



**new futures**  
TRAINING

# Student Handbook

2023



TOID 21203  
V8.0 May 2023

## CONTACT US

New Futures Training  
11 Munro Street, Coburg 3058

03 9383 2533

E: [nft@vicsegnewfutures.org.au](mailto:nft@vicsegnewfutures.org.au)

## CONNECT WITH US

[vicsegnewfutures.org.au](http://vicsegnewfutures.org.au)

[facebook.com/VICSEG.New.Futures](https://facebook.com/VICSEG.New.Futures)

[youtube.com/vicsegnewfutures\\_\\_au](https://youtube.com/vicsegnewfutures__au)

[instagram.com/vicseg\\_nf](https://instagram.com/vicseg_nf)

## CAMPUSES

### BRAYBROOK

UNIT 9, 6 SOUTH RD

03 8398 5000

### EPPING

1E/560 HIGH ST

03 8401 6700

### COBURG

11 MUNRO ST

03 9383 2533

### SECOND STITCH

377 SYDNEY RD, COBURG

03 9354 2193

### CRAIGIEBURN

L1, OFFICE 2C, BUILDING D

420-440, CRAIGIEBURN RD

03 8554 1181

### WERRIBEE

9 BRIDGE ST

03 8754 0500



VICSEG New Futures trading as New Futures Training TOID: 21203. This training is delivered with Victorian and Commonwealth Government funding. Eligibility criteria apply. We encourage individuals with disabilities to access our training.

# Welcome to New Futures Training

## THANK YOU, FOR CHOOSING TO STUDY WITH NEW FUTURES TRAINING (NFT).

New Futures Training is the registered training organisation of VICSEG New Futures.

**VICSEG New Futures is invested in an inclusive future. Through skill-building and social equity - we work with refugees, asylum seekers and migrants to build new pathways.**

The aim of New Futures Training is to create and deliver quality education and training programs in the area of Early Childhood Education and care, Aged care, Disability services, Community services, Food safety and First aid in a supportive environment that is portable, profitable, conforms to national training standards and meets the needs of the students and related industries.

New Futures Training recognises that there is a need for flexibility in the delivery of the training to cater for the cultural, employment, language and personal needs of our students and commits itself to deliver training programs to meet these needs. Because of this, we encourage any students with concerns of problems related to their studies, to feel free to meet with the staff for assistance and resolution of issues.

New Futures Training recognises that students come to study with a range of educational backgrounds, learning styles, needs and vocational expectations. Our courses are designed to include a variety of learning strategies to:

- Suit individual and group learning styles and needs
- Meet adult learning criteria
- Focus of the required competencies identified in the curriculum
- Assist all students to achieve course competencies and acquire professional qualifications

To help us deliver high quality training and make your experience a positive one, we always welcome your comments and feedback about the course or suggestions on how to improve the experience for future students.

As a student, you will maximise the learning opportunities available to you by:

- Self-motivation and sustained effort
- Seeking assistance as required

Please read this manual carefully and contact us if you have any questions, if there is anything you do not understand or need further explanation. It is your right.

We wish you a happy and productive time in your studies at New Futures Training.



**Caspar Zika**

General Manager- New Futures Training

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# Course Information

**i** Information about the courses offered and intake dates are available from our offices:

**Braybrook:** Unit 9, 6 South Road, Braybrook 3019 T: (03) 8398 5000

**Coburg:** 11 Munro Street, Coburg 3058 T: (03) 9383 2533

**Craigieburn:** Level 1, Office 2C, Building D, 420 - 440 Craigieburn Rd, Craigieburn Ph: (03) 8554 1181

**Epping:** 3-1E/560 High Street, Epping 3076 T: (03) 8401 6700

**Werribee:** 9 Bridge Street, Werribee 3030 T: (03) 8754 0500

Information brochures about your course of choice, fees and charges, intake dates will be given to you or you will be directed to our website [vicsegefnwefutures.org.au](http://vicsegefnwefutures.org.au). For more general information about vocational education, AQTF (Australian Quality Training Framework, training packages, eligibility for funding under the Victorian Training Guarantee/Skill for Victoria program please visit the following websites: [training.gov.au](http://training.gov.au), [skills.vic.gov.au](http://skills.vic.gov.au), [aqf.edu.au](http://aqf.edu.au)

The Victorian Skills Gateway (VSG) is a website that provides information on VET courses available in Victoria, published by the Department of Education and Training. You can find more information at: [www.skills.vic.gov.au/s/](http://www.skills.vic.gov.au/s/). We encourage individuals with disabilities to access our training.

