



ABN 92 119 132 900 RTO 91285



PARTICIPANT HANDBOOK

Welcome to deFaye College

Our Mission: Inspiring individuals to learn.

Our Vision: deFaye College is committed to excellence and endeavours to provide an optimum teaching and learning environment. This will be demonstrated by innovation which embraces demographic and technological changes.

Our Philosophy: Our educational philosophy is founded on ethical conduct and teamwork. To ensure institutional excellence, we continually challenge, test, re-evaluate and raise our standards. As an educational organisation, we have high expectations and believe that our success depends upon the combined capability and contribution of staff, participants and members of our community.

At deFaye College importance is placed on:

- Quality education
- Open access to education and opportunity for participant success
- Diversity in our staff, participants and ideas
- Respect for our participants, colleagues and community
- Institutional integrity
- Service to our community

What we Value:

Integrity: Honesty and fairness are essential to the way we do business and how we interact with people. We are a company which keeps its promises. We do what we say we will do, and we will conduct ourselves in accordance with our code of ethics.

Client Satisfaction: Client satisfaction is the source of employee, supplier and community benefits. We will exceed client expectations through continuous improvement in quality and service.

Our Employees: The diversity and involvement of our people is the foundation of our strength. We are committed to fair and effective selection, development, motivation and recognition. We will provide employees' with equipment, training and support to achieve excellence in client satisfaction.

Improvement and Innovation: We seek improvement and innovation in every element of our business.

INFORMATION SERVICES

Trainers and Assessors

- Trainer support in all subjects of courses offered
- Career planning
- Study pathways and options
- Support for participants with a disability
- Recognition of Prior Learning and Credit Transfers
- Details about assessment
- Study Sessions
- Learning support options
- Study options
- Statement or Certificate of results for subjects or courses
- Training and Assessment

Office Manager and Administration Officers

- Course and General Information
- Fee inquiries
- Postage of assignments
- Policy and Procedures

Hours of Operation

deFaye College office hours are:
8.30 am to 5.00 pm Monday to Friday

Participant trainer support is available from 10am to 4pm from Monday to Friday. Tuesday trainer support is available to participants from 10.00am to 8.30pm. Participants need to contact deFaye College to arrange an appointment time, so you can have the trainer's undivided attention.

How to Contact deFaye College

Phone: 02 6645 1133

Fax: 02 6645 1939

E-mail: enquiries@defaye.com.au

Website: www.defaye.com.au

Street Address: 1 Union Street

Maclean NSW 2463

Course Information

deFaye College has the ability to offer specialised courses to meet your individual requirements. All courses are conducted with flexibility to cater for each participant's needs and requirements. Graduates wishing to gain higher qualifications can be assured that our courses have been designed to give full credit into higher education courses where available.

Our teachers are highly skilled and approachable. So if you have concerns, please phone the office for assistance, or send us an email.

Nationally Accredited Courses offered by deFaye College include:

Community Services Work

- Certificate II in Community Services CHC20108
- Certificate IV in Leisure and Health CHC40608
- Certificate IV in Community Services Work CHC40708
- Certificate IV in Community Services (Information, Advice & Referral) CHC42508
- Diploma of Community Services Coordination CHC52208

Aged Care Work/Disability Work

- Certificate III in Home and Community Care CHC30308
- Certificate III in Disability Work CHC30408

Business Studies

- Diploma of Business BSB50207

Health Industries

- Certificate III in Allied Health Assistance HLT32407
- Certificate III in Health Services Assistant HLT32507
- Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care HLT33207
- Certificate IV in Allied Health Assistance HLT42507
- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) HLT43907
- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health (Community Care) HLT44007

First Aid Units offered by deFaye College include:

- Perform CPR HLTCPR201A
- Apply First Aid HLTF301B
- Refresher HLTF301B



NSW Vocational
Education & Training
Accreditation Board

Flexible study has many benefits for the learner

- deFaye College supports distance study participants through the provision of written resources, and contact with staff via phone and/or email to enhance their learning.
- Choice of flexible delivery allowing for learning in your own time.
- Your study program can be adjusted to meet your schedule
- Help is available through optional study sessions and ready contact with our staff.

deFaye College prides itself on the support it offers to participants. When you receive your learning materials, you will be given the name of your contact trainer and times when direct contact is available. You can always phone, fax or e-mail the office for assistance. We are only too pleased to help you!

