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1. WELCOME TO JAMES RUSE COLLEGE

Welcome to James Ruse College. We trust you will find the time learning with us challenging and rewarding.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

This Student Information Handbook is designed to introduce you to James Ruse College and provide essential information about James Ruse College.

James Ruse College has responsibilities related to the standard education and training and their delivery and assessment. In addition, James Ruse College has responsibilities regarding the welfare of students and their educational interests.

As a student, you also have responsibilities towards the college, your colleagues and the staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a Student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer or Student Support Officer.

The quality of your experience with James Ruse College depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

Mr. Jugandeep Singh
Chief Executive Officer
James Ruse College is a Registered Training Organisation, offering nationally recognised vocational education and training to domestic students. James Ruse College aims to set exceptional standards in providing high quality education and training to students from different cultural backgrounds and equip them with necessary skills and knowledge to become part of the workforce in Australia.

James Ruse College offers the following course for prospective students:

- BSB51918 Diploma of Leadership and Management


**2.1 History**

James Ruse College is a Registered Training Organisation offering business-based qualifications to domestic students.

**2.2 Vision**

To be the most reputable and respected vocational education and training provider in Australia in the areas for which it has registered scope.

**2.3 Mission**

Support people by providing contemporary, accessible and relevant leadership and management skills which provide a foundation for success in their chosen career.

**2.4 Values**

**Respect:** Advocates and respects diverse viewpoints, perspectives, cultures, and values. We adhere to the doctrine of academic freedom and free speech. We protect the exploration of ideas and encourage inquiry by students and staff.

**Excellence:** Embrace quality education including technological innovation that adds value to education.

**Integrity:** Expects and consistently stands for integrity, ethical behaviour, and personal accountability and responsibility by establishing honest, fair, and caring professional relationships.

**Listen:** We value the input of both individuals and corporate members of the community in shaping programs and services through meaningful engagement.
3. STUDY AT JAMES RUSE COLLEGE

3.1 COURSES WE OFFER

James Ruse College offers the following course to prospective students and can be accessed @


For further details of course requirements including the entry requirements, course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the Course Outline@ www.jamesrusecollege.com.

Business

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB51918</td>
<td>Diploma of Leadership and Management</td>
</tr>
</tbody>
</table>

James Ruse College strives to offer the best learning style and access to Nationally Recognised Training Qualification. Students may enrol in the above mentioned qualification of their interest as a full fee-paying student.

Students must meet eligibility criteria to access these qualifications.

3.1.1 FEE FOR SERVICE

At James Ruse College students can enrol as a fee paying student. Also, Employers may also choose to cover the cost of a course/ qualification for their employee/s. James Ruse College will not collect more than $1500 as pre-paid fee.

3.1.2 CORPORATE CLIENTS

Discuss with James Ruse College about our Courses and Fee Structure for organisations that have staff they are wanting to train or up skill.

3.2 ENTRY PROCEDURE

These procedures involve but not limited to:

Stage 1: Application for Admission

Any student wishing to apply for a course MUST complete an APPLICATION FORM ensuring the information provided is 100% honest and accurate to ensure a valid judgment can be made.

It is imperative students complete all questions honestly and accurately as this can affect your eligibility for funding.

Stage 2: Eligibility Check Application: The course advisor shall advise an appropriate qualification to the student post eligibility check for enrolling as a fee paying student with James Ruse College [Citizenship status and residency status]
Stage 3: Provision of information according to the Induction Checklist

The course advisor shall advise the student about relevant information according to the Induction Checklist. The student shall sign the Induction checklist at the time of enrolment as a confirmation that all relevant information has been provided to them.

Stage 4: Completion of Language, Literacy and Numeracy (LLN) non-intrusive assessment and LLN Support Services.

James Ruse College has a commitment to providing equity in training for all identified groups. Ensuring equity in training for all and the elimination of discrimination against any students in vocational education and training is a priority.

