2024 SCHOOL-BASED STUDENT HANDBOOK

TecNQ

Training • Education • Careers

Tec-NQ Ltd RTO # 31444

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CHIEF EXECUTIVE OFFICER
WELCOME

WELCOME AND CONGRATULATIONS ON CHOOSING TEC-NQ.

Welcome to Tec-NQ, a North Queensland-based secondary school and registered training organisation (RTO) wholly dedicated to preparing students for a direct entry into the dynamic world of work with closely aligned and articulated pathways to employment. I extend my warmest congratulations to you for choosing Tec-NQ, where together we can work on attaining our primary objectives, centring on academic and vocational excellence, enhancing employability, and fostering lifelong careers.

Education is the cornerstone of individual, economic, and social development in today's rapidly changing society. At Tec-NQ, we are committed to empowering you on your educational journey, supporting your personal growth, and collaborating with you to reach your aspirations through our industry-focussed learning experiences.

Our distinctive approach lies in delivering targeted, world-class education and training programs tailored to meet the evolving needs of students, no matter where you start on your educational path. Tec-NQ specialises in offering accredited academic and trade training programs that enable students to complete their Queensland Certificate of Education whilst preparing and embedding students in a seamless transition from school to the workforce.

At Tec-NQ, we take pride in our team of registered teachers, qualified trade trainers, and dedicated support staff who are here to guide and nurture both our senior school and registered training organisation students. We firmly believe that every student is unique and deserving of respect. We are unwavering in our commitment to recognising individual interests and levels of development.

Our approach hinges on partnerships—with students, guardians, employers, industry, and the wider community. These collaborations are pivotal in ensuring a holistic and integral learning experience throughout your journey at Tec-NQ.

Our unwavering focus on North Queensland's thriving industry areas sets Tec-NQ apart. From our perspective, Tec-NQ is not just a school; it's a launchpad for your future. Our core mission is to partner with industry and community to deliver trade-based career opportunities through training and education.

Our approach is comprehensive. We aim to deliver positive academic outcomes that enable a seamless transition from the school environment to the dynamic world of work. We achieve this through our robust industry and community networks, providing quality face-to-face instruction, mentoring, and guidance to nurture academic success, industry-specific skills, resilience, and a proactive attitude.

Our integrated work-based curriculum is firmly rooted in active, lifelong learning principles. The ultimate goal is to shape you into a work-ready, employable individual armed with the necessary skills, determination, and mindset to thrive in your chosen career.

We extend a warm and enthusiastic welcome on behalf of the entire Tec-NQ team. Your journey here promises to be a transformative experience that equips you with the skills and knowledge to excel in the world of work. We wish you every success in your studies and look forward to embarking on this educational journey together.

Ross Jorgensen

Chief Executive Officer

PHILOSOPHY AND AIMS

Promoting excellence and equity by delivering Australian education and trade training to provide employment solutions, workforce capability and prosperity in our communities.

Our value proposition is to achieve academic outcomes and to support transition of students from school to the work environment through:

1)   Promoting excellence and opportunity for all in training and education through:
- Developing strong partnerships with industry and community; and
- Providing quality teaching mentoring and support that promotes industry skills, resilience and mental health.

2)   The delivery of an integrated trade/ academic curriculum facilitating:
- Active and successful lifelong learners;
- Confident, creative, work ready, employable young people; and
- Excellence in trade and academic skills that create active and informed members of the community.

TEC-NQ VISION AND VALUES

OUR VALUES

INNOVATIVE SOLUTIONS. INDUSTRIOUS ATTITUDES. **DELIVERING VALUE TO STAKEHOLDERS & SAFETY IN THE WORKPLACE.**

OUR VISION

CREATING EMPLOYABILITY & SUCCESS THROUGH **INDUSTRY SKILLS, EXPERIENCE & SUPPORT**

LOCATIONS

DOUGLAS CAMPUS

Tec-NQ's senior school and administration office is located at 54 Discovery Drive, Douglas, in Townsville QLD.

TEC-NQ HOUSE BOARDING FACILITY

Tec-NQ House, located in Rosslea, Townsville, is a purpose-built boarding facility for senior school students originating from locations across regional and remote QLD, attending Tec-NQ's unique trade focused senior school program.

ROSSLEA CAMPUS

Tec-NQ's health and hospitality campus is located at 44 Bowen Road, Rosslea, in Townsville QLD.

CAIRNS CAMPUS

Tec-NQ delivers full-time apprentice training and short courses at its branch in Cairns.

Unit 1. 14-16 Toohey Street, Portsmith QLD 4870.

MACKAY CAMPUS

Tec-NQ delivers full-time apprentice training and short courses at its branch in Mackay.

Level 2 Waterfront, Commercial Building, Lot 50 Mulherin Drive, Mackay Harbour QLD 4740

TUITION FEES

TUITION FEES AND CHARGES

Tec-NQ's Schedule of Tuition Fees is provided as part of its standard enrolment process. Copies of this document will be provided by Tec-NQ upon request.

Tec-NQ's Student Refund and Cancellation Policy can be found on its website at tecnq.com.au.

ELIGIBILITY FOR (VET IN SCHOOLS) VETIS FUNDING

On your enrolment at Tec-NQ you will be eligible for courses covered under the VET in Schools (VETiS) funding, that is funded by the Queensland Government. The courses advertised as VETiS funded are only applicable if you have not accessed VETiS funding in the past.

Eligible students are entitled to one (1) VETiS funded program only. For information about withdrawal and refund policy visit the Tec-NQ website.

For further information please refer to the VETiS section of training.qld.gov.

CONTACT HOURS / ATTENDANCE

When completing your instructional training you are required to attend as per your senior school calendar.

It is an expectation that students maintain a regular attendance of more than 85%. This will facilitate successful outcomes.

On the occasion of truancy, the facilitator records the absence on the roll and the guardian is notified.