Are there any opportunities for face-to-face contact with a trainer?

Yes! deFaye College offers participant support during office hours from Monday to Friday or as arranged with your trainer. Just contact us!

The following Acts and Regulations apply to Community Services Training:

- NSW Anti-discrimination Act 1991
- NSW Child Care Act 2002
- NSW Child Protection Act 1999
- NSW Child Care Regulation 2003
- NSW Health Rights Commission Act 1991
- NSW Building Fire and Safety Regulation 1991
- NSW Commission for Children and Young People and Child Guardian Act 2000
- NSW Commission for Children and Young People Act and Regulation 2001
- NSW Health (Drugs and Poisons) Regulations 1996
- NSW Nursing Act 1992
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Occupational Health and Safety Act (Commonwealth Employment) 1991
- NSW Occupational Health and Safety ACT NSW 2000
- NSW Occupational Health and Safety Regulations 2001
- Sex Discrimination Act 1984
- Copyright Act 1968
- Freedom of Information Act 1982
- Privacy Act 1988
- Racial Discrimination Act 1975
- Aged Care Act 1997
- Disability Discrimination Act 1992
- Home and Community Care Act 1985

Quality Management

Quality Management (QM) forms the basis of management planning and decisions. The goals of Quality Management are to:

- establish and maintain a system to plan for quality where services and processes offered are being added, deleted or modified.
- conduct business in a fair and equitable manner without generating a conflict of interest.

These goals underlie the policies and functions of deFaye College and inform participants of the procedures documented in the Policy Manual. The procedures detail the activities to be undertaken in relation to our policies and ensure the QM System operates satisfactorily and is effective. It sets out the purpose of all procedures and how, when and where all activities are to be performed.

The Quality Management System is an integral part of the management process and is designed to assure Total Employee and/or Contractor Involvement.

The ultimate purpose of the QM System is to ensure complete satisfaction by the client with the products and services supplied.

Quality

Quality Assurance relies heavily on Quality Control, which is a system of activities designed to assess the quality of products and services supplied to a client. Quality Control is designed to answer the question - "Have we done the job in accordance with the requirements"?

All Employees are expected to perform their work in accordance with work instructions, practices and client requirements made known to them. Quality Assurance is an essential part of everyone's job.

Continuous Improvement

Continuous Improvement is an important part of Quality Management. The goals of continuous improvement are to ensure:

- any problems are promptly detected, identified, segregated, documented and fixed in a controlled manner, and
- action is taken to prevent the occurrence and/or recurrence of problems.

deFaye College's approach to continuous improvement is set out in the Policy Manual and also in brief in the Handbook.

Access, Equity and Diversity Policy

This policy is to ensure that equity principles for all are implemented through the fair allocation of resources and the right to equity of opportunity without discrimination.

Access

When planning, designing and delivering programs deFaye College tries to minimise barriers and provide opportunities for all participants to be successful in gaining skills, knowledge and experience through education and training.

Therefore we provide learners with the opportunity:

- ◆ To be involved in the planning and decision-making processes on matters that affect their studies;
- ◆ To be involved in training programs and services that are easily accessible and in an environment that is free from harassment;
- ◆ To access a broad range of high quality support services that account for the diversity of participant needs;
- ◆ Seek to provide opportunities for all participants to achieve outcomes that meet their personal goals;
- ◆ Provide access to staff development to assist Trainers who deliver courses to participants with special/additional needs.

Equity

Equity means “fairness”. It means therefore ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. deFaye College recognises that:

- ◆ It is common for people to identify with more than one equity group;
- ◆ Differences exist within and between equity groups;
- ◆ Each equity group does not experience the same type of disadvantage; and
- ◆ There remain many common barriers for equity groups.

