Noosa
Community Training Centre

Learners Handbook
Table of Contents

Welcome from the CEO

The CEO and Staff of Noosa Community Training Centre Inc. welcomes you to our Centre. We hope that the service which you receive will meet with your needs and expectations. If you have any queries or problems, please do not hesitate to ask one of our helpful staff.

Arthur Hartley
CEO

Quality Policy Statement

The Noosa Community Training Centre Inc. aims to be a leading provider of Training, Labour Support and Service for Industry in our area.

All staff are committed to the provision of quality programs and excellent service to meet our clients' needs and expectations.

The Noosa Community Training Centre Inc. will provide a safe and healthy work environment, which supports staff professional and personal development.

Our aim is to consistently provide a high level of measurable quality service that attracts customers to us and enables us to meet their needs and provide customer satisfaction. To this Noosa Community Training Centre Inc. is committed to the principles and practices entailed in the AS/NZS ISO 9001:2008 Quality System requirements and the National VET Regulator (NVR) Standards for Registered Training Organisations. Involvement of all staff in the implementation of our quality management system will ensure we have a systematic and consistent approach in conducting our services.

Noosa Community Training Centre Inc. participates in external monitoring and audit processes conducted by Australian Skills Quality Authority (ASQA). The CEO has delegated authority responsible for providing timely information to the registering body of changes to operations or ownership and ensures such changes are effected with minimal disruption to student enrolments or training participation.

We recognise that by using our AS/NZS ISO 9001:2008 and NVR quality management system and continually trying to improve our services, this will help us provide quality services to our customers and achieve our quality objectives.

About us

Noosa Community Training Centre Inc. (NCTC Inc.) is a not for profit community based organisation and Registered Training Organisation providing Industry Training, Employment Assistance and other labour market programs for the purpose of community growth and well-being.

NCTC Inc. has delivered programs to the Noosa area since 1988. These programs include: Certificate 3 Guarantee funded training, Skilling Queenslanders for Work, Work Placement, Get Set for Work, Productivity Places Program, Job Search Training, Job Network Services - Job Matching (Employment Agency) and, New Work Opportunities, Work For The Dole, Disadvantaged Youth Program, Disability Services, CEAP, CJP, Queenslanders Working Together and of course SkillShare.

Efficient management, specialist expertise of casual and core staff, diverse Board of Management experience and effective working relationships with community, government and business, ensure that contract expectations are consistently exceeded.

NCTC Inc. operates from leased premises in Noosaville. Facilities include fully equipped training rooms and computer training laboratory. NCTC Inc. is open to the public from 8am to 3:30pm, Monday to Friday, offers a free-call service and a website. (www.nctc.com.au)

NCTC Inc. has consistently exceeded contract expectations in relation to attracting participants and achieving outcomes for Commonwealth and State government Labour Market Programs, including:

- Skilling Queenslanders for Work
- Get Set for Work program
- Case Management

We believe that the implementation of our quality system, based on the AS/NZS ISO 9001:2015 International Standard and the National VET Regulator Standards, enables us to provide consistently high quality training and assessment services and meet our customer's needs.

Current Programs

Certificate I in Business – BSB10115
(This program is funded under Skilling Queenslanders for Work – Work Skills Traineeship)

Eligibility
To be eligible for Skilling Queenslanders for Work a student must:
- Not completed or be already undertaking a Skilling Queenslanders for Work program
- Be 15 years of age or older
- Not enrolled in school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Description
This entry-level qualification allows individuals across a variety of industry sectors to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

Career Outcomes
This qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

Delivery Mode
Workplace delivery (User Choice)

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is nominally 20 weeks. This program operates for five days each week, Monday to Friday, at the hours of host employer.

Certificate II in Business – BSB20115
(Funded by the Queensland Government under the Skilling Queenslanders for Work initiative)

Eligibility
To be eligible for Skilling Queenslanders for Work a student must:
- Not completed or be already undertaking a Skilling Queenslanders for Work program
- Be 15 years of age or older
- Not enrolled in school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Description
This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Career Outcomes
- Receptionist
- Customer service
- Clerk
- Tourism office assistant
- Travel agent
- Administration assistant
- Data entry operation

Delivery Mode
Face to face delivery

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is 14 weeks. Each course operates for four days each week, Monday to Thursday, 8:45am – 2:45pm each day.

Course Commencement:
Brochures are available from reception.