At any time, the facilitator has the discretion to request the student attend tutorials to make up for lost class time to ensure that the student stays on track.

SAFETY AT TEC-NQ

Tec-NQ is committed to achieving and maintaining a standard of excellence in the field of health and safety and aims to be recognised as a leader in safety performance within the education and training sectors by providing a safe environment to work and study.

The intent of our Workplace Health and Safety (WH&S) System at Tec-NQ is to create a safe and healthy workplace and environment for our Employees, Students, Contractors, Visitors and other persons on Tec-NQ sites or workplaces.

The purpose of this manual is to support the aims of our WH&S Management System by providing you with general guidelines that you are to apply to your daily tasks, in order to help you stay safe while working or training at Tec-NQ

Tec-NQ will manage workplace health and safety through its Safety Management System. The Safety Management System will also provide a process of continuous improvement with a focus on managing workplace risks.

Tec-NQ requires those responsible for any activities on site or in the workplace to comply with the Tec-NQ Safety Management System and all relevant legislation, including the Work Health and Safety Act 2011 (Qld), applicable codes of practice and standards.

This manual will assist Employees, Students, Contractors, Visitors and other persons on Tec-NQ sites or workplaces to fulfil their responsibilities. The provision and use of CCTV supports Tec-NQ by ensuring an appropriate level of surveillance to assist in the personal protection of staff, student and visitors to the College premises. It also provides enhanced capability to protect the College's assets against vandalism and theft. Tec-NQ has a CCTV system policy which details the way that the CCTV system will operate in providing security, whilst ensuring that the privacy of individuals is protected in accordance with Tec-NQ's Privacy Policy and applicable legislation.

The Tec-NQ Board is also committed to ensuring that work is performed safely and in accordance with the legislation. At the completion of your safety induction you will be aware of your responsibilities under the Work Health and Safety Act, and your duty of care regarding employment or enrolment at Tec-NQ.

HOW TO ACHIEVE YOUR QCE

The Queensland Certificate of Education (QCE) is Queensland's senior schooling qualification, which is awarded to eligible students usually at the end of Year 12. A wide range of learning can contribute towards the QCE including:

- Senior School Subjects
- Vocational Education and Training (VET)
- Workplace Learning recognised by the QCAA
- University Subjects undertaken while at school

To be eligible for a QCE, students must achieve a minimum of 20 credit points. At Tec-NQ, the following units are offered in configurations to suit each of the trade and vocational pathways.

Points are awarded for a minimum Sound Achievement.

ACADEMIC PROGRAM	COURSES	QCE POINTS
YEAR 11 & 12	Essential English	4
	QSmart (Maths/Science)	4

CORE SKILLS FOR WORK	COURSES	QCE POINTS
TRADE SKILLS EXTENTION	ICT30120 Certificate III in Information Technology	8
	BSB20120 Certificate II in Workplace Skills	4
P-TECH	MEM30523 Certificate III in Engineering - Technical	8
	ICT30120 Certificate III in Information Technology	8

POTENTIAL POINTS	COURSES	QCE POINTS
	School-based Apprenticeship or Traineeship	2
	Certificate I in Chosen Trade	3
	Certificate II in Chosen Trade	4
	Attendance at School-based Apprenticeship 50 days in work over 12 months	2
	QCCA Short Course in Numeracy	1
	QCCA Short Course in Literacy	1
	Certificate II in Hospitality	4

PRE-APPRENTICESHIP PROGRAMS

If a student is employed as an apprentice, eligible units of competency from the pre-apprenticeship qualification are credit transferred to the Certificate III qualification specified by their employer. Students who attain an apprenticeship progress towards an **Apprenticeship Qualification*** (Certificate III). NOTE: Tec-NQ does not guarantee that students will be employed. Employment is at the discretion of the employers. Tec-NQ does enlist the support of an engaged network of hundreds of employers to support work placement and, when possible, employ apprentices within their workplace.

PRE-APPRENTICESHIP QUALIFICATION	APPRENTICESHIP QUALIFICATIONS
NOTE: The outcomes below are attained if the student has not attained a school-based apprenticeship prior to completing Year 12.	NOTE: Certificate III apprenticeship outcomes are only available to students who have attained a school-based or full time apprenticeship.
ENGINEERING PATHWAY	**(INCLUDES P-TECH PATHWAY)**
Certificate II in Engineering Pathways	Potential apprenticeship qualification*. MEM30219 Certificate III in Engineering Mechanical Trade (Diesel Fitting/Fitting and Turning) MEM31419 Certificate III in Engineering - Fixed & Mobile Plant MEM30922 Certificate III in Engineering - Fabrication Trade (Sheetmetal/Boilermaking)
ELECTROTECHNOLOGY PATHWAY	**(INCLUDES P-TECH PATHWAY)**
Certificate II in Electrotechnology (Career Start)	Potential apprenticeship qualification*. UEE30820 Certificate III in Electrotechnology (Electrician) UEE33020 Certificate III in Electrical Fitting
AUTOMOTIVE PATHWAY	
Certificate II in Automotive Airconditioning Technology	Potential apprenticeship qualification*. AUR30620 Certificate III in Light Vehicle Mechanical Technology AUR31120 Certificate III in Heavy Commercial Vehicle Mechanical Technology AUR31220 Certificate III in Mobile Plant Technology
CARPENTRY PATHWAY	
Certificate I in Construction	Potential apprenticeship qualification*. CPC30220 Certificate III in Carpentry
PLUMBING PATHWAY	
Certificate II in Plumbing	Potential apprenticeship qualification*. CPC32420 Certificate III in Plumbing
HEALTH PATHWAY	
Certificate II in Health Support Services	Potential apprenticeship qualification*. Certificate III in Health Services Assistance

*Only students employed through a school-based apprenticeship will be enrolled in a Certificate III apprentice qualification.

