, HODs and VET teachers will meet to establish the processes for delivery and assessment ensuring accurate data is recorded
- This process is repeated throughout the year for students who change subjects
- 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).



## RPL checklist for students

To ensure an effective RPL process, students should:

- a) Obtain information about RPL.
- b) Read the relevant learning outcomes or competencies for the training programs.
- c) Assess your abilities/competencies, with guidance from your teacher and/or counsellor in the learning outcomes or competencies in the training programs.
- d) Decide if you think you possess the knowledge and skills of the learning outcome or competencies in the training programs and if so, you should apply for RPL.
- e) Complete an RPL Application Form.
- f) Gather evidence that supports your application.
- g) Give the completed RPL Application Form and evidence to your teacher.
- h) Receive notification from your teacher to show either
  - (i) *that you have gained RPL*
  - (ii) *that you need to supply more information AND/OR attend an interview*
  - (iii) *that you have not gained full/partial RPL and you receive feedback*
- i) (If you are successful) be exempt from those learning outcomes or competencies in the training programs.
- j) (If you were partially successful) you may decide to progress more quickly through the training program by completing only those aspects for which you do have prior learning. This completes the RPL process for your application.
- k) (If you were unsuccessful) you may decide to request an RPL Appeals Form.
- l) Gather further evidence that supports your application.
- m) Submit your completed RPL Appeals Form and further evidence to the nominated person in the school's grievance policy, who will arrange for a second suitably qualified person to assess the evidence.
- n) Receive a notification about whether either
  - (i) *you have gained RPL or*
  - (ii) *you have not gained full/partial RPL and receive feedback.*
- o) Seek to progress more quickly through the training program by completing only those aspects for which you do not have prior learning

**RPL APPLICATION FORM**

STUDENT' NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

CODE: _____		TRAINING PROGRAM: _____			
LEARNING OUTCOMES or COMPETENCIES		DETAILS OF RELEVANT PREVIOUS EXPERIENCE including formal training, work experience and life experience (interests, skills etc.) ATTACH COPIES OF RELEVANT EVIDENCE	OFFICE USE ONLY		
NO.	DESCRIPTION		ASSESSOR'S COMMENTS AND RECOMMENDATIONS	COMPETENT	NOT YET COMPETENT

**RPL NOTIFICATION**

Recognition of Prior Learning

☐ is granted for the learning outcomes/competencies \_\_\_\_\_ (insert details)  
and/or

☐ is not granted for the learning outcomes/competencies \_\_\_\_\_ (insert details)

because \_\_\_\_\_

\_\_\_\_\_  
Assessor's Signature\_\_\_\_\_  
Date

**RPL APPEALS FORM**

Name: \_\_\_\_\_ Date of original RPL application \_\_\_\_\_ Course Name: \_\_\_\_\_

Complete the following to indicate the decisions against which you wish to appeal.

LEARNING OUTCOMES or COMPETENCIES		SUMMARY OF THE REASONS FOR YOUR APPEAL (LIST THE ADDITIONAL INFORMATION YOU WILL PRESENT AS PART OF YOUR APPEAL).	OFFICE USE ONLY		
NO.	DESCRIPTION		ASSESSOR'S COMMENTS AND RECOMMENDATIONS	COMPETENT	NOT YET COMPETENT

Applicant' signature: \_\_\_\_\_

Date: \_\_\_\_\_

**RPL NOTIFICATION**Recognition of Prior Learning ☐ is granted for the learning outcomes/competencies \_\_\_\_\_ (insert details) and/or☐ is not granted for the learning outcomes/competencies \_\_\_\_\_ (insert details)

because \_\_\_\_\_

\_\_\_\_\_  
Assessor's Signature\_\_\_\_\_  
Dat







## 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
John Shuttleworth	John Shuttleworth	John Shuttleworth	John Shuttleworth	Angela Hunter	Josh Corcoran	Ashleigh Hoeksema	Sam Hood	Sam Hood

Student Details		RTO Details	
Name		Name	Nambour Christian College
Address		Address	Mackenzie Road, Woombye QLD 4560
Phone Number		Admin Contact	Amie McDonald
Date of Birth		Phone Number	(07) 5451 3333
Student Number		Supervisor	John Shuttleworth / Angela Hunter / Ashleigh Hoeksema / Amie McDonald
Agreement Start Date	2025	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	John Shuttleworth / Angela Hunter / Ashleigh Hoeksema / Amie McDonald / Josh Corcoran / Sam Hood
	Received By	



**School:** Nambour Christian College  
**Version:** 1  
**Location:** NCC Student Careers Website copy 12 March 2025.docx  
**Last Update:** 20/01/2025  
**Author:** Amie McDonald

<b>Other Information/Notes:</b>	
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***We confirm and agree that we have read and understand the VET Student Information Pack, and the Training Plan as above.***

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

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