Certificate III in Business Administration – BSB30415
(Funded by the Queensland Government under the Certificate 3 Guarantee initiative)

Eligibility
To be eligible for Certificate 3 Guarantee a student must:
- Not hold or be already undertaking a Certificate III or higher level qualification
- Be 15 years of age or older
- Not attending school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Concession
- Concessions may be available to participants if:The participant holds an official form under Commonwealth law confirming that they are entitled to concessions under a health care concession card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person.

Description
This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team.

Career Outcomes
- Accounts Receivable Clerk
- Clerk
- Junior Personal Assistant
- Office Administration Assistant
- Word Processing Operator
- Data Entry Operator
- Accounts Payable Clerk
- Receptionist
- Office Administrator

Delivery Mode
Class Room based

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is 14 weeks. Each course operates for four days each week, Monday to Thursday, 8:45am – 2:45pm each day.

Course Commencement:
Brochures are available from reception.

Certificate II in Hospitality – SIT20316
(Funded by the Queensland Government under the Skilling Queenslanders for Work initiative)

Eligibility
To be eligible for Skilling Queenslanders for Work a student must:
• Not hold or be already undertaking a Skilling Queenslanders for Work program
• Be 15 years of age or older
• Have finished secondary school or left school
• Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

 Description
This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

Career Outcomes
- Restaurants
- Hotels
- Motels
- Catering Operations
- Coffee Shop
- Cafes
- Pubs
- Clubs

Delivery Mode
Face to face delivery

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is 13 weeks. Each course operates for four days each week, Monday to Thursday, 8:45am – 2:45pm each day.

Course Commencement:
Brochures are available from reception.

Certificate III in Hospitality – SIT30616
(Funded by the Queensland Government under the Certificate 3 Guarantee initiative)

Eligibility
To be eligible for Certificate 3 Guarantee a student must:
- Not hold or be already undertaking a Certificate III or higher-level qualification
- Be 15 years of age or older
- Not attending school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Concession
Concessions may be available to participants if:
- The participant holds an official form under Commonwealth law confirming that they are entitled to concessions under a health care concession card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person.

Description
This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

Career Outcomes
- Espresso coffee machine operator
- Food and beverage attendant
- Function attendant
- Function host
- Senior bar attendant
- Waiter in a restaurant

Delivery Mode
Class Room based

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is 14 weeks. Each course operates for four days each week, Tuesday to Friday, 8:45am – 2:45pm each day.

Courses commence:
Brochures are available from reception.

Certificate II in Skills for Work & Vocational Pathways – FSK20119
(Funded by the Queensland Government under the Skilling Queenslanders for Work initiative)

Eligibility
To be eligible for Skilling Queenslanders for Work a student must:
- Not hold or be already undertaking a Skilling Queenslanders for Work program
- Be 15 years of age or older
- Not attending school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Description
This qualification is designed for individuals who require further foundation skills development to prepare for workforce entry or vocational training pathways.

- It is suitable for individuals who require:
- a pathway to employment or vocational training
- reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 3
- entry level digital literacy and employability skills
- a vocational training and employment plan.

Delivery Mode
Face to face delivery

Course Dates and Times
The program operates throughout the calendar year. The duration of each course is 14 weeks. Each course operates for four days each week, Monday to Thursday, 8:45am – 2:45pm each day.

Courses commence:
Brochures are available from reception.

NCTC Policy

Code of Practice

As a registered training organisation, Noosa Community Training Centre Inc. (NCTC Inc.) has agreed to operate within the standards of the National VET Regulator (NVR).

Access and Equity Policy

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.

This will be achieved by:

- Ensuring the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
- Ensuring access and equity issues are considered during curriculum development.
- Providing access to staff development to assist trainers/teachers who deliver courses to under-represented groups.

Fees Policy

No fees or charges are applicable to participants in training programs wholly funded by the Queensland Government. Fees will apply to Certificate 3 Guarantee programs funded by the Queensland Government.

Fees Payment

Fee amounts, terms and conditions will be provided in information available by contacting our organisation and enquiring about course availability, delivery and relevant fees. This information will be provided prior to enrolment.

Fees payable must be paid by individual participants in full, at course commencement. Participants may make application on the grounds of financial hardship to pay by instalments. Applications will be considered depending on individual circumstance. Payment may be made by cash, eftpos or bank transfer on commencement of training.

Invoices for bulk enrolments by organisations will be issued after commencement and payment must be made within seven (7) days from the date of invoice, or as per supplier agreement.

Payment of all fees is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location.

Repeating Units and Reassessment

Two (2) attempts at an assessment are included in the fees, participants deemed not yet competent after two attempts will require re-enrolment and full fees may be payable.