Diversity

We seek to meet our participants’ diverse learning needs through the support we provide. We recognise that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- ◆ Prior educational experience
- ◆ Cultural diversity
- ◆ Language and/or learning styles
- ◆ Goals and expectations
- ◆ Motivation
- ◆ Work and social experience
- ◆ Gender
- ◆ Values and beliefs
- ◆ Religion
- ◆ Income
- ◆ Age
- ◆ Geographic location

This policy aims to address the requirements of all potential and actual learners seeking to participate in training with deFaye College including specific equity groups such as:

- ◆ Women
- ◆ Indigenous Australian peoples
- ◆ People with a disability
- ◆ People from non-English speaking backgrounds
- ◆ People with English literacy and numeracy needs
- ◆ Residents of rural and remote communities

Beyond these groups, and in recognition of diversity, deFaye College aims to respond to the needs of the local community for example:

- ◆ Young and mature age people;
- ◆ People in transition from institutions;
- ◆ People who are socio-economically disadvantaged; and
- ◆ People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded in all aspects of deFaye College's planning and operations.

All staff employed by deFaye College will:

- ◆ Comply with national and state legislation and policies;
- ◆ Meet national and state reporting requirements; and
- ◆ Modify and improve their performance to better achieve access, equity and diversity;
- ◆ Assist with participants' needs

Course Admission Policy

If you are considering enrolling we would encourage you to contact us and discuss any matters you do not understand. It is extremely important for you to know what competencies you will learn during your studies and the type of tasks you will be asked to undertake as part of your studies.

The training costs and fees we charge for courses can be found in the Course Information Brochures.

Please read all the information we send you thoroughly.

Should you wish to apply for **Recognition of Prior Learning**, you will need to request a Recognition of Prior Learning Kit to assist you with the process.

When must you re-enrol?

Participants who have not shown participation in their course for 4 months must re-enrol. A re-enrolment fee of **\$50.00** will apply. If the participant is on holidays or is deferring, they must inform the Office so that the 4 months of no participation will not apply. **No participation means that no work has been completed and provided to the Office by the participant.** Participants who require an extension must do so in writing. All extensions will be reviewed and you will be notified accordingly.

Certification Policy

On successful completion of a course or nationally recognised training package qualification, participants will be awarded with the approved certificate outlined on the relevant course brochure within 21 days. A list of all units of competency completed will be included on, or attached to the qualification.

Grievance Policy

The aim of this policy is to ensure any complaint and/or grievance is dealt with in a timely manner.

deFaye College has processes in place for participants to lodge complaints and/or grievances in relation to any matter, other than academic decisions in relation to training, resources or service they received.

The grievance procedure allows for:

- An informal approach to the person with whom the participant has the complaint/grievance;
- A facilitator who has not been involved in the grievance to review the complaint/grievance;

All complaints and/or grievances are recorded and reviewed at Management Review Meetings. Outcomes of the complaint or concern are communicated in writing to the participant.

Every effort is made to resolve complaints and concerns.

Appeal Procedure for Academic Matters

deFaye College has a Policy on Appeals which you are entitled to read. If you believe you have been assessed/marked unfairly you are entitled to appeal. Complete the appropriate forms by contacting your Trainer or a member of staff who will assist you.

All Appeals will be referred to and managed by the Managing Director or delegate of deFaye College. The appeals process will proceed as follows:

- In the first instance, the course Trainer will be approached to discuss and review the evidence;
- Assessment and assessment processes will be reviewed and outcomes provided to the participant.
- Where the participant is still dissatisfied with the decision, a request is to be made to the Managing Director in writing. The appeal will be reviewed with a Trainer who was not involved in the original complaint. A decision will be made about the results in consultation with the Managing Director. The participant will be notified of the result in writing.

Refer to the Grievance VET Policy Statement

If you still feel the issue is unresolved, you are entitled to contact the Industry Skills Council (cshisc – Community Services & Health Industry Skills Council – (02) 92633589).

Credit Transfer (CT)

This policy is to confirm that Credit Transfer is available to any participant enrolling with deFaye College at **no charge**.

Credit Transfer is different from Recognition of Prior Learning. Credit Transfer is the term used when credit is given to a participant who has completed part of their course through

another Registered Training Organisation (RTO). The Australian Recognition Framework Principle for Credit Transfer states that an RTO must accept and recognise the decisions and outcomes of any other RTO.

If you wish to gain credit for a unit you must provide the deFaye College with certified copies of Qualifications or Statements of Attainment. Credit Transfer will only be granted once you have enrolled.