- Students with Language, Literacy and Numeracy challenges, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the course offered by James Ruse College.
- Students are informed of the level of LLN skills / knowledge required to undertake the relevant training / assessment for their chosen course.
- All students complete a Language, Literacy and Numeracy non-intrusive assessments as part of the application for admission / enrolment process.
- The result of the LLN will be evaluated by an appropriately qualified assessor and recommendations will be made to the student. Depending on the outcome an option may be for the student to be more appropriately enrolled in an alternative training course or simultaneously in a support program elsewhere while completing their training.
- This assists students who may have language, literacy and/or numeracy (LLN) challenges for trainers and assessors to adapt where applicable resources to support the student.
- James Ruse College will identify and access appropriate support services, and ensure the necessary services are provided for participants. in the form of extra tutorials, extra reading materials etc
- In addition to client support James Ruse College provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate James Ruse College will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.
- Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist wherever possible, and in the event that further action is required, will refer you to the appropriate agency.

LL&N support can be accessed through:

- Adult English Language, Literacy and Numeracy:
  - TAFE Queensland Language & Literacy Services
    - Phone: (07)3234 1666
    - Or call at 1300 308 233 contact your nearest TAFE Institute.

Please discuss the matter with us if you have any special needs or questions.

Stage 5: Completion of the Enrolment process: The enrolment process is completed once all the relevant documentation is provided.

Stage 6: Negotiation of a Training Plan: Trainer and Assessor to negotiate the training plan with the student, Supervisor and it is to be signed by all the parties.
**3.3 NATIONAL RECOGNITION / CREDIT TRANSFER**

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a unit of competency or training package qualification, with another Registered Training Organisation.

Students are encouraged to apply for National Recognition (Credit Transfer) with James Ruse College during the enrolment process and before signing their Training Plan.

To apply for National Recognition (Credit) please contact administration for **FORM 040A Application for National recognition/Credit**.

**3.4 RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition of Prior Learning is an assessment process that assesses the competency of an individual’s current skills and experience regardless of where and when the learning occurred to determine the extent to which the individual meets the requirements of specified in the Training Package.

RPL is encouraged at the commencement of enrolment. Applications for RPL are based on whole competencies. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the Marketing Officer/Assessor at James Ruse College for information on the RPL process. To apply for Recognition of Prior Learning, students will need to complete the RPL form available with Student Support Officer/Marketing Officer and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the James Ruse College Complaint & appeals policy.

The detailed RLP/Credit Transfer process is available at JAMES RUSE COLLEGE website: www.jamesrusecollege.com

**Step by Step Process of Recognition of Prior Learning**

At sign up and induction, RPL is discussed and the opportunity to participate in RPL at the time of enrolment. If at sign up or at commencement of the qualification student identifies units of competency that he/she can already demonstrate the level of achievement required, then he/she can apply for RPL of those units. Simply inform James Ruse College at sign up or your James Ruse College Trainer & Assessor. They will assist you in going to the next step in the RPL process.

Charges may vary depending upon the number of units.

Refer to James Ruse College- **COURSE CREDIT RPL POLICY AND PROCEDURE**
4 OTHER SERVICES:

4.1 INTERNAL SUPPORT SERVICES

JAMES RUSE COLLEGE- Orientation Program

At James Ruse College we have an orientation program for every student. This is typically held at the start of the course. During which you will learn about James Ruse College, take tours of facilities, and meet people who will also be studying at your institution. The process also takes you through all the policies and procedures and your rights and responsibilities as a student. Orientation Program shall cover the following points:

- Support services available to assist students to help them adjust in their course
- Language Literacy and Numeracy Policy and study assistance programs
- Any relevant legal services
- Emergency and health services
- Complaints and appeals policy and process
- The support services available to assist students with general or personal circumstances that are adversely affecting their education
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Campus Facilities and use of facility policy

- Computer/Internet
- Accessible ports to bring your own laptops
- Library (Books and e-Books)
- Break-out area

Computer/Internet

Workstations with ports have been provided for students to bring their own laptops to use for study purposes.