Certificates / Statements of Attainment

A qualification or statement of attainment will be issued after completion of the course. No charge will be levied for reissue of these documents.

Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC) Fees

Fees will be negotiated with students prior to the application being made depending on the number of units the application is for. Noosa Community Training Centre Inc. will enter into a written agreement with the participant prior to the commencement of the RPL process. Fees are payable at the time of submission.

Credit Transfer

No charge

Refund Policy

Should NCTC Inc. cancel any course after commencement and for which fees have already been paid, participants are entitled to a full refund or transfer of funds to a future course.

In the event of illness, death of a family member or unforeseen circumstances, participants may withdraw from courses (once verification has been obtained) and re-enter the next available course. A refund does not apply.

NCTC Inc. agrees that, once enrolment for a particular course is accepted, we will complete delivery of the course, or arrange for the participant to complete the training with another nearby RTO with minimal disruption to the participant.

Guarantee

NCTC Inc. will honour all guarantees outlined in this Policy. We understand that if we do not meet the obligations of this Policy or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Information and Support Services

NCTC Inc. will provide clients with timely and accurate details of course information, costs, refund policy, competency standards, learning outcomes, assessment criteria, assessment results and grievance procedures and avenues of appeal. Referrals to appropriate counselling services and literacy and numeracy assistance will be available to you during your program if required.

Education Information

Enrolments

NCTC Inc. endeavors to guide potential participants to enrol in programs in which they have a capacity to benefit. This can be demonstrated by a genuine interest in the career path that the program provides and appropriate motivation and verified skills to complete the program.

Where state or federal funding is available, participants are selected for enrollment based on meeting and agreeing to the conditions of the funding. Where there are limited government funded places the criteria for selection will be clearly communicated and applications will be assessed accordingly.

Eligibility criteria are applied to government funded training. This is assessed prior to enrollment.
Upon receiving an application for enrolment, the administration officer will process the enrolment including the required course pre-payments. NCTC Inc. will provide induction information to participants, time permitting, prior to course commencement to ensure they are adequately inducted.

Language, Literacy and Numeracy Assessments

Prior to commencement of training a learner's language, literacy and numeracy skills will be assessed to ensure that the planned learning and assessment strategies are appropriate for the learners LLN skills. Learning and assessment tasks can be adapted to suit the learner's individual needs.

Training staff can refer learners to support services which are appropriate to their needs.

Attendance/Absence

You should attend class on time and participate in accordance with course timetables. It is your responsibility to advise NCTC Inc. of any absence/s. If no contact has been made, NCTC Inc. will contact participants when they do not attend class.

Issuing Results and Qualifications

Subject to successful completion of your training program and meeting all the requirements of the qualification, NCTC Inc. will issue learners with appropriate certification and results in line with the Australian Qualification Frameworks Implementation Handbook.

Awards and qualifications will not be issued if the candidate fails to provide the RTO with all required documentation and fees.

Behaviour Policy

In the case of inappropriate behaviour of any person undertaking training, including discriminatory remarks, abuse, rudeness, swearing or disrespect. Such learner will be asked to leave the learning area and may be excluded from the program. Violence of any sorts towards both staff, trainers and other class participants will not be tolerated.

Where staff members, assessors or another participant at NCTC Inc. suspects an act of misconduct has occurred, they must report the matter to the Chief Executive Officer. The CEO is responsible for investigating all cases of alleged misconduct and recommending appropriate action

It is NCTC Inc. policy that the penalty imposed should be appropriate to the type and severity of the misconduct. Families will be informed of behaviour management concerns Noosa Community Training Centre Inc. may have with their child/children. There will be consequences if rules are violated and disobeyed. Such learner will attend a meeting with the Chief Executive Officer where a behaviour plan may be created and implemented. This will be discussed with both families and trainers.

RPL & Credit Transfer

NCTC Inc. is committed to providing a recognition process to all students that is valid, current, sufficient and authentic. In accordance with the Standards for Registered Training Organisations 2015, this quality process also ensures that efficiency, effectiveness, flexibility, fairness and openness are maintained at the planning, implementation and reviewing stages of the recognition process.

Credit is the principal overarching term for recognising learning. Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications which reduces the amount of learning required to achieve a qualification.

Credit transfer - is the process that provides learners with agreed and consistent credit outcomes based on equivalence in content in learning outcomes between matched qualifications. If you have completed a similar unit of competency your trainer may assess the unit as a credit transfer.