Recognition of Prior Learning (RPL)

A participant enrolled in a course with deFaye College is able to apply for RPL for current skills and knowledge related to the course for which they are enrolled. Recognition of Prior Learning (RPL) recognises skills and knowledge learned through:

- Formal training (conducted by industry or educational institutions);
- Work experience (including informal training); and
- Your life's experiences.

People who consider that they already possess course competencies, shall be able to apply for advanced standing through the process of Recognition of Prior Learning at a cost of 75% of the unit cost per unit of competency i.e. $75\% \times \$160.00 = \120.00 .

It is the participant's responsibility to obtain the relevant documentation for proof of RPL but will be supported by the Assessor throughout the whole process.

Mapping of Qualifications

Mapping of previous qualifications to a current qualification is available through deFaye College. The fee for mapping is \$100.00 per episode. This fee must be made upfront prior to mapping being undertaken. Should the participant then enrol in a qualification within **one (1) month** of mapping, the mapping fee will be applied to the qualification costs as a discount.

Changing of Electives

Should participants wish to change their electives after their initial selection, an administration fee of \$30.00 may be charged.

Statement of Attainment

Participants who partially complete a course, or undertake professional training, may be eligible for a statement of Attainment. This Statement of Attainment may be used as credit towards other courses.

Assessment Policy

This policy confirms that the principles of competency based assessment are applied to assessment systems used by deFaye College. The application of these principles will result in the valid, reliable and fair assessment of participants enrolled in training programs.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that a person can perform to the standards expected in the workplace as identified in the Industry standards.

Assessments being undertaken by participants will be:

- Valid
- Reliable
- Fair
- Flexible

They will take into account, RPL and will be cost effective.

Extensions

Extensions will be offered if you have a valid reason. You must negotiate a new due date with your trainer or the Student Support Coordinator. All extensions must be applied for IN WRITING with at least one week's notice prior to the due date written on the Training Plan.

If a participant has purchased a unit but has not completed it within **four (4) months** of the start date written on the Training Plan, the unit is forfeited, "Not Yet Competent" will appear on the Participant's Statement of Attainment. The unit will need to be purchased again and completed by the participant before the assessment is changed.

Training Plans

Your trainer will negotiate with you your training needs by planning your units of competency and any assistance you might require while training with deFaye College. Nominated time frames are included in your Training Plan for completion of the unit of competency. Although the courses offered by deFaye College are self-paced, nominated time frames are included to assist you to stay on track.

Forms of Assessment

- **Oral**
This form of assessment can be used to ensure that the participant is familiar with the information imparted. It is particularly useful for those participants who may have difficulty in showing competency in written forms.
- **Written Assignments**
This form is often used in theory-based subjects and helps you work through a series of problems or examples in a way that shows your competency. This will also include written and numeric tasks that are similar to those you may be required to carry out in the workplace.
- **Demonstrated**
This requires you to model to a trainer or supervisor your competency in using the skills that are required in the workplace.
- **Compilation of a Resource Folder**
This will require you to gather a collection of equipment and materials related to a particular topic or learning outcome.
- **Participant Observation**
This requires the trainer or supervisor to observe your ability or competency in a given task. This may be carried out during Practical Placement or in a group/individual learning environment.

STAFF AT deFAYE COLLEGE STRONGLY RECOMMENDS THAT PARTICIPANTS COPY THEIR ASSIGNMENTS PRIOR TO SENDING THEM.

How to Contact Your Trainer:

Phone the office and ask to speak with your trainer, or make an appointment for the trainer to phone you at a time convenient for you. You are also welcome to come into the office and see your trainer. To do this, make an appointment for a visit with the person at Reception.

Plagiarism

Plagiarism is the use of another person's work or ideas without acknowledging that person. This should not be confused with information shared in study groups with your peers. Peer coaching or shared learning is a recommended practice.

Plagiarism will result in a 'Not yet Competent – First Attempt' for the entire unit.

- Do not use another participant's work;
- Do not allow another participant to use your work;
- Provide appropriate references for any quote or passages from texts that are not your own words.

Language, Literacy and Numeracy

Through the process of the Introduction Pack, you are required to complete a basic Language, Literacy and Numeracy Test. This test benefits you by assisting deFaye College to identify the most appropriate level of support required for you. When you have completed the assessment, please return it to the Office. If there are recommendations for language, literacy or numeracy support, you will be contacted by the Trainer.