YEAR 10

Academically speaking, Year 10 is a transitional year where students identify their career aspirations to determine the senior studies options that align with their goals. Year 10 allows students to Try Every Trade to prepare them to make informed decisions about the trade or vocational pathway that is right for them.

Tec-NQ offers two enrolment points for students commencing in Year 10. Students enrolling in semester one get the most out of Tec-NQ's senior school and employability focus. These students complete their semester one Year 10 compulsory subjects before commencing Year 10 Try Every Trade program in semester two.

Commencing in July, Year 10 students undertake alternating weeks of Try Every Trade experiences and related academic studies. Year 10 semester two compulsory subjects are contextualised across seven trade categories while foundational literacy and numeracy skills are embedded across the entire program.

Two Year 10 Enrolment Points

JANUARY COMMENCEMENT	JULY COMMENCEMENT
Semester 1 Year 10	Semester 2 Year 10
Year 10 Compulsory Subjects	Year 10 Compulsory Subjects
Try Every Trade	Try Every Trade

YEAR 10 COMPULSORY SUBJECTS

• Mathematics

• English

• Science

• History (Semester 1)

• Health and Physical Education (Semester 2)

YEAR 10 TRY EVERY TRADE

• Construction (Carpentry and Plumbing)

• Electrotechnology

• Automotive

• Engineering

• Health

During the trade immersion weeks, students get hands on experience while building an understanding of each of the trades. Each trade is delivered by a trade qualified facilitator with industry experience.

Participants will have the opportunity to engage in CPR training and one week of work experience.

Certificate II in Hospitality

The January intake year 10 students travel to our state of the art Bowen Road facility where they undertake training in food and beverage preparation, safe food handling techniques and core skills relating to the food service industry.

FOUNDATIONAL LITERACY & NUMERACY SHORT COURSE IN LITERACY & SHORT COURSE IN NUMERACY

Accredited short courses in literacy and numeracy are embedded across year 10 subjects and build capacity for year 11 and 12 senior studies.

The short courses are QCAA (Queensland Curriculum and Assessment Authority) Senior Subjects. Successful completion of the program results in one QCE credit for each course.

YEAR 11 AND 12 SENIOR SCHOOL

Tec-NQ provides trade training that is relevant to industry and leads to nationally recognised qualifications. Students enrol in one of the available trade pathways and work towards the completion of a pre-apprenticeship qualification aligned to their pathway.

Students who are employed as an apprentice will receive credit transfer towards an apprenticeship qualification (Certificate III). Training pathways and their relevant qualifications are listed on page 8

ESSENTIAL ENGLISH (QCAA)

This course is designed to allow students to develop and use communication skills in the areas of work, community and leisure.

The course has been written with the trade disciplines in mind and plays an essential part in helping students make the links between communication and work.

QSMART QUEENSLAND MINERALS AND ENERGY ACADEMY SENIOR MATHS/SCIENCE

These courses have been designed to ensure the science and mathematics content is applicable to apprentices, especially in Engineering and Electrical trades and have application to other trades as well.

ICT30120 CERTIFICATE III IN INFORMATION TECHNOLOGY

This course is designed to equip students with the skills and knowledge required to become competent in the use of technology including word processing, web skills and general knowledge.

BSB20120 CERTIFICATE II IN WORKPLACE SKILLS

This course is designed to prepare students with the skills and knowledge for basic procedural, clerical, administrative or operational tasks that require self-management and technology skills.

MEM30505 ENGINEERING - TECHNICAL (P-TECH)

This course is designed to equip students with the skills and knowledge to work with new and emerging technologies, electrical principles and fundamentals in engineering.

CONTEXTUALISED LEARNING

The combining of the senior phase of learning and the trade qualification provides an excellent opportunity to design and deliver a curriculum that connects "traditional schoolwork" with "competence" in the workplace.

The close relationship between Tec-NQ and students' employers provides opportunities to deliver relevant and meaningful learning experiences that incorporate both on-the-job and off-the-job activities.

Industry feedback suggests that today's employers want their employees to have problem solving skills, teamwork, self-regulatory skills, innovation, and flexibility. In addition, they want meaningful evidence of these competencies. In order to allow students to develop these skills, the curriculum has been designed to support "active" learning, where students are actively involved and learn in the context in which the skills and knowledge are to be used.

This is a step away from the traditional "passive" teacher-directed learning.

Over the course of the senior school program, students work on projects that mirror the work undertaken in industry.

Tec-NQ's industry standard workshops give the students the opportunity to build skills in a "real" environment rather than a "simulated" environment. The unique curriculum has been specifically designed to foster self-direction.

These skills are necessary to ensure that the student has the motivation and discipline to succeed in the work place.

Training with Tec-NQ allows for a supported and guided transition towards personal independance whilst ensuring that students develop the necessary skills to take responsibility for their own learning once they transition to the workplace.

Employment statistics indicate the transition from school to work has traditionally been a time of uncertainty for young people and employers alike.

Tec-NQ's supported transition into the workforce and close links with industry in educational and training programs provides for a smoother transition from classroom based learning to the real world of industry.

LEARNING MANAGEMENT SYSTEM (LMS)

Tec-NQ's Learning Management System (LMS) is an internet-based system containing all of the required activities and assessment items for each of the learning areas.

The LMS is accessible via the Tec-NQ website, allowing students the flexibility of completing a proportion of their work from home.

EARN THE RIGHT TO WORK

EARN THE RIGHT TO WORK

This program measures employability skills that have been identified below in consultation with industry as the benchmark requirements for release to industry.

The employability skills are the basic standards that all school-based students will be assessed against to ensure readiness for the workplace.

Any student that is not meeting the benchmark standard of 85% in any area will not be able to participate in the Tec NQ Work Experience Program.

Students who recieve a written warning forfeit placement in Tec-NQ's work experience program.