Recognition of Prior Learning – is the process that involves assessment of the individuals relevant prior learning to determine the credit outcomes of an individual's application for credit. An applicant can gain formal recognition of skills and knowledge acquired outside the formal education and training system.
These skills and knowledge may have been gained through a combination of the following;
- Previous study
- Work experience
- Life experience

As a result the individual may gain;
- A nationally recognised qualification without having to attend the entire training program
- Formal recognition of their experience, increasing the chance of career progression

If you believe you might be eligible for RPL, you will be required to complete an RPL application provided by your trainer.

Mutual Recognition Policy

Mutual recognition is the process that recognises qualifications under the Australian Qualifications Framework (AQF) and Statements of attainment issued by other Registered Training organisations (RTO's) enabling individuals to receive national recognition of their achievements.

We acknowledge and support Mutual recognition as one of the most important features of the National VET Framework.

To this end we will accept the credentials, after verification, issued by any other registered training organisation based in any State/Territory of Australia.

Complaints, Grievances and Appeals

If at any stage you have concerns about any aspect of your training and/or assessment, please discuss this with your trainer or the CEO. If you wish, NCTC Inc. will document your complaint by using an official letter or Quality Form *QF7.5.18 Complaints Report*. NCTC Inc. will endeavour to ensure a satisfactory solution within an agreed timeframe. You will be notified in writing of the outcome.

It is our policy to ensure that:
1. Each complaint, grievance, appeal and its outcome is recorded in writing
2. Each appeal is heard by an independent person or panel
3. The complainant has an opportunity to formally present their case
4. The complainant is given a written statement of the appeal outcomes, including reasons for this decision
5. The RTO Chief Executive ensures action is taken by NCTC Inc. to rectify and/or prevent a reoccurrence subject of any substantiated complaint

This policy ensures that:
- All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution
- All parties have a clear understanding of the steps involved in the grievance policy.
- Participants and staff are aware of the policy and procedures for handling grievances and are informed of those in writing at induction.

Appeals against Results

Assessment is the process of collecting evidence and making judgments on the progress towards and achievement of performance requirements of learning outcomes.

Learners can appeal against assessment outcomes. If you wish to appeal against any of your results, you must complete and lodge an "Appeal against Results" (*QF7.5.8a*) application form within 10 days of completion of your training program. Forms are available from your Trainer or the office. The CEO will review the appeal and contact you to discuss and arrange a re-assessment if appropriate.

A 'Not Yet Competent' outcome means the participant must do all tasks again for that unit and will not be charged an additional fee.

Student Records

NCTC Inc. Centre will ensure records are retained for an appropriate period in a form that is suitable for retrieval and transfer to third parties and in accordance with the requirements of the registering authority. Records of your progress are available by contacting our office or your trainer directly.

No information will be provided to third parties without the written consent of the participant. Trainee records are managed securely and confidentially and are available for trainee perusal on request. The electronic system used to maintain student and staff records will be reviewed at least annually as part of the overall review of policies and procedures.

Electronic files will be established containing:
- Enrolment forms
- Application forms
- Film & photo consent forms
- Copy of identification
- Training & support plans
- AISS eligibility Check

Improvement

NCTC Inc. welcomes suggestions or ideas for improving our services and being informed about any difficulties in dealing with us. This procedure describes the process by which trainers and participants may have problems addressed effectively, efficiently, professionally and confidentially. The complainant is encouraged to discuss the complaint with the relevant trainer/assessor or staff member. if the complaint is unable to be resolved, the grievance should be recorded in writing and lodged with the RTO's Chief Executive Officer (CEO). The CEO is responsible for investigating a complaint and recommending the appropriate course of action. If the complaint is about a specific individual, the CEO's response will include;
- Informing the person about whom the complaint is made and seeking their views and perspective
- Giving consideration to the use of a mediator
- Informing the complainant of the outcome of the complaint in writing

Avetmiss (Data from Enrolment Process)

Data gathered from your enrolment and ongoing training and assessment is provided to conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS).

AVETMISS ensures accurate and consistent vocational education and training (VET) measurements by providing a common language for the collection of data on training delivery. It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. AVETMISS data must be submitted annually.

Unique Student Identifier, USI

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that is unique to each individual. Your USI is linked to the National Vocational Education and Training (VET) Data Collection allowing you to see all training results from all providers including completed, withdrawn and continuing results.