## NEW FUTURES TRAINING SCOPE OF REGISTRATION

New Futures Training has the following nationally accredited courses on their scope:



22471VIC	Course in initial General Education for Adults
CHC32015	Certificate III in Community Services
CHC42121	Certificate IV in Community Development
CHC40421	Certificate IV in Youth Work
CHC50413	Diploma of Youth Work
CHC62015	Advanced Diploma of Community Sector Management
CHC30121	Certificate III in Early Childhood Education and Care
CHC30221	Certificate III in School-Based Education Support
CHC40221	Certificate IV in School-Based Education Support
CHC50121	Diploma of Early Childhood Education and Care
22510VIC	Course in Identifying and Responding to Family Violence Risk
CHC33021	Certificate III in Individual Support (Ageing, Disability)
CHC43121	Certificate IV in Disability Support
HLT33115	Certificate III Health Services Assistance
22473VIC	Certificate II in General Education
22474VIC	Certificate III in General Education
MST31022	Certificate III in Apparel, Fashion and Textiles
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID012	Provide First Aid in an education and care setting
HLTWHS005	Conduct manual tasks safely
HLTFSE001	Follow basic food safety practices
22578VIC	Course in First Aid Management of Anaphylaxis
22556VIC	Course in the Management of Asthma risks and emergencies in the workplace





# Access and Equity

New Futures Training is an equal opportunity training organisation committed to freedom from discrimination, harassment and bias. Part of VICSEG New Futures, an organisation that since the 1980s, has supported newly arrived migrants and refugees in many ways, we are proud that our training organisation is offering a wide range of people access to training and education in a positive and supportive environment.

We undertake therefore to support each individual student to achieve their goals and offer an extensive range of learning and assessment modes, practical support and learning environments to assist them to do so. Some courses are offered with Language Support, others with weekly Homework Support sessions.

We therefore welcome students from all backgrounds regardless of their age, race/ethnicity, disability, gender, educational background, physical appearance, political beliefs, religion, marital status, parent status or sexual preference.

In keeping with New Futures Training's commitment we will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- Supporting students with their individual training needs and requirements.
- Implementing fair programs to people with special needs in training and education.
- Providing culturally inclusive language, literacy and numeracy training that meets individual, community and industry needs.
- Undertaking to eliminate policies, practices, structures, assumptions and behaviors which may contribute to the disadvantaged.
- The **Student Services Team** provides ongoing support to students with a disability. Team members help students to evaluate their academic access requirements and organise the appropriate arrangements.
- A **Student Access Plan** is developed for each student in order to identify the student's learning needs and to provide equal access to learning.



# Code of Conduct

New Futures Training policy makes provision for all students to have equal access to learning opportunities provided that students will engage in appropriate and expected behaviour which includes, but is not limited to:

- Behaving in an appropriate manner whilst present on VICSEG New Futures premises
- Treating fellow class members and staff with respect, courtesy and tolerance
- Treating fellow class members and staff equitably which is free from all forms of unlawful discrimination and harassment, including sexual harassment.

## **It is also implicit in this Code of Conduct that you, as a student:**

- Do not attend class or any other activities relating to your training whilst under the influence of alcohol
- Do not attend class or any other activities relating to your training whilst under the influence of any prohibited drug
- Do not use, possess or supply any prohibited drug, substance or weapon whilst in attendance at VICSEG New Futures premises or any other premise that relates to your training.

If a student is found to be breaching any aspect of the Code of Conduct, disciplinary action will be undertaken at the discretion of management who will determine whether the situation warrants a formal written warning and may potentially result in the student being suspended or expelled from their studies at New Futures Training.

If a student believes that they have been dealt with unfairly, they may lodge a grievance form under the *Complaints and Appeals Procedure* as outlined on the website.