EARLY RELEASE TO WORK

There may be occasions where a student has completed all their required Trade and Academic work. In this instance, students can be released to return to work if signed into an apprenticeship or employed.

The student must collect an "Early Release Form" from student services and receive all facilitator's signatures, both trade and academic. The student receives approval from the School Based Programs Manager before being cleared for early release. The form is then returned to student services, where parents will be notified and parent permission granted.

This procedure only applies to students who are signed into an apprenticeship or employed. Students who do not meet these criteria will remain and undergo further training within the senior school.

Note: Students who are being released early, requested by parents', are still required to follow the Early Release Procedure.

EARN THE RIGHT TO WORK

EMPLOYABILITY SKILL	EXPECTATION
ATTENDANCE	Students attend all instructional training and approved work placements. This skill demonstrates their reliability for work.
PUNCTUALITY	Students attend every class and work placement on time. This skill demonstrates their ability to attend scheduled meetings and jobs in a reliable and punctual manner
PPE	Students comply with college and workplace safety standards and processes. This skill demonstrates students understanding and willingness to comply with Australian workplace health and safety standards.
SAFETY	Students comply with college and workplace safety standards and processes. This skill demonstrates students understanding and willingness to comply with Australian workplace health and safety standards.
ACTIVE LEARNING	Students are responsibile for their own learning by being willing and active participants. This skill demonstrates the students maturity in taking responsibility for their learning and genuine interest in the chosen career.
BEHAVIOUR	Students behave in a manner that meets all college and workplace rules. This skill demonstrates a student's ability to behave in a mature and respectful manner
COLLEGE STANDARDS	Students meet all college standards. This standard demonstrates the student's ability to meet the desired standards of the workplace.

SUPPORT SERVICES

STUDENT SUPPORT

At Tec-NQ, the Student Support Team helps students to develop social and emotional skills by providing strategies that build resilience, coping skills and positive relationships. They work directly with students to offer advice and a solutions-based approach.

Student support plays a pivotal role in working collaboratively with external and other government agencies in their support of students and their families.

The team plans and develops activities for boarding students.

TRADE EDUCATION TEAMS

Should a student experience any issues, or have concerns, they are advised to raise them directly with the Trade Education Team who will seek to mediate or resolve any situation.

TUTORIALS

Tec-NQ facilitators offer free tutoring in all areas outside of regular college hours by arrangement.

COUNSELLING

Tec-NQ offer a free, external counselling service for any student who wish to access it. Appointments can be made through student support and will be treated with strict privacy.

Please note: Students under 16 must get parental approval prior to attending this counselling service.

SET PLAN

A SET Plan is a document that maps out how students will work towards a QCE, QCIA, Senior Statement of Certificate III or Certificate IV Vocational Qualification and/or a viable work option.

Tec-NQ plays a critical role in helping students to discover and plan their personal pathways through education and training, then onto further learning or work options.

Please Note: Students are responsible for the safe keeping of their copy of the SET Plan.

STUDENT INDUCTION

All students will be undertaking the induction and overview in their first week of enrolment at Tec-NQ. Students will be informed about the following:

- Introduction to student networks and secure login access to the I.T. Systems
- The Code of Conduct
- Health and Safety Policy
- Individual Senior Education and SET plans
- Assessment Policy

- Trade Education Teams
- The VET Framework and School-based Apprenticeship program .
- Email and Internet Usage Policy
- Harassment Policy and Procedure
- A tour of Tec-NQ Facilities and equipment

WORK EXPERIENCE

WORK EXPERIENCE FORMS

You will receive your work experience forms a week prior to the work experience block commencing. You are required to sign the form, take it home for your parent/guardian to sign and return to reception the next day.

Please retain the details of your work experience employer i.e. address, phone number, contact person, dates of placement, etc, so you know when and where you are going. These forms are required to be fully signed and returned PRIOR to you commencing work experience as failure to do so may result in cancellation of your placement.

CONTACT YOUR WORK EXPERIENCE PROVIDER

Once you receive your work experience forms, YOU are required to call your employer as soon as possible to introduce yourself, find out start/finish times, workplace address, what to bring and wear. As communication is an employability skill it is recommended that the student does this and not the parent.

EARN THE RIGHT TO WORK

A decision will be made by your Academic Facilitator, Trade Facilitator and Industry Liaison Officer two weeks prior to your work experience block as to whether you have "Earned the Right to Work" for the upcoming block. The decision is based on your attendance, behaviour, attitude, completion of school work and previous work experience feedback (if applicable).

Students who receive a written warning as part of a disciplinary process will not be endorsed for work experience.

If for some reason you are identified as "NOT ENDORSED" for that work experience block, then yourself and a parent/guardian will be notified by phone or email the week prior to the block with the reason for non-endorsement.

For non-endorsed students, they will either be required to stay at home or attend Tec- NQ to complete outstanding work. Alternatively, you can source your own placement for that block, however Tec-NQ's insurance will not cover this placement, therefore you will be required to organise your own insurance cover.

You will have the opportunity to Earn Your Right to Work for the next block upon your return to Tec-NQ.

ATTENDANCE AND PUNCTUALITY

Students are expected at arrive at least 10 minutes early and ready to work. This shows the employer that you are keen and have a good work ethic. If you are running late please contact the employer and let them know ASAP.

If you are unwell and unable to attend work experience then you are required to call the employer first thing in the morning to let them know you will not be in. This allows them to make alternative arrangements for any jobs they may have planned for you to do and also eliminates any worry of your whereabouts if you do not show up.

It is required that you also contact Tec-NQ to notify us of your absence. If you have 2 or more sick days then you will be required to get a medical certificate from your GP and give a copy to the employer and Tec-NQ.

INSURANCE AND INJURIES AT WORK EXPERIENCE

Tec-NQ has Workers Compensation and Public Liability Insurances which cover students while on work experience. However, if your work experience form is NOT returned and fully signed then your insurance is NOT covered and you will not be allowed to attend.