A student needs a USI when enrolling or re-enrolling in nationally recognized training from 1 January 2015. This includes if the student is enrolling for the first time, continuing or re-enrolling in training, including nationally recognized training undertaken in secondary school.

All enrolment forms are passed to administration staff who will enter the enrolment details into the database. Prior to commencing a course, participants will give USI consent by ticking the appropriate boxes and signing the enrolment form. Participants will also be issued with a USI Privacy Notice.

Feedback and Quality Indicators

During the course of training, learners will be provided with a survey relating to the provision of training and assessment. Please do take the time to complete this so we can improve ourselves.

Learner and employer surveys are distributed in order to provide quality indicator data to our registering body to give an indication of our adherence to the Australian Quality Training Framework.

Safety Information

General

While you are training at Noosa Community Training Centre Inc., you have certain obligations under the Work Health & Safety Act 2011:

- comply with the instructions given for workplace health & safety
- to use personal protective equipment
- not to misuse anything provided for workplace health & safety
- not to place at risk the health and safety of any person at the workplace

Your trainer will explain Work Health & Safety issues in relation to your training program.

Security

All visitors shall report to reception on arrival. When on site, visitors shall be accompanied by a NCTC Inc. Representative unless undertaking training.

Fire & Safety

Fire and Safety equipment is situated at appropriate locations throughout this site. Fire and safety equipment shall not be used for any other purpose. In the event of fire, all persons are to go to the nearest assembly area indicated on the site evacuation plan displayed in all rooms.

Smoking

Smoking is not permitted in buildings. It is illegal to smoke within 4 metres of a non-residential building entrance. The designated smoking area for NCTC Inc. is located out the front of the building, by the wooden table near the road.

Protective Equipment

Appropriate protective clothing and footwear shall be worn in all areas.

Alcohol, Drugs & Weapons

You are not allowed on NCTC Inc. premises or to use NCTC Inc. facilities when under the influence of alcohol. Consumption of alcohol on NCTC Inc. premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function or authorised by the CEO. No person under the age of 18 may consume alcohol on NCTC Inc. premises.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on NCTC Inc. premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operating machinery.

You are not to bring knives or other weapons to NCTC Inc. premises. It is an offence under the *Weapons Act 1990* to be in possession of a knife or other weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students or property will be reported to the police immediately.

Reporting an Injury

If an injury/incident occurs whilst on NCTC Inc. premises, it must be reported to your trainer, or person in charge who will document and report to the CEO. If you require first aid, notify your trainer or a staff member who will look after you.

Emergency Procedures

When advised of an emergency, stay calm. Please ensure that you proceed to the nearest exit and assemble at the evacuation point indicated on the safety plan in each room.

Please ensure that you follow the instructions of the person in control for your safety. Make sure you know where your exits are and never re-enter the building.

Learners will be shown evacuation procedures and exits during the orientation of their program.

Parking

Vehicles brought on site shall be parked in designated areas. No responsibility shall be accepted by NCTC Inc. for any damage incurred by a vehicle on site.

Working with Children

All trainers who deliver training are required to hold a current blue card for Child-Related Employment.

General Information

Telephones/Mobiles

Incoming telephone calls may be received on the phone in the Reception Area. For other use please check with your trainer. Use of mobile phones is not permitted in classrooms.

Participant Amenities

NCTC has available for participants:
- Toilets
- Fridge, microwave, stove, cutlery and crockery
- Lunch room

There shall be no eating in training rooms or NCTC vehicles. Participants are responsible for washing up and putting away any dishes that they use.

Dress Standards

NCTC Inc. is an adult learning environment that prepares you for business and industry, as well as for further career related training. As such, you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace. Hair must be tied up and pulled neatly away from the face when working in the Hospitality kitchen

Privacy Policy

We will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information. Should staff or clients seek access to their information we have a documented procedure requiring authorisation before this can occur.

Appropriate use of Computers

NCTC Inc. recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include internet, email, web browsing, and website publication. You are encouraged to make use of these resources for purposes relating to study being undertaken through NCTC Inc. However, NCTC Inc. computing and electronic resources are not to be used for purposes other than for program/course requirements unless otherwise specified within NCTC Inc. procedures. The use of inappropriate websites such as pornography and other illegal websites is strictly prohibited and will not be tolerated.

Contacting Trainers

To enable urgent contact with trainers, if required, learners should ensure they are aware of a trainers preferred contact arrangements. NCTC Inc. is not permitted to provide staff private telephone numbers to students.

Insurance

NCTC Inc. maintains all insurances required by and in accordance with both State and Federal legislation. Medical and Non-Medical benefits are not covered for legal reasons.