Fees Policy

There is a non-refundable enrolment fee of **\$100.00** payable upon enrolment of a full qualification course. Upon enrolment of a single unit from a qualification course, a non-refundable enrolment fee of **\$20.00** is payable.

The enrolment fee covers administration costs, initial participant contact and support and preparation of training plans. deFaye College Fees Policy requires payment of participant fees at the time of receiving course materials or as negotiated with the Finance Manager.

Qualifications will not be issued if fees are outstanding or an arrangement has not been made with the Finance Manager for payment.

Refund Policy

- Participants are asked to ensure that they check their availability against dates and times for the relevant course. Minimum and maximum numbers apply for all courses so late withdrawal may mean someone else have missed out or it may make the course financially unviable.
- A 10% administration fee applies for withdrawals less than one (1) week prior to the course commencing;
- There is no refund for course fees paid once that course has commenced;
- There is no refund for unsuccessful applications for RPL/RCC.

Participants will be refunded fees as follows:

- Cancellation prior to commencement of course – full refund minus administration fee of 10%.
- Cancellation during the course – no refund on the instalment paid.
- If full fees are paid up-front and the participant leaves before finalising their studies, their fees will be refunded on a pro-rata basis.

No refund is available if you have received the unit study material, or an RPL interview. If you elect to pay fees up-front and leave before finalising your studies, your fees may be refunded on a pro-rata basis, which is at the discretion of Management.

If you wish to cancel your enrolment or withdraw from a course prior to completion, you must do so in writing. **Please note that all fees paid in advance are protected through deFaye College trust accounts.**

Course Cancellation

Information literature will inform prospective clients that course with low enrolments are not financially viable and will be cancelled. In the event that this happens, a full refund will be issued of any money paid

Records Management Policy

This policy is to ensure systems are in place for recording personal details of course and program participants, enrolments, systems used for recording evidence of assessment, competencies achieved and results of assessment.

Record Maintenance

deFaye College is committed to keeping accurate and confidential records in relation to their participants and the activities conducted on their behalf. All records are maintained through a combination of manual and computer-based systems.

Only authorised personnel at 'deFaye College' can access participant records.

Personal Details

During the enrolment process personal details of participants are recorded (i.e. name and address) on an internal database. All personal details are kept confidential.

No details provided to deFaye College are sold or otherwise released to a mailing list or other organisations or persons without the express permission in writing of the individual concerned.

Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by deFaye College is maintained in accordance with AS/NZS ISO9001 and Australian Quality Training Framework requirements.

The Assessment results are retained by deFaye College for 30 years. Individual assessment records are always retained until the period for appeal against assessment has elapsed and, under normal circumstances, for a minimum of twelve months after the completion of the relevant course/program. Participant's results will only be released for legal or educational requirements, or to an individual participant or authorised client as necessary.

Human Resources

deFaye College is committed to the provision of quality training and education services using highly qualified personnel who have been individually selected to deliver courses to the highest possible standards.

All our trainers are experienced professionals with content related knowledge in their relevant industry and understand current and emerging industry trends, needs, and expected outcomes, appropriate to the level of the training package, course, or competency standard being facilitated or assessed. Our training personnel meet all requirements as specified in the relevant training package, course or competency standard, and for all other courses delivered.

Anti-Discrimination and Sexual Harassment

What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of one of his or her personal characteristics. Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”
- Judging someone on their political or religious beliefs rather than their work performance;
- Using stereotypes or assumptions to guide decision-making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

Anti-Discrimination

It is the policy of deFaye College to ensure that the Anti-Discrimination Acts of State Government and Discrimination Acts of Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts.

deFaye College is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position.

deFaye College does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

ANTI-SEXUAL HARASSMENT POLICY

deFaye College considers sexual harassment to be unacceptable behaviour, which will not be tolerated under any circumstances. All participants and employees should be able to work in an environment free of intimidation and sexual harassment.

Harassment is unwelcome behaviour, which can be reasonably expected to offend, humiliate or intimidate.

Sexual harassment is any behaviour of a sexual nature that is unwelcome.