If you injure yourself while on work experience then Tec-NQ is required to be notified ASAP and an Incident Report to be completed. You will then be required to obtain a "Medical Clearance" from your GP (or fracture clinic) stating that you are "Fit for Work" before you can return to work experience. This must be a FULL Medical Clearance as we are unable to accept one for Light Duties.

MOBILE PHONE USE

DO NOT use your mobile phone while at work experience, as this will distract you from work and show an employer that you are not interested. Leave it in your bag and only bring it out during designated break times if required.

WORK EXPERIENCE

SOCIAL MEDIA

Some employers will do a social media search on students before they start work experience with them. Students are encouraged to clean up their online profile prior to participating in work placement.

TRANSPORT

It is the student's responsibility to find their own way to and from work experience.

Once you know where you are going, start to organise how you will get there (bike/bus) or which family member will be taking you. Find out where the workplace is and how long it will take you to get there on time, as this is an employability skill students need to develop.

As employers are running a business, students are expected to work the hours stipulated by the business in order to gain the full industry experience and not disrupt the business. Please refrain from asking the employer to assist with transport as this is the students responsibility.

If students/parents/guardians are unable to meet work experience requirements then this may result in work experience no longer being sourced for the student.

PERFORMANCE

Students are expected to show interest on work experience, listen carefully and follow instructions safely. PPE is required to be worn at all times.

Work experience is an opportunity to learn and to develop networks in your trade to assist you in attaining an apprenticeship.

RIGHTS AND RESPONSIBILITES

STUDENTS HAVE THE RIGHT TO

- Be treated by others with dignity and respect

- Privacy - only information necessary to the core function of the senior school can be shared without the students prior consent

- Be free from bullying and harassment, including sexual harassment on campus or during any Tec-NQ sponsored or controlled activity

- Receive fair and equitable assessment

- Make their own decisions about their lives

- Receive services without discrimination

- Ask to see information kept by Tec-NQ's policies and student rights

- Appeal, give feedback and discuss without fear of recrimination; and

- Feel safe and welcome at all times

STUDENTS ARE EXPECTED TO

- Respect the rights, privacy and safety of other students and staff

- Treat other students and staff with dignity and respect

- Respect all Tec-NQ facilities, resources and property

- Be responsible for their own decisions

- Provide accurate, current student information as needed, to facilitate the process of administration, enrolment and assessment

- Actively participate in the learning process

- Respect the rights of other students and staff to have their own opinion

- Be open to, and welcoming of, the diversity of students on campus

Every student has the right to feel safe and free from harm while at Tec-NQ. We expect you to respect your facilitators and other students and we expect that you will receive the same respect in return. You should never allow yourself to feel unsafe without reporting it to someone you trust.

POLICIES AND PROCEDURES

STUDENT CODE OF CONDUCT

The Code of Conduct applies to all students enrolled at Tec-NQ. The Code of Conduct is intended to provide students with a clear understanding of the standard of conduct expected at the senior school and at industry placement.

The framework for the Code is based around the rights and expectations of all those committed to your education and training program and the behaviour required of you if you are to achieve the outcomes expected by the senior school, your parents, and most of all, industry.

There are four principles which are evident throughout the Code of Conduct. These are

1. Students are expected to respect themselves, their family, all those they work with, the college, its facilities and equipment, and the training programs provided

2. Students are expected to act with integrity

3. Students are expected to work diligently and undertake all training

4. Students are expected to be vigilant at all times for their safety and the safety of others

The Code recognises that in employment you will be required to make judgements as to what is appropriate in given circumstances. The Code is designed to assist you in developing the skills necessary to do this successfully rather than being prescriptive about general behaviours.

Not withstanding this there are a small number of issues which are expressly forbidden where up to and including cancellation of enrolment may result, such as:

- Leaving grounds without permission (if under 18) or signing out

- Smoking on grounds

- Physical violence

Tec-NQ staff will discuss the details of the Code upon students commencement.

The following behaviour is unacceptable:

- Bullying and harassment, incl. actions directed towards Tec-NQ staff

- Sexual abuse, including sexual abuse directed towards Tec-NQ staff

- Racial prejudice, incl. racial prejudice directed towards Tec-NQ staff

- Intimidation, incl. Intimidation directed towards Tec-NQ staff

- Fighting

- Possession of drugs, drug usage or drug distribution;

- Possession of alcohol, or under the influence of alcohol on the College; work site or Tec-NQ event

- Attending the College or work site under the influence of drugs

- Theft

- Possession of weapons (of any kind);

- Possession of pornographic material or inappropriate viewing/forwarding of such material on Tec-NQ IT systems

- Physical or verbal abuse and

- Wilful disobedience or wilful damage to College/Community property

All personal property brought onsite is at the owners risk and not covered by Tec-NQ Insurance.

- Personal aerosol cans should not be on site at any time

- Food and drink are not to be consumed in any classroom, training room, office or workshop.

- Mobile phones are not permitted to be used in any classroom, training room or workshops.

POLICIES AND PROCEDURES

PERSONAL APPEARANCE AND DRESS STANDARDS

All students at Tec-NQ have an obligation to present themselves in an appropriate manner and to the standard expected by Tec-NQ.

This policy provides clear guidelines for students regarding the standard of personal appearance and dress standards that is expected to be maintained by students at all times. The personal presentation of the student is very important.

Tec-NQ's image depends upon the students looking the part and showing employers that they care.

Tec-NQ's image in the marketplace affects its ability to secure employment opportunities for its students.

The way you dress affects both your ability to do your work safely and the impressions of customers and visitors to Tec-NQ.