# Student Rights and Responsibilities

## All students have the right to

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status
- be free from all forms of intimidation
- study in a safe, clean, orderly and cooperative environment
- have personal property (including computer files and your work) and the Registered Training Organisation property protected from damage or other misuse
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- learn in an environment that is conducive to success
- study and learn in a supportive environment
- apply to have existing skills and knowledge recognised
- privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses)
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- appeal of any decision made about late or missed assessment
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation
- express and share ideas and to ask questions

## All students have the responsibility to

Treat staff and fellow students with respect and fairness. This includes but is not limited to:

- following reasonable directions from a member of staff
- not behaving in any way that may offend, embarrass or threaten others
- not harassing fellow Students or staff
- taking care of facilities by not damaging, stealing, modifying or misusing property
- acting in a safe manner that does not place you or others at risk
- ensure personal details are current and correct
- participate in all assessment tasks as scheduled, honestly and to the best of your ability
- not smoke in non-smoking areas
- not be under the influence of alcohol or illegal drugs
- follow normal safety practices.

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## OCCUPATIONAL HEALTH AND SAFETY (OHS)

New Futures Training is committed to ensuring the Occupational, Health & Safety of students, staff and visitors. Under the OHS Act 2004 we all have a duty of care to ourselves and others.

For more information visit [worksafe.vic.gov.au](https://www.worksafe.vic.gov.au)



# Student information



## ENROLMENT

As we are committed to using available funding sources to support our students, we ask that all students come to one of our branches to enrol. However if you wish to enrol for correspondence (distance) or flexible training, we encourage you to come to the Coburg office.

Enrolment forms need to be completed, identification documentation sighted and photocopied, and eligibility for funding under a number of different programs assessed. In addition, applicants will be required to undertake a short language and literacy test prior to acceptance.

**Please note:** the LLN (Language, Literacy and Numeracy) tool is designed to assess what kind of assistance you may need in order to successfully complete the course. When you have completed all the necessary documentation, you will be asked to pay the minimal enrolment fee as per your eligibility for funding and concession.

## AGE REQUIREMENTS:

Under Age Students Students who are under the age of 17 at the time of enrolment must provide a transition from school form or other document such as an exemption letter from the department of education and training to allow them to enrol in government funded training. If a student under the age of 17 who has not completed year 10 wishes to enrol in a New Futures Training course they must provide a form signed by the regional director of the department of education. (It is the responsibility of the school principal to complete the documentation and forward to the regional director of the department of education) The 'best interests of the student' is one of the primary considerations when enrolling an underage student. The form provided by the prospective student must clearly identify New Futures Training as the RTO as well as the course of study the student will be undertaking. Students under the age of 18 at the time of enrolment must have their enrolment counter signed by their parent or guardian.

## FEES AND PAYMENT TERMS

The staff will discuss possible funding options and or make arrangements for a payment plan to assist you in paying for the course.

**Note:** We may request additional documentation depending on the funding. At this point you will be given a confirmation of enrolment letter outlining your course, start and finish dates and hours per week. Most of the certificate courses offered at New Futures Training are Centrelink and Ausstudy approved.

**Note:** If you do not meet the relevant course requirements before your Course End Date (C.E.D) - you will need to apply for an extension in order to complete your course. A fee of \$150 applies for all course extensions.

Fee-for-Service students (i.e. students not eligible for government subsidised training) must pay the enrolment fee at the time of enrolment. This includes a non-refundable enrolment charge which is dependant on your course.

Students can enter into a payment plan and all fees must be paid by the middle of course.

For students eligible for government subsidies:

- Tuition fees - New Futures Training has set its
- tuition fees to \$0.
- a non-refundable enrolment fee as per your course.
- Administration fee for Distance Delivery (Correspondence)
- New Futures Training will issue students with a full invoice and payment schedule at the time of enrolment. Students will only be issued another invoice if they fail to pay their installments on time.
- All fees are expected to be paid half way through student's course. New Futures Training accepts payment of no more than \$1000 from Fee-for-service students prior to the commencement of the course.
- Students experiencing difficulties meeting the payment are encouraged to contact the Student Welfare and Support Team for details about payment plans.

**Note:** Cash, credit card or eftpos are available means for payment.

- Please note, a Certificate, Statement of Results or
- Statement of Attainment cannot be issued if fees have not been paid.
- No additional payments are required for students who need to resit exams or resubmit work.
- Students who cannot meet unit requirements after 3 attempts will be deemed "Not Yet Competent", and will need to re-enrol in that unit.
- Fees are reviewed periodically and may be subject to change in accordance with government requirements. For Government Subsidised students, the tuition fee stated in the Statement of Fees section will remain constant for the calendar year of the enrolment.
- In keeping with the principles of consumer protection inherent in applicable regulatory requirements, New Futures Training will ensure potential students can access an up to date schedule of fees via the web site and applicants are provided with an individual statement of fees prior to formalising their enrolment.