Policy for use:

James Ruse College students should not use the James Ruse College network to access inappropriate Internet sites. Inappropriate Internet sites include but are not limited to:

- sites that are illegal or hold illegal content;
- sites that are pornographic or contain inappropriate sexual material sites that advocate hate or violence; and
- sites that offer games or software that are unrelated to James Ruse College activities.

Students must not download, distribute, store or display offensive or pornographic, graphics, images or statements or other material obtained from inappropriate Internet sites. Students must not download, distribute, store or display material that could cause offence to others, for example offensive material based on gender, ethnicity and political beliefs.

Library and Dropbox Links

Books are available for students for research on their topics of study. Also, Dropbox links will be shared with students at the time of enrolment to access relevant readings for course.
Policy for use:

Students can loan books from the James Ruse College library for a period of 2 weeks (14 days) at a time. Students can request an extension for 1 week at a time for the loan period, close to the end of the original loan period. Books can be loaned for a maximum of 4 weeks. James Ruse College has the right to recover any costs arising in relation to lost/damaged books from the student.

Break-out Area
The campus has a break-out area for students to relax during breaks or before/after class times. Refreshments and beverages may be provided from time to time. Some indoor games are available on the premise.

Policy for use:

Students are requested to be respectful towards other students and staff at the campus and limit the noise when using the facilities. Students must be careful using the hot-water system for refreshments and ensure that care is taken with proper disposal of food/waste items and general cleanliness of your surroundings.

Student IDs

Students are required to apply for a student ID card. A photograph will be taken by our staff for preparing a student identification card which is issued to student within 14 days of application.

Students are required to carry their student ID at all times when they attend classes or related matters (meeting with student support officer etc.).

A STUDENT ID IS RE-ISSUED WITHOUT ANY EXTRA COST IF EXPIRED. HOWEVER, A FEE IS PAYABLE IF YOUR CARD IS LOST/DAMAGED OR STOLEN.

4.2 EXTERNAL SUPPORT SERVICES

Support services that may be useful to students while studying at James Ruse College are as follows:

Emergency matters
- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters
- Contact details - 131 444
- Service details - Police attendance for non-urgent matters.

Lifeline
- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.
**Kids Helpline**

- **Contact details** - 1800 551 800
- **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).

**Poison Information Centre**

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

**Sexual Assault counselling service**

- **Contact details** - Search online for 'rape crisis centre' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24-hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

**Pregnancy Help**

- Contact Details: 1300 792 798 | Email: info@pregnancysupport.com.au | Website: [https://www.pregnancysupport.com.au/](https://www.pregnancysupport.com.au/)
- Service Details: Pregnancy Help if you require
5. COURSE FEES

James Ruse College is committed to the provision of a fair and equitable policy for the terms of payment course fees.

The scope of this policy includes the provision of training programs by James Ruse College under a ‘fee for service’ arrangement.

FEES FOR SERVICE

Fee for Service students are required to pay an initial non-refundable enrolment fee of $500. This applies to all qualifications (courses).

A course deposit is also required payable two weeks (10 working days) prior to the commencement of the training. Refer to website for fee details for each course.

James Ruse College will not collect more than $1500 as pre-paid fees from the prospective / current student.

CORPORATE CLIENTS

Discuss with James Ruse College about our Courses and Fee Structure for organisations that have staff they are wanting to train or up skill.

PLEASE REFER TO THE FEES AND CHARGES BROCHURE FOR CURRENT DETAILS RELATING TO ALL QUALIFICATION/ COURSES COST EITHER FUNDED OR NON-FUNDED.