As a guide you must ensure:

*   Hair is neatly trimmed or styled;

*   Long hair must be tied back at all times in a safe manner

*   Facial hair is to be neatly trimmed

*   Clothing accessories are appropriate to your trade requirements;

*   Footwear must comply with Workplace Health and Safety requirements;

*   No facial piercings or exposed body piercings

*   Earrings are to be small flat-back studs only

*   No other jewellery is permitted to be worn while at Tec-NQ and

*   Shirts must be tucked in at all times

Where a student's attire and or appearance is considered unacceptable or inappropriate to their position, Tec-NQ staff may request the student rectify this.

WEARING OF UNIFORMS

The following dress rules shall apply to students wearing the Tec-NQ uniform. It is expected that students will wear uniform items as prescribed, and as appropriate to the season or prevailing conditions. Students are required to wear black or brown steel cap boots at all times.

Uniform items, for example shirts, pants and jackets, shall be worn as below:

*   Sleeves must be rolled down at all times;

*   Shirts must be tucked in at all times;

*   Tec-NQ bucket hat/caps to be worn at all times when in the sun; and

*   Sunscreen to be worn at all times when in the sun.

ANTI-DISCRIMINATION AND HARASSMENT

This policy details Tec-NQ's commitment and process to ensure that all programs and activities offered by Tec-NQ are free from discrimination and protect staff and students from unfair discrimination, harassment or other forms of inappropriate conduct. The policy applies to all staff, students, industry partners, programs and activities offered by Tec-NQ.

Tec-NQ will not tolerate any form of discrimination on the basis of:

*   Age

*   Physical, psychiatric or intellectual disability

*   Gender

*   Industry activity

*   Lawful sexual activity or sexuality

*   Marital status

*   Physical features

*   Political beliefs or activity

*   Pregnancy

*   Race or

*   Religion

POLICIES AND PROCEDURES

Therefore, Tec-NQ will;

• Ensure that all documentation, programs and activities are free from unlawful discrimination

• Ensure that all areas of Tec-NQ or work sites which students may attend are free from discrimination and harassment

• Establish a staff and student code of conduct which sets the expected standard of behaviour for all staff, students and industry partners

• Appoint referral officers as the first point of contact or any staff or student who feels they have been harassed or discriminated against

• Ensure all staff members are aware of their responsibilities regarding anti-discrimination or harassment

ASSESSMENT POLICY

Tec-NQ has developed assessment strategies to facilitate student learning and to assess achievement against learning outcomes or competency aims.

Through the course of their time at Tec-NQ, students will be assessed using formative and summative assessments. Formative assessment is used to provide feedback to students, parents and facilitators about achievements.

This enables the students and facilitator to identify the students strengths and weaknesses so students may improve their achievement and better manage their own learning.

Summative assessment, while also providing feedback to students, parents and facilitators, provides cumulative information on which levels of achievement are determined at exit from the course of study.

The criteria are derived from these general objectives and are described in section 6 of the work program or Study Area Specification appropriate to the subject being assessed.

ASSESSMENT PROCEDURE

Recording

Assessors are required to formally record assessment decisions and complete a Task and Criteria Sheet for each assessment task. The Task and Criteria Sheet is submitted to the Central Records Room for filing and recording in the Subject Mark Book. Once an assessment is marked and graded, it is returned to the student within 7 days

Extensions

Students requiring an extension must seek approval from the Education Manager and Facilitator. Extension can only be granted due to compassionate or compelling circumstances generally beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

• Serious illness or injury, where a medical certificate states that the student was unable to attend classes

• Bereavement of close family members such as parents, siblings, grandparents (where possible a death certificate should be provided);

A traumatic experience which could include:

• Involvement in, or witnessing a serious accident; or

• Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists reports).

Overdue Assessments

An assessment is "overdue" when it is not submitted by the due date or by the agreed extension date. Should the student fail to submit an assessment by the agreed date then an extension is at the discretion of the Education Manager and Facilitator.

Re-submission or Re-assessment

Should a student fail to pass an assessment during a study period and obtain the required level of achievement for the assessment task, then a student may request to re-submit the assessment. Resubmission is at the discretion of the Education Manager and Facilitator and only one resubmission or reassessment is permitted per assessment.

POLICIES AND PROCEDURES

Late Submission or Non-submission of Assessment Instrument

The practice of awarding a lower standard as a penalty for lateness is not permitted within the QCAA program. Judgements of student achievement in QCAA subjects are made by matching a body of evidence provided to the standards associated with the exit criteria outlined in the relevant syllabus. In classes where students do not submit a response to an assessment instrument by the due date, judgements should be made using evidence on or before the due date.

Exemptions

Tec-NQ will only allow an exemption when information to make a judgement about an exit level of achievement without the student having to complete a particular assessment instrument.

Appealing an Assessment Result

If a student is dissatisfied with the assessment result, the student must refer to the Appeal Policy for further guidance.

Awarding Exit Levels of Achievement

On completion of the course of study, Tec-NQ is required to award each student an exit level of achievement from one of the five categories:

- Very High Achievement
- High Achievement
- Sound Achievement
- Limited Achievement
- Very Limited Achievement

Tec-NQ must award an exit standard for each of the three criteria, based on the principles of assessment described in the work program or study area specification.

The criteria are derived from these general objectives and are described in section 6 of the work program or Study Area Specification appropriate to the subject being assessed.

Responsibilities of Students

- Be aware of all requirements to pass or be deemed competent in a unit of study
- Be aware of mechanisms within Tec-NQ for seeking assistance and advice, in particular in relation to problems in meeting assessment timeframes, withdrawal from a course and/ or unit of study and special consideration due to illness or other misadventure
- Practice academic integrity and avoid plagiarism, cheating or collusion
- Accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in a unit of study; and
- Be aware of the Appeals Policy and Procedure which describes the procedure for appealing academic decisions

ACADEMIC APPEALS

Although Tec-NQ has established a standardised assessment process using industry endorsed assessment tools it recognises that in some cases a student's documented assessment outcomes may not accurately reflect the competency of the student.