## REFUNDS

SITUATION	FEE FOR SERVICE	GOVERNMENT FUNDED
Withdrawal of student prior to proposed commencement of the course	Enrolment Fee- Not refundable	Enrolment Fee- Not refundable
Withdrawal of student within 3 weeks after proposed commencement of the course	Enrolment Fee- Not refundable	Enrolment Fee- Not refundable
Withdrawal of student over 3 weeks after proposed commencement of the course	Enrolment Fee- Not refundable Course Fee- Refund of any amount paid over expected instalment	Enrolment Fee- Not refundable Admin Fee- Not Refundable
Withdrawal of student half way through course	No refunds	No refunds
Change of mind up to 3 weeks after proposed commencement of the course : If the student decides to withdraw from one course and enrol into another course offered by New Futures Training	The individuals fees can be transferred across to the new enrolment/class minus a \$50 transfer fee	The individuals fees can be transferred across to the new enrolment/class minus a \$50 transfer fee
In the unlikely event that New Futures Training is unable to deliver your course in full	<p>Student will be offered a refund of course monies paid in relation to any training not delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased to be provided.</p> <p>Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund or placement in another course.</p>	<p>Student will be offered a refund of course monies paid in relation to any training not delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased to be provided.</p> <p>Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund or placement in another course.</p>

## SHORT COURSE CANCELLATION AND REFUND POLICY

SITUATION	POLICY
Student cancels more than 7 days before class	100% Refund
Student cancels between 7 days and 48 hours before class	50% Refund or Free Reschedule
Student cancels less than 48 hours before class	0% Refund
Latecomers	No admission to class. 0% refund
Class Cancelled by New Futures Training	100% refund



Note- If a student cancels due to extenuating personal circumstances, they can contact New Futures Training for consideration on a case-by-case basis.

Student must notify of cancellation by calling 9093 5166 / 9093 5157 during business hours or via email to [shortcourses@vicsegefnwffutures.org.au](mailto:shortcourses@vicsegefnwffutures.org.au).

### REFUNDS PROCESS

To apply for a refund, students must complete the 'Refund Application Form' located at reception. The form is also available to download from our website.

Refunds will be paid to the student's nominated bank account, within 4 weeks of receipt of the Refund Application Form. Refunds may be made to another person upon written request from the student.

### USI (UNIQUE STUDENT IDENTIFIER)

All students studying nationally recognised training in Australia are required to have a USI. This is a special ID number allocated to only you, that will allow you online access to all your records and results of nationally recognised training completed since 2015. One of the main benefits of the USI is that you will have easy access to all your training records for life. The USI requirement applies to everyone studying nationally recognised training for the first time, all school students and those continuing from previous year.

As an RTO, we cannot issue any qualification without the student's USI.

### HOW TO APPLY FOR A USI

- If you don't already have one you can obtain one at [usi.gov.au](http://usi.gov.au)
- On enrolment, we can help you obtain one.

### CHANGE OF ADDRESS/PERSONAL DETAILS

It is very important that if you change your address, telephone number or emergency contact person, you let the office know immediately. It is important that we are able to contact you at any time in the case of class changes or that your emergency contact person is reliable and available. If you have changed your name, by deed poll or by marriage, original documentation needs to be certified at the office.





## RECOGNITION OF AUSTRALIAN QUALIFICATION FRAMEWORK (AQF)

New Futures Training recognise the AQF qualifications and Statements of Attainment issued by any other RTO as required of AQTF Essential Conditions and Standards for Continuing Registration.

As part of this recognition we verify the organisation's registration status on the [Training.gov.au](http://Training.gov.au) information service online at **training.gov.au**

## CREDIT TRANSFER

Students wishing to apply for Credit Transfer are required to provide copies of identification, complete and sign the **'Credit Transfer Application Form'** available at reception and attach a copy of the relevant certified Qualification or Statement of Attainment you wish to use towards your credit transfer application.

All applications must be submitted to the Welfare Officer/Trainer or mail the documentation to the Coburg office which is noted above.

You will be advised in writing within 14 working days from the time your application was received regarding the outcome of your application.