OTHER ADDITIONAL FEES AND CHARGES

<table>
<thead>
<tr>
<th>Description for the Replacement of:</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td>$15</td>
</tr>
<tr>
<td>Qualification Certificate</td>
<td>$25</td>
</tr>
<tr>
<td>Statement of Attainment</td>
<td>$25</td>
</tr>
<tr>
<td>Textbooks – cost vary with individual texts</td>
<td>At cost</td>
</tr>
<tr>
<td>Learner resources/ assessments – cost vary per qualification</td>
<td>At cost</td>
</tr>
</tbody>
</table>

Please note: Fees are subject to change and are reviewed annually or at the discretion of the Chief Executive Officer

PAYMENT METHODS

Fees are payable using the following methods:

- By direct debit (our bank account details will be included in the invoice). Please note: Students paying by direct debit are required to provide James Ruse College with proof of payment.
- By Cash in person at our Campus;

Please contact on 0468 426 373 for more information.
PAYMENT PLANS

Payment plans are available for students which generally require monthly payments. This may vary dependant on your course/ qualification fee.

Please contact our Finance Section 0468 426 373 for more information.

CREDIT PAYMENT

The terms of credit are at the discretion of the Chief Executive Officer of James Ruse College and subject to the provision of adequate client identification.

Fees will be invoiced no later than the start date of the course training date unless alternate arrangements are made.

6. ACADEMIC PROGRESSION

The student’s academic progression is monitored constantly by qualified trainers and assessors. Any students identified as at risk of not passing a unit will be offered extra assistance.

Assessments consist of collecting evidence and making judgements on whether competency has been achieved, to confirm that the student can perform to the standards required in the course requirements, as specified in a training package or VET accredited course.

6.1 TRAINING

At James Ruse College, we strive to deliver quality training services. We ensure that the trainers and assessors are qualified and maintain their currency at all times to keep abreast of new technological changes and business practices.

Training packages/curriculum are regularly reviewed and revised to ensure they meet current industry needs. It is a requirement under the VET Quality Framework to ensure that steps are taken to manage the transition to new or reviewed Training Packages within 12 months of their publication.

If a new training package is introduced during your training, you may be required to transition to the new training package to ensure you receive the most current qualification. James Ruse College will notify you if this occurs.

Transition into a new training package qualification will be reviewed with students on a case by case basis. Transitions are to occur within a one-year period of the new training package qualification being released on the National Register, unless 18 months have been provided for transition to new training package.

6.2 ASSESSMENT

Assessment is competency based and means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

You are entitled to sit for your examination/assessment in conditions, which are free from disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and may be deemed ‘not competent’ in the assessment by James Ruse College.
Use of Mobile phone is not allowed in any assessment.

Malpractice/ cheating (plagiarism) is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a ‘not competent’ result in the subject being assessed, to exclusion from James Ruse College courses for a specific period of time, to having your enrolment cancelled.

A student shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student’s assessment paper. The matter should then be referred to the CEO for appropriate action as outlined in disciplinary action.

All assessment must meet the criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitably qualified workplace assessors and assessment procedures are to be used.

The James Ruse College Compliance Team and Managers are required to ensure operational integrity and compliance to VET Quality Framework principles and standards are maintained at all times. They are also required to review, evaluate and adjust, as required, the assessment systems in place to ensure validity, reliability, fairness and flexibility.

6.3 ISSUING QUALIFICATIONS

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- a Testamur, and
- a Record of results.

A Testamur and Record of Results or Statement of Attainment, will be issued within 30 days of completion or withdrawal from James Ruse College subject to the following conditions being satisfied:

- The student has attained the skills and knowledge required for its issue or recognises that the student as having the skills and knowledge required for its issue; and
- The student has paid all fees payable by the student to James Ruse College. (James Ruse College can withhold a qualification or statement of attainment if a student has outstanding fees.)

James Ruse College has its own internal compliance management check system to ensure authenticity of the certificates.

Attainments/Record of Results are auto generated from the student management system to prevent certification being issued prior to all assessment being completed.
No student will be promised early issuance of his or her qualification or statement of attainment.

Student results will be retained as James Ruse College records for a period of 30 years.

**Award**
On completion of a Qualification, students will be issued with an award, which is nationally recognised. Students can collect their award, or have it mailed upon request.

**Statement of Attainment**
A ‘Statement of Attainment’ listing all the units successfully completed is available to any student who has not completed an award/qualification.