Concerns

If you have a concern please speak to either your trainer, Client Services Officer or CEO who will endeavour to assist you.

Standards of Behaviour

When communicating and interacting with NCTC Inc. staff and other learners you have a responsibility to:

- treat people with respect and fairness regardless of their background or culture
- show respect for others by not swearing, using obscenities or making offensive remarks
- avoid behaviour that could offend, embarrass or threaten others
- refrain from harassing or disrupting others in the performance of their duties or studies
- avoid unacceptable behaviour - including bullying, aggressive, threatening or abusive behaviour

Care of Property

While all care is taken by NCTC Inc. staff to ensure the safety of a participant's property, it is ultimately the participant's responsibility. Participants should not leave valuable items in classrooms, cars or in any unsecured location.

Personal Details

To keep our records up to date, please notify the office of any changes to your personal details e.g. new address or phone number.

Assessment

What is Competency Based Training?

The National Quality Council has provided the following definition of competency based training:

Competency is 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.

In a competency based assessment system, evidence is gathered to demonstrate your competence. Evidence of competency can take many forms. The forms of evidence required will depend on the purpose of the assessment and the performance outcomes. Evidence submitted should be:
- Sufficient; Not a "one-off"
- Valid; Relates to the Nationally Accredited Unit of Competency being assessed not just your workplace
- Authentic; Your own work
- Current; Not too old

Final assessment items are marked "C" (competent) or "NYC" (not yet competent). If your assessment is marked as "NYC" you can resubmit your work within the timeframe identified by your trainer.

Flexible Learning and Assessment Procedures

NCTC Inc. is receptive to request for flexible delivery of training and assessment. NCTC Inc. will do its best to provide flexibility in access to course materials and assessment tasks. Discuss your specific needs with your trainer.

Accelerated Progression

Accelerated progression can occur as a result of:
- Clustering units of competency for formal training and assessment purposes where appropriate. This minimizes repetition; or
- The work history of the student; or
- The speed in which the student develops the required knowledge and skills and the demonstration of these skills to the standard of performance required in the workplace.

Accelerated progression as a result of the student developing and demonstrating knowledge and skills more quickly than anticipated can only occur during the provision of training and assessment. Possible evidence that could indicate the occurrence of accelerated progression include:
- Time sheets;
- Work schedules;
- Training plans showing plan dates and completed actual dates, dated activities and initial agreed dates for a range of training and assessment activities and the actual dates of these activities or;
- Modified training plans demonstrating units of competencies gained through RPL, Credit Transfer and accelerated progression

Accelerated progression needs to be approved by NCTC Inc. CEO.

Graduations

To celebrate the completion of your qualification, NCTC Inc. will host a graduation ceremony. Your trainer will advise graduation details.

Relevant legislation

A range of legislation is applicable to NCTC Inc. staff and training participants.

- Privacy
  www.privacy.gov.au

- Equal Opportunity
  http://www.humanrights.gov.au/about/legislation/index.html

- Occupational Health and Safety
  www.safeworkaustralia.gov.au

- Vocational Education, Training and Employment Act 2000
  https://www.legislation.qld.gov.au/view/pdf/inforce/2013-11-22/act-2000-023

- Learners' Rights – Provider Closures
  https://www.asqa.gov.au/students/provider-closures

Qualifications

BSB10115   *Certificate I in Business*
BSB20115   *Certificate II in Business*
BSB30415   *Certificate III in Business Administration*

Entry Requirements

BSB10115 Certificate I in Business

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course and gain knowledge and abilities to enable them to enter into work.

BSB20115 Certificate II in Business

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course. They may have limited vocational experience without formal qualifications or have completed Certificate I in Business or other relevant qualification.

BSB30415 Certificate III in Business Administration

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course. People may have completed a Certificate II in Business and wish to undertake further study or may have vocational experience in a work setting and wish to complete a formal qualification.

Qualification Description

BSB10115 Certificate I in Business

This qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

BSB20115 Certificate II in Business

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

BSB30415 Certificate III in Business Administration

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgment. They may provide technical advice and support to a team.