## RECOGNITION OF PRIOR LEARNING (RPL)

We recognise student's existing skills, knowledge and experience and offer RPL to minimise duplication of competencies including any related formal qualifications that a person holds to ensure that no unnecessary training is undertaken.

The purpose of the RPL process is to identify and assess previously acquired skills and knowledge against the required competency standards. The RPL process attracts a \$250 non-refundable application fee and \$200 per unit, for all applications.

It is explained during the enrolment process and a RPL application form will be provided if you wish to apply alternatively, to apply for an RPL, you can complete the **'RPL application form'** at your campus reception desk.

Please keep in mind that the evidence you submit must meet these requirements:

- All evidence must be relevant to the current units
- Generally two or three forms of evidence must be supplied for consideration for each unit. All evidence should be certified.
- There is no point submitting evidence that is more than two years old.

The relevant course Coordinator will discuss options with you in relation to your RPL application, should it be deemed not sufficient. This could mean further formal study, practical skills assessment or obtaining more referee material.

Please hand in your completed application and evidence to reception at any of the campuses. It will then be forwarded to the relevant course Coordinator.



## ATTENDANCE

It is a requirement that students attend 80% of all classes and 100% of all scheduled homework support classes. Short courses require 100% attendance for the full hours. Regular attendance is essential in order to successfully complete your course. Doctor's certificates are generally required for illness of more than one day.

Please note that your attendance will be monitored and you will be required to make up lost time by means of additional home study assignments or attending additional classes during the school holidays in order to receive a certificate. As an RTO we are required to monitor your attendance and report to both Centrelink and the funding body of your attendance and engagement in your chosen course.

If a student is absent repeatedly, he or she will be required to attend an interview with the General Manager or Welfare Manager and may be asked to withdraw from the class.

## ASSESSMENT FEEDBACK:

Students can expect to receive feedback on all forms of assessment, though the format of feedback will vary according to the nature of the assessment.

All feedback will enable students to identify the strengths in their work and the aspects where improvement is needed, together with recommendations as to how such improvement can be achieved.

The feedback will help students to reflect on their learning. The trainers/assessors are encouraged to use the language that can have motivational and emotional impact of feedback on the student. As soon as the trainer/assessor assessed the student theory work they will be sent the assessment feedback to their email address.

## TIMETABLE AND TRAINING PLAN

You will be issued with a confirmed timetable in the first weeks of the course along with a training plan which you will be asked to sign and a copy passed to us.

The Training Plan is an outline of the units you will be studying and the mode of assessment that will apply to each unit. If for any reason we need to make a major change to the training delivery a new timetable and training plan will be issued to you.

## PUNCTUALITY

An attendance roll will be taken at the start of each class and you will be asked to sign your attendance each day. This is completed in the first 20 minutes. While we understand that there can occasionally be exceptional circumstances, students arriving late or leaving early will be marked as absent and required to make up the class.

## MOBILE PHONE POLICY

Due to the increasing number of disruptions in the class from mobile phones, it is now policy that students are NOT PERMITTED to have mobile phones turned on during class. Please ensure that your child's childcare center, school, family day carer or family members are given the office number for emergencies. It is 03 9383 2533. Students continuing to ignore this policy will be asked to leave the class and marked as absent.

## CHEWING GUM

Chewing Gum is not permitted in the building at any time.

## DRESS CODE

It is expected that students will wear appropriate neat casual clothing in class that is respectful of their fellow students and their teachers. Low cut tops or shorts for female students or singlets for male students are not deemed suitable.

Whilst on placement there is a strict dress code that is to be followed. This information will form part of the pre-placement session in the classroom and in the case of students studying Aged Care or Health Services Assistance, the teacher may have the student attend a pre-placement interview suitably dressed for placement.

## WORKING WITH CHILDREN CHECK

Those students studying Certificate III in and Diploma of Early Childhood Education and Care as well as Certificate III and IV School Based Education Support are required to obtain a Working with Children Check at their earliest convenience. The appropriate application can be downloaded and completed through the website: **[workingwithchildren.vic.gov.au](http://workingwithchildren.vic.gov.au)**

It is free for volunteers.

All New Futures Training staff hold a current Working with Children Check.

## CHEATING AND PLAGIARISM

In line with all other educational and training bodies, cheating and plagiarism is not acceptable. New Futures Training is committed to ensuring that integrity and honesty is maintained throughout all areas of training and assessment. You will have been advised prior to enrolment and in this Handbook about our Cheating and Plagiarism Policy.