**UNIQUE STUDENT IDENTIFIER (USI)**
From 1 January 2015, we at James Ruse College can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier.

If you have not yet obtained a USI you can apply for it directly at [http://www.usi.gov.au/create-your-USI/](http://www.usi.gov.au/create-your-USI/) on computer or mobile device.

- James Ruse College will issue Certificates in line with the Australian Qualification Framework.
- A Certificate is awarded when all units of competency within a specific qualification have been successfully deemed competent.
- A Statement of Attainment is provided when a participant has successfully been deemed competent in only part of a qualification.
- Your Certificate and or Statement of Attainment will be issued within 30 calendar days of you meeting the requirements of the training program in which you are enrolled and providing all agreed fees have been paid in full.

**NOTE:** Delays to the issuing of the certificate and or statement of attainment may occur if the student has not provided their Unique Student Identifier and or outstanding fees have not been paid in full.

We strongly recommend all students apply for a USI at the time of orientation to avoid delays.

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**7. JAMES RUSE COLLEGE POLICIES AND PROCEDURES**

James Ruse College has the following policies and procedures in place to support compliant training and assessing and manage operations on a daily basis.

1. **MISCONDUCT POLICY:**
   - Misconduct policy can be accessed @ [http://www.jamesrusecollege.com/documents/Misconduct_Policy.pdf](http://www.jamesrusecollege.com/documents/Misconduct_Policy.pdf)

2. **PLAGIARISM POLICY**
3. COMPLAINTS AND APPEALS
Complaints and Appeal Policy can be accessed @ http://www.jamesrusecollege.com/documents/Student_Complaints_&_Appeals_policy.pdf

4. REFUND POLICY
Refund Policy can be accessed @ http://www.jamesrusecollege.com/documents/Refund_policy.pdf

5. CRITICAL INCIDENT POLICY
Critical Incident Policy can be accessed @http://www.jamesrusecollege.com/documents/Critical_Incident_Management_Policy.pdf.

8. STUDENT CODE OF CONDUCT
James Ruse College aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow James Ruse College Student Rules. You must always answer questions honestly and provide all relevant information to enable James Ruse College’ to make an informed decision on your application.

STUDENT EXPECTATIONS
As individuals, students enrolled with James Ruse College can expect:

- To be treated with courtesy and respect.
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction,
- To be able to freely communicate and voice alternative points of view in rational debate.
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment,
- To rely on the protection of personal information.
- To be able to access personal records, subject to the provisions of the Freedom of Information Act (1992),
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters,
- To receive a printed copy of the course outline for each course of study, detailing the objectives, assessment, and other requirements and expectations,
- To have reasonable access to trainers and assessors for private consultation outside normal contact hours,
- That assessment within course(s) will be equitably and appropriately implemented,

JAMES RUSE COLLEGE’ EXPECTATIONS
As members of an academic environment, students of the Institute are expected to:

- Treat all other members of the environment with respect and courtesy,
- Treat other members of the environment equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction,
- Respect the opinions and views of others,
Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating,

Become familiar with the Institute’s policies and procedures related procedures to courses and enrolments,

Attend classes, maintain consistent levels of study, and submit assessment pieces on time,

Heed and utilise feedback related to performance and assessment from lecturing staff,

Abide by Institute’s policies and procedures as they apply to administrative, enrolment, and study related activities.

Not cheat/plagiarise etc?

Not allow mobiles during assessments?