This may occur because the student has been inaccurately assessed or could be as a result of a documentation error by a Tec-NQ staff member.

The appeals process has been designed such that the outcome will be either

- An acceptance by all parties that the existing assessment outcome is accurate.
- An acceptance by all parties that the existing assessment is inaccurate and a methodology determined to reassess the student.

POLICIES AND PROCEDURES

Where the first of these is the case the appeals process requires the development of a remedial plan which will ensure that the student is able to be assessed as a satisfactory level once the components of the remedial plan have been completed.

The final determination on the accuracy of assessment for any appeal which is still in dispute at the completion of the appeals process is made by an appeals committee convened by the Chief Executive Officer (CEO) for each assessment appeals which reaches stage three of the process.

Once the appeals committee has determined the outcome there will be no further right of appeal.

1) Initial Stage of Appeal

The initial stage of any appeal shall be for the student to communicate directly with the facilitator/assessor, who will make a decision and record the outcome of the appeal.

2) Dissatisfaction with Outcome

If the student is dissatisfied with the outcome of the appeal to the facilitator/assessor they may then appeal to the Education Manager who will make a decision and record the outcome of the appeal.

3) Dissatisfied with appeal

Person(s) dissatisfied with the outcome of the appeal to the Education Manager may document their appeal and submit it to the CEO who shall convene an independent panel to hear the complaint; this shall be the 'appeals committee'.

4) The Appeals Committee

The appeals committee shall not have had previous involvement with the appellant and should include representatives of:

- the CEO
- the teaching/assessment staff
- assessment staff

5) Opportunity to Present Case - Appellant

The appellant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.

6) Opportunity to present case - Staff Member

The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.

7) Decision Made

The appeal committee will make a decision on the complaint. The appeal committee will communicate its decision on the appeal to all parties in writing within five working days of making its decision.

The root cause of the appeal will be included in the continuous improvement cycle of the learning and assessment strategy.

ACCESS AND EQUITY

The Variation to Assessment process has been developed to ensure fairness to all students in carrying out assessment tasks. The aim of the process is to maximise the opportunity for apprentices to show their achievement, and for all students to complete all assessment pieces.

Rationale

There will be times when students will have valid reasons for submitting an assignment late or for being absent from a test. The range of legitimate reasons for not completing a piece of assessment includes sickness, representation in sporting or cultural events, family problems, and work commitments.

- Be aware of mechanisms within the College for seeking assistance and advice, in particular in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of study and special consideration due to illness or other misadventure;

- Practice academic integrity and avoid plagiarism, cheating or collusion;

- Accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in a unit of study; and

- Be aware of the Appeals Policy and Procedure which describes the procedure for appealing academic decisions.

POLICIES AND PROCEDURES

Process

If students know they will be absent in advance (eg - surgery) they should complete the Variation to Assessment form to ensure that arrangements are completed before the due date or examination time. If a situation occurs suddenly then the form should be completed on return to Tec-NQ.

Consequences

There will be very serious consequences for students who fail to comply with this process and simply fail to turn up for assessment or fail to submit work on time.

Assignments that are not submitted by the due date and time excluding those that have been granted an extension through the Variation of Assignment request, will be designated as late submissions and the following set of procedures will be followed.

- The student and their parents/carers will be contacted and informed by phone or letter of the late submission

- The student and their parents will be informed of the requirements of this policy, namely; the completed assignment is to be submitted within 48 hours. If the assignment is still incomplete at this time, the facilitator will inform the Education Manager; and

- Employers and parents will then be informed that the student has failed to submit the assignment by the required date. The student will therefore be withdrawn from their next work placement until the assessment is complete and submitted to their facilitator.

COMPLAINTS AND APPEALS POLICY

If students, parents or employers wish to make a complaint in relation to Tec-NQ they are encouraged to use the Complaints Procedures.

Complaints may relate to, but are not limited to, such issues as:

- Behaviour of Tec-NQ staff

- Behaviour of other apprentices

- Problems with facilities or equipment or

- Problems with monitoring and support

Initial Complaints Management

1. Initially, a complaint should be discussed with the students contact. A quick resolution of problems is usually best achieved by communicating with the usual Tec-NQ contact.

2. The usual contact is normally the facilitator or assessor with whom the student has been dealing. The complainant should indicate clearly to the facilitator or staff member concerned that there is a complaint matter that should be discussed.

3. If possible, a time on the same day is preferable, or else on the next training day when both the students and the other party are present together. The complaint should be discussed in an agreed location and only involve the people concerned in the complaint.

FORMAL COMPLAINTS PROCEDURE

1. The student, parent or employer should request in writing if the initial contact is not appropriate for the situation, or is not successful in resolving the complaint. This is to be submitted to the Education Manager as soon as practicable; usually the same day or the next day after the complaint in question.

2. The Education Manager is to make an appointment to speak to the complainant as soon as possible, within seven working days. The Education Manager, and/or the complainant may choose to have a representative with them at the complaints meeting.

3. The issue is to be discussed and the Continuous Improvement Register completed. While respecting the privacy of the complainant, the Education Manager is to take any necessary steps to deal with the complaint situation in order to rectify the situation, clarify issues and/or to ensure that no further problems result from the complaint

Involvement of the CEO, Outside Bodies or Organisations

Where a complaint cannot be resolved to the complainant's satisfaction, Tec-NQ will advise them of their next options. This could include the involvement of other parties as appropriate to ensure that a resolution is found.

If the stakeholder is still not happy with external mediation, they may take their complaint to a number of external parties, such as;

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POLICIES AND PROCEDURES

The VET Regulator at the Queensland Training Ombudsman (www.trainingombudsmand.qld. gov.au) in the case of an RTO complaint.

The NSSAB in the case of a school complaint (www.nssab.qld.edu.au/about/complaint.