We expect the students to submit work that is entirely their own and there is a requirement that they sign a declaration on the cover sheet of submitted assessment tasks affirming the same.

## CHEATING

Cheating involves the submission of another person's work as your own.

In an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another participant:

1. If a trainer believes that you have plagiarised or cheated then they will report their findings to the RTO Manager who will decide whether the act of plagiarism and/or cheating was intentional or unintentional
2. If the RTO Manager determines that the cause was unintentional, then the trainer will contact you to arrange a mutually convenient time to meet and discuss the submission of your assessment. The student will receive a verbal warning
3. If the RTO Manager concludes that the act of plagiarism and/or cheating was intentional and agrees that the case warrants more than a verbal warning, then the following steps will take place:
  - a. The student will be informed by writing regarding the nature of the academic misconduct and will be given

the opportunity to respond in writing.

- b. If the students response indicates that there is a case of plagiarism and/or cheating, then the student will be informed in writing of the following steps:
  - The student will be asked to re-complete and re-submit the assessment.
  - If the second submission is still found to contain plagiarism or evidence of cheating, then the student will be withdrawn from the training program immediately.
- c. If the student is not satisfied with the final decision, then they may access the complaints and appeals process as outlined in the Student Guide and follow the steps accordingly.

The full text of the Cheating and Plagiarism Policy is available in the Policies and Procedures Manual located in the RTO General Manager's office.

## PLAGIARISM

Plagiarism involves using work or ideas without giving credit to that person. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- Copying out part(s) of any document or audio-visual material (including computer based material)
- Using or extracting another person's concepts, experimental results, or conclusions
- Summarising another person's work

## COMPLAINTS AND APPEALS

New Futures Training is committed to providing students the best possible study environment. However, we understand that on occasion, there may be instances of dissatisfaction and we acknowledge that the cause(s) must be addressed and rectified promptly.

All our students can access the Complaints and Appeals Policy and Procedure on our website and at campus receptions in Coburg, Braybrook, Epping, Werribee & Craigieburn.

New Futures Training will address all complaints in a fair, constructive and timely manner. The process for lodging a complaint or appeal is very clear and ensures people are not disadvantaged.

When dealing with an unsatisfied student, our staff will: respect an individual's right to complain, to express an

opinion, and their right to privacy; will be sensitive to cultural, ethnic or religious differences of parties to the complaint. Allowing the student to easily engage about any concerns.

For further information, please contact New Futures Training's Privacy Officer in the first instance by phone on 03 9383 2533 or email:

**sudas@vicsefuture.org.au**

If the student is still dissatisfied regarding the outcome of the appeal that New Future Training has provided, they may wish to refer the matter to an external/ independent/third party mediator.

## WITHDRAWALS AND TERMINATIONS

### STUDENT DECISION TO WITHDRAW

There are a number of reasons why a student might choose to withdraw from their course of study. Should you, the student, choose to withdraw because of personal reasons, we would ask you to make an appointment to see our Student Welfare Manager; the reason we ask this is so that we can ascertain if there was anything further that New Futures Training could have done to assist you. You will be given a Statement of Attainment for any units that have been completed.

### NFT DECISION TO WITHDRAW STUDENT

Students who fail to achieve minimum levels of progress by poor attendance, poor or no communication, failure to hand in written assessment tasks, or failure to attend homework support sessions for more than four consecutive weeks, will be automatically withdrawn from the course. They will be deemed to be withdrawn through lack of activity.

Those who are withdrawn by this means and wish to return to their studies will be required to attend a re-enrolment interview. Please note that fees will be applied for re-enrolment as per the Fee Schedule on the website.

Students can differ their training by notifying New Futures Training. For more information please contact Student Support team

Students who breach student Code of Conduct will have their enrolment automatically terminated with no provision for a refund of fees paid.

## COMPLETION OF STUDIES

New Futures Training will issue a Certificate and/ or a Statement of Attainment to students who successfully complete the requirements of the accredited courses/ endorsed training packages within the Scope of Registration. **A Certificate and Statement of Attainment which will be issued within 21 days of successful completion** and will include the following:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/training package qualification as shown on the Scope of Registration
- Date issued
- Authorised signatory of the Registered Training Organisation
- Imprint certificates with the Nationally Recognised Training Logo where courses are Nationally Recognised
- Identify units of competency achieved on any certification issued in relation to courses based on national competency standards
- Accept and mutually recognise qualifications and/ or Statement of Attainment awarded by any other Registered Training Organisation.