### CLASSROOM BEHAVIOUR

All students within the Institute are expected to observe the following rules of behaviour while participating in a learning environment:

- Demonstrate mutual respect for the Institute staff, and fellow students, Turn off all mobile and paging devices during all class/lab times and examinations,
- Prepare before the start of each class by undertaking the required reading, and completing all necessary tutorial or laboratory work,
- Attend all lectures, tutorials, workshops and other contact sessions, Arrive to classes at the scheduled time,
- Work to the best of their ability, participate actively in learning activities, Avoid all forms of academic misconduct,
- Provide constructive feedback when evaluating courses and trainers,
- Refrain from activities that might negatively impact on other members of the community,
- Be aware of their responsibilities within their courses and program of study, and
- Any other rules of classroom behaviour as determined by, and/or negotiated with, their trainer

### DISCRIMINATION AND HARASSMENT

James Ruse College is committed to providing access to learning aids and an equitable approach in dealing with all students. James Ruse College recognises the right of all students and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, natural or ethnic origin or language.

Discrimination or harassment of staff or students, by any member of the teaching and learning environment is unacceptable, and contrary to the core educational and employment values that James Ruse College’ upholds. All members of James Ruse College are expected to maintain an environment where:

Cultural differences are accepted and respected, and Individuals are able to participate fully in academic life, free from all discrimination and harassment.

James Ruse College will treat reports of discrimination and/or harassment seriously. All claims will be thoroughly investigated. Investigations will be conducted confidentially to protect complainants and witnesses from victimisation.
SMOKING

James Ruse College’ policy ensures that all members of the community can enjoy a clean and smoke free environment. No person is permitted to smoke either:

- Inside any building
- In corridors, or
- Within 5 meters of any building.

All cigarette butts must be disposed of appropriately.

Students must abide by State Laws for smoking.


DISCIPLINARY ACTION:

Disciplinary action will be taken, and the student may be penalised if they act in a way contrary to the student rules as set out in the Student Information Handbook or related policy/procedure.
(Refer to Complaint and Appeals Policy and Procedure)

CONSEQUENCES OF BREACH OF CODE OF CONDUCT:

If the student has acted in or engaged in any misconduct other than ‘Serious Misconduct’ the following steps shall be taken.

**In the 1st instance** (a first offence) a verbal warning shall be issued, and counselling shall be provided to the student/trainee 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 student/trainee receiving the disciplinary action and this record shall be placed in the student admin file.

**2nd Offence** – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the CEO, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

**3rd Offence** will result in the removal of academic privilege by James Ruse College. The student/trainee will be advised of the time to attend a meeting with the CEO and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the CEO, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

In the case of a serious breach of the Code of Conduct or a breach of Australian law, immediate action will be taken to ensure safety of the student and all other parties involved. This could result in immediate cancellation of the student’s enrolment and the police being called.
COMPLAINTS

Students who have a complaint about either a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right to raise their complaint. All complaints are considered with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment.

The process commences within 10 working days of the formal lodgement of the complaint or appeal, supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

For further information, refer to the Complaints and Appeals Policy on www.jamesrusecollege.com

9. JAMES RUSE COLLEGE CODE OF PRACTICE

As a Registered Training Organisation, James Ruse College has agreed to operate within the VET Quality Framework.

LEGISLATIVE REQUIREMENTS

James Ruse College will meet all legislative requirements of State and Federal Government. In particular, Work Health and Safety and Workplace Relations will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include:

- Anti-Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Privacy Amendment Act 2000 (Commonwealth)
- Work Health and Safety Act, 2011 (QLD)
- Work Cover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- Further Education and Training Act 2014
- Copyright Act 1968 (Commonwealth)

ACCESS AND EQUITY

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package/Accredited Course. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

QUALITY IMPROVEMENT FOCUS

James Ruse College has a commitment to providing a quality service and a focus on continuous improvement using the VET Quality Framework. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs.
CLIENT SERVICE

We have sound management practices to ensure effective client service. In particular James Ruse College has client service standards, in accordance with the VET Quality Framework, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus,
- A fair and equitable Refund Policy,
- A Complaints and Appeals Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We 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 practical outcomes are outlined.
- Student Support is available to students struggling to keep up with course requirements.

EXTERNAL AUDIT

James Ruse College will willingly participate in monitoring and audit processes required by Australian Skills Quality Authority (ASQA). This covers random compliance audits, audits following complaint and audits for the purposes of re-registration.