Qualification Structure

BSB10115 Certificate I in Business		
In order to gain completion of the Qualification and receive a Certificate I in Business (BSB10115), one core unit and five elective units.		
Unit Code	**Unit Name**	**Nominal Hours**
Core Units		
BSBWHS201	Contribute to health and safety of self and others	20
Elective Units		
BSBCMM201	Apply basic communication skills	40
BSBITU211	Produce digital text documents	60
BSBITU212	Create and use spreadsheets	30
BSBWOR202	Organise and complete daily work activities	20
BSBLED101	Plan skills development	20
BSBSUS201	Participate in environmentally sustainable work practices	20
	Total Nominal Hours	210

*Elective units may vary

BSB20115 Certificate II in Business

In order to gain completion of the Qualification and receive a Certificate II in Business (BSB20115), one core unit and eleven elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWHS201	Contribute to health and safety of self and others	20
Elective Units		
BSBITU211	Produce digital text documents	60
SITXCOM002	Show social and cultural sensitivity	20
BSBWOR202	Organise and complete daily work activities	20
BSBITU213	Use digital technologies to communicate remotely	20
SITTIND001	Source and use information on the travel industry	25
SIRXPDK001	Advise on products and services	35
BSBWOR204	Use business technology	20
BSBITU212	Create and use spreadsheets	30
BSBIND201	Work effectively in a business environment	30
BSBWOR203	Work effectively with others	15
SITXCCS003	Interact with customers	20
	Total Nominal Hours	315

*Elective units may vary

BSB30415 Certificate III in Business Administration

In order to gain completion of the Qualification and receive a Certificate III in Business Administration (BSB30415), two core units and seven administration units and four elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWHS201	Contribute to health and safety of self and others	20
BSBITU307	Develop keyboarding speed and accuracy	50
Elective Units		
BSBWRT301	Write simple documents	30
BSBITU309	Produce desktop published documents	50
BSBADM307	Organise schedules	15
BSBCMM301	Process customer complaints	30
BSBWOR301	Organise personal work priorities and development	30
BSBINM301	Organise Workplace Information	30
BSBITU314	Design and produce spreadsheets	35
BSBITU306	Design and produce business documents	80
BSBITU311	Use simple relational databases	30
BSBFIA302	Process payroll	30
BSBFIA303	Process accounts payable & receivable	30
	Total Nominal Hours	460

*Elective units may vary

Qualifications

SIT10216 Certificate I in Hospitality
SIT20316 Certificate II in Hospitality
SIT30616 Certificate III in Hospitality
SIT20116 Certificate II in Tourism
SIT20216 Certificate II in Holiday Parks and Resorts

Entry Requirements

SIT10216 Certificate I in Hospitality
There are no prerequisites for entry to this qualification.

SIT20316 Certificate II in Hospitality
There are no prerequisites for entry to this qualification.

SIT30616 Certificate III in Hospitality
There are no prerequisites for entry to this qualification.

SIT20116 Certificate II in Tourism
There are no prerequisites for entry to this qualification.

SIT20216 Certificate II in Holiday Parks & Resorts
There are no prerequisites for entry to this qualification.

Qualification Description

SIT10216 Certificate I in Hospitality
This qualification reflects the role of individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.
The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

SIT20316 Certificate II in Hospitality
This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

SIT30616 Certificate III in Hospitality
This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

SIT20116 Certificate II in Tourism

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

SIT20216 Certificate II in Holiday Parks & Resorts

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

Qualification Structure

SIT10216 Certificate I in Hospitality

In order to gain completion of the Qualification and receive a Certificate I in Hospitality (SIT10216), three core units and three elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITXWHS001	Participate in safe work practices	12
SITXCCS001	Provide customer information and assistance	20
Elective Units		
SITXFSA001	Use hygienic practices for food safety	15
SITHFAB005	Prepare and serve espresso coffee	30
SITHFAB002	Provide responsible service of alcohol	10
Total Nominal Hours		102

SIT20316 Certificate II in Hospitality

In order to gain completion of the Qualification and receive a Certificate II in Hospitality (SIT20316), one core unit and five elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITHIND002	Source and use information on the hospitality industry	25
SITHIND003	Use hospitality skills effectively	110
SITXCOM002	Show social and cultural sensitivity	20
SITXCCS003	Interact with customers	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITXFSA001	Use hygienic practices for food safety	15
SITHCCC002	Prepare and present simple dishes	25
SITHFAB002	Provide responsible service of alcohol	10
SITHFAB004	Prepare and serve non-alcoholic beverages	20
SITHFAB005	Prepare and serve espresso coffee	30
SITHFAB007	Serve food and beverage	80
	Total Nominal Hours	382