If provided the opportunity to complete short courses as part of your qualification and you decide to withdraw from the course, you are required to pay the cost of the short courses in order to receive your certificate.

At no extra cost you are entitled to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided you have paid in full for the tuition related to the units of competency to shown on the Statement of Attainment.

If you lose your qualification it will cost \$35 for the main courses and \$15 for short courses and must be collected from the Coburg office.





## STUDENT SUPPORT AND WELFARE POLICY

### STUDENT SUPPORT AND WELFARE

New Futures Training places a high priority on student welfare and security and therefore does its utmost to enhance its support services in order that students feel welcomed and valued and that the experience of studying is a positive one.

Whilst all staff employed by New Futures Training have the responsibility to support all students, New Futures Training has a nominated Student Welfare Team who are available to all students.

The Student Welfare Coordinator can be contacted on (03) 9383 2533 or via email: [sudas@vicsegnewfutures.org.au](mailto:sudas@vicsegnewfutures.org.au) between the business hours of 9:00 – 5:00 (weekdays) and 9:00

– 11:00am on Saturdays, to book an appointment with her or a member of the Welfare Team.

The support is offered in a confidential, supportive and caring environment and can cover any issues – whether personal, financial or study related.

The experienced Welfare Team can also provide a referral service to organisations that may assist students with some of their needs.

## STUDENT SERVICES

### STUDENT WELLBEING

As the registered training organisation of VICSEG New Futures Training – an agency that offers a range of support services to refugee and recently arrived migrant families, New Futures Training aims to provide an environment that is supportive and caring while addressing the learning needs of all students, no matter their language level, culture or background.

### REASONABLE ADJUSTMENT

Under the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education (2005), New Futures Training is required to customise its qualifications to facilitate the successful participation of people with disability in education.

Reasonable adjustment ensures fairness in assessment so learners are provided with specific support needs to enable them to undertake learning and assessment.

All reasonable adjustment is an individualised process and conducted on a case by case basis.

Students should see their trainer for more details.

### OCCASIONAL CHILDCARE

New Futures Training offers occasional childcare located on our campuses, as per availability. Please speak to reception for further information.

### LANGUAGE SUPPORT

Language Support is for students with English as second language and focuses on the development of students' ability to communicate effectively in English. Support for English language includes integrated English Language classes.

### HOMEWORK SUPPORT

New Futures Training offers homework support services for all students experiencing any difficulties with their study.

On a one-to-one basis, once a week our qualified teachers assist students with test preparation, assignments/projects and improving of organisational skills & study techniques.

### PASTORAL CARE

Students will have trainers as mentors for pastoral care matters, study management, assistance with study tasks, goal setting activities, placement support and career guidance. Please talk to your trainer initially or the staff in Student Administration who are there to help.

### WELFARE (SUPPORT) FUNDS

The purpose of this discretionary fund is to offer financial assistance to students who find themselves in extreme financial difficulty during their time of study at New Futures Training.

### IT SUPPORT

There is basic IT training sessions available every third Saturday across all the campuses to help students who need support with basic computer skills. Also, access to computers is available to students across all campuses.

There are many people who are happy to assist you at New Futures Training.

# Quality assurance and improvement



New Futures Training will adopt a quality assurance and improvement system that includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.

Students will be asked to complete an evaluation/feedback form at the conclusion of their studies. It is very important that you take time to reflect on your experience and feed back to us both your positive comments and your negatives. We place a high value on your feedback as is one of the very effective ways we can improve the training for future students.

## **SURVEYS PARTICIPATION**

New Futures Training are obligated and participate in the National Student Outcome Survey, managed by the National Centre for Vocational Education and Research (NCVER) all students need to be aware of the possibility of receiving an NCVER survey.

Students may receive an invitation to participate in the Department's annual student outcome survey; and/or may be contacted by the Department for audit or review purposes.

New Futures Training is also required under both the Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Continuing Registration and the VET Quality Framework, to collect and report their performance against Quality indicators to their Registering Body.

AQTF learner survey is designed to be conducted by RTOs on a routine basis to collect data from learners participating in nationally recognised training.