Examples of behaviour that may be unwelcome are:

- ◆ Physical contact, patting, pinching, touching or putting an arm around another person's body.
- ◆ Provocative displays of material with a sexual connotation.
- ◆ Subtle or explicit demands for sexual favours.
- ◆ Leers and stares.
- ◆ Gestures or comments of a sexual nature.

Under Federal and State Legislation, sexual harassment is against the law. Any complaints of sexual harassment will be investigated promptly, confidentially and impartially. People, who make justified complaints, or witnesses, will not be victimised in any way. A written complaint is not initially required, but would be beneficial in acting upon a complaint.

Disciplinary action, which may involve counselling, a warning, demotion or dismissal, will be taken against anyone who sexually harasses a co-worker or participant. Disciplinary action will also be taken against any frivolous or malicious complainants.

Sexual interaction such as flirtation and attraction is not sexual harassment when it is invited, mutual, consensual or reciprocated. However it is advisable to set high standards of training rooms and workplace behaviour eliminating any behaviour that may be considered harassment.

We all have a responsibility to be aware of appropriate training room or workplace behaviour.

ANTI-SEXUAL HARASSMENT PROCEDURE

There are several options if you experience sexual harassment at work or work sponsored entertainment.

Make it clear to the person concerned that you believe that such behaviour is offensive. The matter can be resolved at this point between the two people concerned.

If you are not comfortable with addressing it with the person concerned, then you can discuss the issue with Senior Management.

However, every effort will be made to resolve the issue within the workplace. deFaye College is committed to providing an environment that is safe for its employees and participants.

Health & Safety Policy

The NSW Occupational Health and Safety Act 2000 and the NSW Occupational Health and Safety Regulations 2001 require all employers and training institutes to provide a safe work environment for staff and participants. deFaye College meets our obligation under the NSW Occupational Health & Safety Act 2000 by carrying out a risk assessment every year and putting appropriate control measures in place to minimise the risk of injury and illness to others. Risk assessment is part of the risk management process.

deFaye College is committed to providing training rooms and a workplace that is safe and healthy. All the staff employed by deFaye College is experienced in Occupational Health and Safety Procedures and are required to undertake annual training updates. deFaye College has established procedures for risk management to protect staff, participants and anyone who visits their premises.

Occupational Health and Safety Responsibilities:

Participants have an obligation under the NSW Occupational Health and Safety Act 2000.

- Participants **MUST NOT** act in a manner, which endangers the health and safety of themselves or any other person while at a course being run by deFaye College.
- Participants **MUST** carry out safety directions given by members of deFaye College.
- Participants **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at deFaye College.
- **NOTE: Participants who do not comply with these legal requirements are in breach of the OH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Participant Rules and can face disciplinary action.**

Participant Support Services

This is to confirm that deFaye College has a commitment to providing equity for participants and to eliminating discrimination against participants in vocational education and training. This includes people with:

- ◆ Language, literacy and numeracy problems;
- ◆ A disability; and
- ◆ Are from a Cultural and Linguistically Diverse background.

deFaye College will provide access appropriate participant support services, and ensures the necessary support services are provided for participants as required.

All participants are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by deFaye College.

Participants requiring counselling or support should discuss the matter with their Trainer. The Student Support Coordinator will assist where possible and will, in the event that further action is required, refer the participant to the Management, who will assist the participant with their query.

Participant Rights and Responsibilities

Privacy and personal information protection in deFaye College:

When you enrol at deFaye College you may be assured that the personal information you provide is protected under the Privacy and Personal Information Act 1998. This Act imposes obligations on deFaye College in their collection, storage and disclosure of your personal information.

If you have someone you wish to access your information or your training details, please make contact with your Trainer or the Student Support Coordinator who will assist you.

Access to Records

Participants may access their own personal records by submitting a written request to deFaye College. Within 14 days of receipt, after verification that the records are for the individual submitting the written request, records will be made available to the participant.

Only authorised personnel within deFaye College may access participant records. Trainers and Assessors have access to records for participants for whom they are responsible for either training or conducting assessments.

Mobile Phones and Pagers

deFaye College also make provisions for all participants to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile phones and pagers should be turned off or put on silent before entry into classrooms, or any training/assessment environment unless prior arrangements have been made with the Trainer or person in charge.