SIT30316 Certificate III in Hospitality

In order to gain completion of the Qualification and receive a Certificate III in Hospitality (SIT30316), seven core unit and eight elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITHIND002	Source and use information on the hospitality industry	25
SITHIND004	Work effectively in hospitality service	110
SITXCCS006	Provide service to customers	25
SITXCOM002	Show social and cultural sensitivity	20
SITXWHS001	Participate in safe work practices	12
SITXHRM001	Coach others in job skills	20
Elective Units		
SITXFSA001	Use hygienic practices for food safety	15
SITXFSA002	Participate in safe food handling practices	40
SITHCCC002	Prepare and present simple dishes	25
SITHFAB002	Provide responsible service of alcohol	10
SITHFAB004	Prepare and serve non-alcoholic beverages	20
SITHFAB005	Prepare and serve espresso coffee	30
SITHFAB007	Serve food and beverage	80
SITHPAT006	Produce desserts	100
	Total Nominal Hours	547

SIT20116 Certificate II in Tourism

In order to gain completion of the Qualification and receive a Certificate II in Tourism (SIT20116), four core units and seven elective units of competency must be completed.

Unit Code	Unit Code	Unit Code
Core Units		
SITTIND001	Source and use information on the tourism and travel industry	25
SITXCCS003	Interact with customers	20
SITXCOM002	Show social and cultural sensitivity	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITHFAB002	Provide responsible service of alcohol	10
SITHFAB004	Prepare and serve non-alcoholic beverages	20
SITHFAB005	Prepare and serve espresso coffee	30
SITXFSA001	Use hygiene practices for food safety	15
SITHACS001	Clean premises and equipment	15
SIRXPDK001	Advise on products and services	30
SITXCCS001	Provide customer information and assistance	20
	Total Nominal Hours	217

*Elective units may vary

SIT20216 Certificate II in Holiday Parks & Resorts

In order to gain completion of the Qualification and receive a Certificate II in Holiday Parks & Resorts (SIT20216), four core units and seven elective units of competency must be completed.

Unit Code	Unit Code	Unit Code
Core Units		
BSBWOR202	Organise and complete daily work activities	20
SITTIND002	Source and use information on the holiday park and resort industry	25
SITXCCS003	Interact with customers	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITHFAB005	Prepare and serve espresso coffee	30
SITXFSA001	Use hygienic practices for food safety	15
SIRXPDK001	Advise on products and services	30
BSBWOR203	Work effectively with others	15
BSBSUS201	Participate in environmentally sustainable work practices	20
BSBITU201	Produce simple word processed documents	60
SITHACS003	Prepare rooms for guests	25
	Total Nominal Hours	272

*Elective units may vary

Courses

FSK20119   *Certificate II in Skills for Work and Vocational Pathways*

Entry Requirements

There are no restrictions on entry to this course.

Qualification Description

This qualification is designed for individuals who require further foundation skills development to prepare for workforce entry or vocational training pathways.

It is suitable for individuals who require:

• A pathway to employment or vocational training
• Reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 3
• Entry level digital literacy and employability skills
• A vocational training and employment plan

Qualification Structure

FSK20119 Certificate II in Skills for Work & Vocational Pathways

In order to gain completion of the qualification and receive a Certificate II in Skills for Work & Vocational Pathways (FSK20119), one core and thirteen elective units of competency must be completed.

Unit Code	Unit Name	Nominal Hours
Core Units		
FSKLRG011	Use strategies for work-related learning	10
Elective Units		
FSKDIG003	Use digital technology for non- routine workplace tasks	15
FSKLRG009	Use strategies to respond to routine workplace problems	15
FSKNUM014	Calculate with whole numbers and familiar fractions, decimals and percentages for work	15
FSKNUM015	Estimate, measure and calculate with routine metric measurements for work	10
FSKOCM007	Interact effectively with others at work	10
FSKRDG010	Read and respond to routine workplace information	15
FSKWTG009	Write routine workplace texts	15
FSKLRG006	Participate in work placement	10
FSKLRG007	Use strategies to identify job opportunities	20
FSKLRG010	Use routine strategies for career planning	20
Elective		
Elective		
Elective		
Total Nominal Hours		170

*Elective units may vary

Two elective units must be vocational units from other training packages

The remaining electives units may be selected as follows:

- up to 5 units may be selected from Group A

- at least 5 units must be selected from Group B

- 3 units must be selected from any currently endorsed training package, qualification or accredited course other than FSK

- Remaining units may be selected from the FSK training package or any currently endorsed training package, qualification or accredited course

Elective units must be relevant to vocational pathways and not duplicate the outcomes of already selected units.