MANAGEMENT AND ADMINISTRATION

James Ruse College has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. James Ruse College has adequate insurance policies.

MARKETING AND ADVERTISING

James Ruse College markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the VET Quality Framework and any additional legislative requirement.

TRAINING AND ASSESSMENT STANDARDS

James Ruse 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 and Rules of Evidence (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 trainees.

SANCTIONS
James Ruse 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 regulatory requirements, we may have our registration as a Training Organisation withdrawn.

**PRIVACY**

James Ruse College is committed to protecting the privacy, confidentiality and security of personal information supplied to James Ruse College as part of the training/assessment process. Information or records provided to James Ruse College by client will be used only for the following purposes:

- Processing participant applications
- Determining eligibility for funded programs (if applicable) and/or recognised training
- Issuing nationally recognised qualifications
- Auditing by relevant authorities

**SHARING INFORMATION WITH STUDENTS**

James Ruse College will notify learners when it is deemed practicable in the event of any change that may affect the services James Ruse College is providing to them. This includes:

- a change in ownership of the James Ruse College, and/or
- Any changes to, or new third-party arrangements that RTO puts in place, for the delivery of services to those learners.
- Change of premises/ class schedule
- Any other restrictions by ASQA on James Ruse College

**10. LEGISLATIVE AND REGULATORY RESPONSIBILITIES**

James Ruse College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that James Ruse College has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with James Ruse College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.


*The following is a summary* of the legislation that will generally apply to your day-to-day work and training.

**WORK HEALTH AND SAFETY ACT 2011 – (WHS)**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.
Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

**PRIVACY ACT 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients

Under the Data Provision Requirements 2012, James Ruse College is required to collect personal information about the student and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The personal information (including the personal information contained on the enrolment form), may be used or disclosed by James Ruse College for statistical, administrative, regulatory and research purposes. James Ruse College may disclose student’s personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

The Student may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Student may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose Student’s personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).
## DISABILITY DISCRIMINATION ACT 1992

**Sect 5 - Disability Discrimination**

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person’s disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## SEX DISCRIMINATION ACT 1984

**Objects** The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women

## AGE DISCRIMINATION ACT 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people
RACIAL DISCRIMINATION ACT 1975

This Act gives effect to Australia’s obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful

COPYRIGHT ACT 1968

Copyright is a type of property that is found on a person’s creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

FAIR WORK ACT 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia’s future economic prosperity and take into account Australia’s international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with all components of the VET Quality Framework
- Satisfying Fit and Proper Person Requirements (the requirements are now part of the Standards- For the purpose of subsection 186(2) of the National Vocational Education and Training Regulator
Act 2011, the Fit and Proper Person Requirements are at schedule 3 of Attachment A within the Standards.

- Standards For Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Data Provision Requirements 2012.
- satisfying the Financial Viability Risk Assessment Requirements 2011
- notifying National VET Regulator of important changes such as sale of business/change in management or ownership
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

REFER TO THE HYPERLINKS BELOW AS REQUIRED:

- The User's Guide to the Standards for RTOs 2015  
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements (which, as of 2015, are part of the Standards)
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.
11. JAMES RUSE COLLEGE ADMINISTRATION AND CONTACT NUMBERS:

James Ruse College Contact Details:

**Chief Executive Officer:** Mr. Jugandeep Singh  
E: info.jamesrusecollege@gmail.com  
M: 0468 426 373

**General enquiries:** info.jamesrusecollege@gmail.com

Mobile: 0468 426 373

**USEFUL CONTACTS**


Please contact James Ruse College on 0468 426 373 or email info.jamesrusecollege@gmail.com if you have any questions or require any additional information.
12. STUDENT DECLARATION:

This declaration must be completed and provided with your formal application form.

I have read and understood the information contained in James Ruse College’ Student Handbook. I am aware that further detailed information relating to James Ruse College’ policies and procedures is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Student Name: ________________________________________________________________

Signed: ______________________________________________________________________

Dated: ___/___/_____