Drugs, Alcohol and Articles Considered Dangerous

deFaye College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by deFaye College. The penalties for serious misconduct range from exclusion from deFaye College for a period of time to “Removal of Academic Privileges”

Smoking

The deFaye College provides a smoke free environment however; participants wishing to smoke may do so in the designated area provided. The door to the building must remain closed during this time.

Food Consumption

Unless otherwise arranged with the Trainer, participants are not permitted to consume foods and drinks other than water in the classroom.

Misconduct

Misconduct of a participant is any behaviour which:

- ◆ Disrupts the learning of others;
- ◆ Prevents staff members from performing their duties;
- ◆ Endangers the health and safety of staff or participants; and
- ◆ Interferes with the conduct of deFaye College

The following examples of behaviour would constitute misconduct if a participant participated in the following:

Vandalism/Theft

Defaced equipment, furniture or fixtures on premises under the control of deFaye College or was caught stealing.

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any deFaye College meeting, activity, class or assessment;
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other participants and staff;
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
4. Wilfully damaging or wrongfully dealing with any deFaye College property, or property of any person within the premises under the control of deFaye College;
5. Assaulting or attempting to assault any person within deFaye College;
6. Drunken and disorderly behaviour on premises under the control of deFaye College;
7. Cheating and plagiarism;
8. Making a false representation as to a matter affecting participant status;
9. Breach any rule relating to conduct of assessment;
10. Any indictable offence which impinges on deFaye College operations;
11. Possession of prohibited or dangerous articles;
12. Breaching Occupational Health & Safety responsibilities.

Management reserves the right to withdraw any participant based on issues such as failure to commence training within the four month frame, failure to fulfil financial obligations and insubordination, abuse and offensive behaviour toward a staff member.

Disciplinary Action

Disciplinary action will be taken and participants may be penalised if acting in a way contrary to the participant rules of deFaye College.

Participants can appeal against certain penalties. (Refer to Grievance Procedure and/or Appeal Procedure). Penalties might then be reduced, removed, or increased.

In the First instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the participant advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the participant receiving the disciplinary action and this record shall be placed in the participant's file.

Second Offence – a formal written warning will be issued to the participant advising them of the impending removal of academic privilege if the behaviour continues and there is a need to discipline a third time. A record of this written warning shall be documented, dated and signed by the Managing Director, the person issuing the warning/counselling and also the participant receiving the disciplinary action, and this record shall be placed in the participant's file.

Third Offence – will result in the removal of academic privilege by deFaye College.

The participant will be advised of a time to attend a meeting with the Managing Director and the person issuing the disciplinary action. The participant will be provided with the reason for this disciplinary action in writing, and any comments the participant makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Managing Director, the person issuing the disciplinary action and also the participant receiving the disciplinary action and this record shall be placed in the participant's file.

If the participant has acted in, or engaged in, any **serious misconduct**, the following steps shall be taken:

1. The staff member shall advise the Managing Director immediately and provide a written statement, which details the circumstances of the incident;
 2. The participant will be advised of a time to attend a meeting with the Managing Director and the Student Support Coordinator;
 3. The participant will be provided with the reason for this disciplinary action in writing; and
 4. The Managing Director will give the participant a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - ◆ Modify or dismiss the charge;
 - ◆ Reprimand and warn the participant against repetition of the breach of discipline;
 - ◆ Remove Academic Privilege.
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If at any time you have any question or query please do not hesitate to contact the Office staff, the Management or the Managing Director.

Regards,

Jodie Shannon

**Jodie Shannon RN JP DipAppSc (Nursing) BHSc (Nursing) BHACS MRCNA
Managing Director**

A Final Word

Don't Ever Let Anything Stand in the Way of Your Dreams

Catch the **star** that holds your **destiny** ~
the one that forever twinkles within your **heart**
Take advantage of precious opportunities
while they still **sparkle** before you
Always **believe** that your ultimate **goal**
is attainable as long as you **commit** yourself to it
Though barriers may sometimes
stand in the way of your **dreams**
remember that your **destiny** is hiding behind them
The greatest gifts in life are not purchased
but acquired through hard work and **determination**
Find the **star** that twinkles in your heart
for you are capable of making
your **brightest** dreams come true
Give your hopes everything you've got
and you will **catch** the star that holds your **destiny**

~ Shannon M. Lester