COURSE PROGRESSION POLICY

Tec-NQ monitors the progress of each student to ensure that the student is in a position to complete the program within the expected duration.

Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes.

For example, Tec-NQ will review the results of all students at the end of each quarter. At the same time, Tec-NQ will also check the student's progress towards completion of the program within the specified duration.

Tec-NQ will:

*   Outline the course requirements for students either during orientation or in the first class of each unit of study.

*   Monitor, record and assess the academic progress of each student for each unit of competency in the program.

*   Assess whether the student has achieved competency in a unit once the student has completed both the theory and practical components of the unit.

*   Review the results of students at the end of each quarter (5 weeks) and identify students at risk of not completing their program.

*   Develop and implement an intervention strategy where the student has been deemed not yet competent in at least 50% of the course requirements in that study period.

*   Check the student's progress towards the completion of the program within the specified duration at the end of the policy.

Tec-NQ takes student progression very seriously and any concerns will be dealt with as explained in the Course Progression Policy. For access to this policy please contact the Student Services.

DEFERRAL, CANCELLATION AND SUSPENSION POLICY

Students wishing to apply for a deferral or suspension of enrolment shall:

*   Where possible submit the application for deferral a minimum of two (2) weeks prior to the program start date. Documentary evidence is required to support requests for deferral. Incomplete applications or applications submitted without supporting evidence will be returned to the student for completion.

*   If as a result of unexpected circumstances a student is unable to commence or continue studying a written application can be submitted to the Education Manager at any time with supporting documentation (e.g. medical certificate).

*   All deferral decisions are at the discretion of the Education Manager.

*   The maximum deferral period is 12 months.

*   Consideration shall also be given to availability of placements for programs offered for the time the student wishes to resume studies.

*   Deferral or suspension of studies granted on medical grounds, require evidence from a registered medical practitioner to support the student's fitness to resume studies.

*   Any student convicted of a criminal offence shall not be granted a deferral of study.

DRUGS, ALCOHOL AND SMOKING POLICY - ZERO TOLERANCE

This is a non-smoking facility. Smoking is not permitted on the College premises, within 5 metres of the Tec-NQ boundary, in Tec-NQ vehicles or when representing Tec-NQ in any capacity.

Students who breach this policy will be issued with a first and final warning. Any further breach within the calendar year will result in the cancellation of the student's enrolment.

POLICIES AND PROCEDURES

Use of, possession of, under the influence of alcohol and/or illicit drugs are forbidden at all times. Tec-NQ will conduct random drug and alcohol testing on all students. Students who breach this policy will be issued with a first and final written warning and excluded from the campus until their subsequent test results give clearance to return. Any further breach within the calendar year will result in the cancellation of their enrolment.

MOBILE PHONE POLICY

Mobile phones are not allowed in the training rooms at Tec-NQ. If breached, the phone will be confiscated by the facilitator for the day.

Further infringements will result in the student being prohibited from bringing the phone to Tec-NQ for the year.

IT POLICY

Tec-NQ provides computer resources including access to Local Area Networks (LAN) and internet resources to support its primary objective to enhance teaching and learning in a supportive college environment. The use of such facilities is subject to the following provisions:

- Respect other's rights to freedom from harassment and intimidation;

- Use online resources for purposes that are legal and generally acceptable education;

- Respect and adhere to the laws concerning copyright and other intellectual property rights;

- Follow security restrictions for all systems and information;

- Use and share computer resources courteously and efficiently; and

- Respect the privacy and integrity of electronic documents.

Students are provided with the Information Technology Acceptable Use Policy in their enrolment package, and will be asked to sign a declaration agreeing to adhere to the policy.

USAGE OF EQUPIMENT AND FACILITIES

Tec-NQ provides state-of-the-art facilities and equipment for students to use. In return, we expect that all students treat this property with respect and the utmost care.

MEDICATION ADMINISTRATION POLICY

Tec-NQ will administer medication to students for whom a plan has been made and approved by the Education Manager. Because medication poses an extra burden on staff and having medication in the facility is a safety hazard, parents/guardians should check with the student's health care provider to see if a dose schedule can be arranged that does not involve the hours the student is in the care of Tec-NQ.

Parents/guardians may come to administer medication to their own student during the day.

If a liquid oral medication is to be administered at Tec-NQ, the parent/guardian must provide the administration device with clearly marked measurements (medicine sip-vial, medicine cup, dropper, or syringe) and requires parent/guardian to complete and sign a Medication Administration Form; this form shall be kept in the student's records with all supportive documentation; (doctors letter, dosage and medication information).

Medication must be in original or Webster packed, child-proof container and labelled with student's name. All medication containers and dispensers will be stored in a locked cabinet, or refrigerator if necessary, and will be returned to parent/guardian when completed.

Tec-NQ requires a written plan to record the administration of all medications and to inform the student's parent/guardian daily when such medications have been given.

When no longer needed by the student, or when the student withdraws from the program, all medications should be returned to the student's parent/guardian or disposed of after an attempt to reach parent/guardian.

POLICIES AND PROCEDURES

PRESCRIPTION MEDICATIONS

Medication is administered in accordance with the pharmacy label directions as prescribed by the student's health care provider.

The instructions from the student's parent/guardian shall not conflict with the label directions of those prescribed by the student's health care provider.

NON-PRESCRIPTION (OVER THE COUNTER MEDICATIONS)

The administration of over-the-counter medications, including analgesics and homeopathic medications, are subject to the same accountabilities as prescription medications.

However, as many over-the-counter medications will not have an original pharmacy label detailing the name of the person authorised to take the medication, dosage, time to be taken and medical practitioner's name, a letter from a medication practitioner will need to be provided to authorise administration of this medication.

The instructions from the student's parent/guardian shall not conflict with the directions as prescribed by the student's health care provider.

WE MAKE DELIVERING QUALITY TRADE TRAINING POSSIBLE

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