## **INSURANCE POLICIES**

VICSEG New Futures Training has all the necessary insurance to cover workers' compensation, building and contents, professional indemnity and public liability in respect of all services and program activities and functions of the organisation.

## CONFIDENTIALITY OF RECORDS

New Futures Training assures students that the personal information they provide is protected under the Privacy and Personal Information Protection Act 1998 (Commonwealth). Only necessary information for the purposes of students' course enrolment, learning and study records will be requested. New Futures Training will not disclose any information that it gathers about students to any third party. If a third party requests information about students, New Futures Training will obtain students' written consent prior to release of any information. Exceptions will be made in situations where New Futures Training is required by law to provide information to relevant bodies.

## ACCESS TO STUDENT RECORDS

Current and past students can access certain information, including personal information, copies of academic records, evidence of enrolment, qualifications etc. To request the information New Futures Training holds about you, submit your request to Student Services Team by emailing [sudas@vicsegnewfutures.org.au](mailto:sudas@vicsegnewfutures.org.au) or phone 03 9383 2533. Once your request has been received one of the admin staff will contact you to arrange a suitable time for you to come into office to view your file if it's available. You will be required to bring your photo ID to office to confirm your identity.

New Futures Training is required to retain student records of attainment of units of competency and qualifications for a period of 30 years.

During your training, your trainer will provide current and accurate records of your participation and progress in each scheduled class. This information can be printed or sent to your email, to request the report of your progress, contact your designated administrator.

## INFORMATION ABOUT YOUR COURSE

You will be given an outline of your course on the first day of classes which will include a class timetable. You will also be given information about practical placement requirements and assessment schedules. Learning will be presented in a variety of different ways such as class discussions, group work in class, presentations, assessment tasks to be completed at home and hand-on experiences either simulated in class or in your placement under supervision.

## HANDING IN ASSESSMENT TASKS

In the course of your studies, you will be required to hand in written assessment tasks on a regular basis. Assessments will also include workplace tasks and practical placement. This way your progress can be monitored.

Assessment tasks must be handed in by the due date. Extensions will only be given after discussion with your trainer. Please make sure you fill in the cover sheet and sign that - it is your own work before handing it to your trainer.

A range of assessment methods are used to enable us to determine whether you have achieved the required level of competency for each unit of study. We have developed a Training and Assessment Strategy which reflects the assessment methods to be applied to each unit. These could be written tasks, practical skills observation and practice, role plays, demonstration, group activities and placement tasks. The Training Plan reflects your expected progress throughout the course. There is expectation and every student will progress according to the Training and Assessment Strategy and the Training Plan.

It is your responsibility to participate in all assessment activities and to hand in written assessment tasks that you may be required to complete in your own time. Please remember that although we do not assess according to the presentation of your assessment tasks, your work is a reflection of your commitment to your studies. Assessment tasks may be typed or handwritten. Any unreadable assignments will not be assessed and you may be required to resubmit the item.

## ASSESSMENT POLICIES

New Futures Training acknowledges that some students have different learning needs. Please make an appointment to see your trainer if you feel that the assessment task is too difficult for you. We may be able to adjust the task to accommodate your needs or offer you an alternative means of demonstrating your competency. This is called reasonable adjustment.

Students will be assessed as Competent or Not Yet Competent on each unit of their course - including their performance on practical placement. However, students marked NYC will be given extra tuition to assist them to achieve the mark of Competency.

Re assessment of students marked as NYC can take a variety of forms:

- One on one interview and assessment
- Practical skills assessment with language facilitator
- Open book test
- Additional project work
- Additional placement hours



**Braybrook**

Unit 9, 6 South Road  
Braybrook Vic 3019  
03 8398 5000

**Coburg**

11 Munro Street  
Coburg Vic 3058  
03 9383 2533

**Craigieburn**

Level 1, 2C, Building D 420 - 440  
Craigieburn Rd, Craigieburn  
03 8554 1181

**Epping**

1E/560 High Street  
Epping Vic 3076  
03 8401 6700

**Second Stitch**

Level 1, 377 Sydney Rd,  
Coburg 3058  
03 9354 2193

**Werribee**

9 Bridge Street  
Werribee Vic 3030  
03 8754 0500

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VICSEG New Futures trading as New Futures Training TOID: 21203. This training is delivered with Victorian and Commonwealth Government funding. Eligibility criteria apply. We encourage individuals with disabilities to access our training.