



**OXYGEN**  
COLLEGE

TOID:22407

INSPIRING CREATIVITY



# HANDBOOK



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## About Oxygen College

Oxygen College is a Registered Training Organisation that offers nationally recognised qualifications in music performance, photography, sound production, digital content and visual arts. All courses are carefully structured to ensure that the acquired skills and knowledge meet tangible and potential career opportunities within the creative arts industry.

Oxygen College is the only purpose-built, state of the art and creative arts education facility in the Geelong and Ballarat. Our relatively small client base and boutique nature will enable us to focus on quality outcomes for our students, giving us a tangible point of difference in the market.

## Mission Statement

Oxygen College aims to provide an idea rich, innovative and industry driven creative arts education hub allowing for authentic and highly engaging student development experiences.

Valuing contemporary creativity, it seeks to nurture, network and yield highly skilled and technology savvy artists and technicians capable of planning and sustaining vibrant global careers.

## Acknowledgement to country

*‘We live, learn and work on the land of the Wadawurrung people of the Kulin nation and the Bunurong People of the South-Eastern Kulin Nation. We recognise their continuing connection to land, waters, and culture as the Traditional Owners of this land. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging’.*

Oxygen College is committed to providing a culturally safe environment for all Aboriginal and Torres Strait Islander participants and associated family members. We encourage and support their creative expression and recognise the cultural rights of everyone.

## Equity and inclusion

We uphold high standards for equity and inclusion, and respect all students, including those with diverse circumstances. We promote a learning environment that is free of discrimination based on disability, race, ethnicity, religion, gender identity, or sexual orientation.

## Children under the age of 18

Oxygen College provides a child safe environment for students under the age of 18. We highly encourage parents/guardians to participate in decisions affecting their children. Oxygen College invites parents to engage in each step of the application process as well as their child's academic journey.

## Welcome to Oxygen College

Hello and a big thank you for choosing to study with Oxygen College.

Oxygen College is focused on ensuring students are practicing within highly engaging and exceptionally resourced learning environments, communicating with dedicated staff and peers, and constantly applying themselves within authentic learning experiences both within and outside of the college.

To assist with your learning experience, we have developed this handbook so please take the time to read it carefully, and should you require further information please contact [monique@oxygencollege.com.au](mailto:monique@oxygencollege.com.au).

We look forward to working with you throughout our courses whilst growing personally and professionally with us.

Explore, Create, Learn

## **Campus locations**

### **Oxygen College – Geelong campus**

22 Gordon Avenue

Geelong West, VIC 3218

1300 195 303

### **Oxygen College – Ballarat**

63 Scott Parade

Ballarat East, VIC 3350

No direct line – enquiries through Geelong 1300 195 303

### **Oxygen College – Werribee**

5 Wedge Street South

Werribee, VIC 3030

No direct line – enquiries through Geelong 1300 195 303

## **Oxygen College Team/ contact numbers**

**Administration hours** Monday to Friday 9:00am – 5:00pm

**Phone** (03) 5215 9175 or 1300 195 303

**Mobile (SMS ONLY)** 0427 389 414

**Email** [enquiries@oxygencollege.com.au](mailto:enquiries@oxygencollege.com.au)

**Website** [www.oxygencollege.com.au](http://www.oxygencollege.com.au)

## **Your Oxygen Team!**

### **Chief Executive Officer**

Dominic Monea

[dominic@oxygencollege.com.au](mailto:dominic@oxygencollege.com.au)

### **General Manager**

Luke McNamara

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0422 809 042

Monday – Friday



**Director of Operations**

Alycia Davis

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0437 202 417

Monday -Thursday

**Department Manager – Sound & Digital Arts**

Peter Flynn

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0403 381 525

Monday – Friday

**Department Manager – Visual Arts**

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0448 998 159

Tuesday – Friday

**Department Manager – Music**

Phil Kearney

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Monday-Friday

**Curriculum Manager**

Pepe Minutoli

[pepe@oxygencollege.com.au](mailto:pepe@oxygencollege.com.au)

Monday – Friday

**Part Time Photography Program Coordinator**

Rebecca Nicolandos

[rebecca@oxygencollege.com.au](mailto:rebecca@oxygencollege.com.au)

Monday – Thursday

**Digital Content Creation Program Coordinator – Ballarat**

Travis Trewin

[travis@oxygencollege.com.au](mailto:travis@oxygencollege.com.au)

0412 696 349

Monday – Friday

**Student Admissions Coordinator**

Brodie Farlech

[brodie@oxygencollege.com.au](mailto:brodie@oxygencollege.com.au)

Monday – Friday

## Your First Session

Your first session at Oxygen College will incorporate a student orientation/induction. This will give trainers the opportunity to advise you of all the critical information regarding being an Oxygen College student including:

- Occupational Health and Safety (OHS) policies and procedures
- Facility orientation
- Staff introductions
- Induction slide show

This is a compulsory session that full time students are required to attend prior to course commencement. For part time students your first class will include a brief induction covering the dot points listed above.

## Quality Training

Oxygen College operates under a set of policies and procedures, which comply with the National Standards of the Australian Quality Training Framework (AQTF), Victorian Registration and Qualification Authority (VRQA) and the Standards for Registered Training Organisations 2015 (SRT0's) provider guidelines.

For more information about Oxygen College's registration and accreditation, contact the College Director of Operations.

## Oxygen College Quality Training Guarantee

Oxygen College is committed to providing quality in training and assessment delivery. Through:

- Providing nationally recognised training that meets the needs and expectations of students and industry.
- Meeting the requirements of the VET Quality Framework and striving to exceed the standards of excellence where possible.
- Delivering courses that are flexible, that meet the needs of a diverse range of students and have a holistic approach to training and assessment.
- Producing graduates who are appropriately trained, skilled and experienced, and who have the skills required by industry.

- Engaging with the industries in which our training and assessment services are provided to ensure that courses remain current, accurate and are reflective of industry requirements.
- Maintaining a supportive learning environment that is conducive to the success of our students, our staff and other clients.
- Ensuring that students and persons seeking to enrol receive clear, accurate and detailed information about our services prior to enrolment in a course.
- Recognising all qualifications and statements of attainment issued by any other Registered Training Organisation (RTO) in Australia in accordance with the Australian Qualifications Framework (AQF).

Oxygen College seeks students whose talent and commitment to excellence, promise future achievement in their chosen areas of interest. The audition and interview process conducted by Oxygen College is a selection process to identify learners who are best suited to our courses.

We select students who:

- Demonstrate commitment, motivation and passion in relation to the arts, entertainment and related industries, to their chosen discipline, and to the course of study.
- Have a clear vocational outcome following completion of their chosen course of study.
- Provide evidence of their capacity to work creatively and imaginatively.
- Demonstrate an aptitude to collaborate with peers as part of a creative process.
- Demonstrate a range of knowledge, skills, technical abilities and/or problem-solving techniques relevant to their discipline.
- Demonstrate cultural and contextual awareness.
- Demonstrates skills to indicate an ability to achieve success at the required AQF level.
- Articulate and communicate ideas clearly or who commit to learning to do so.
- Demonstrate commitment to uphold the college's values and ensure a positive learning experience for all students.

Oxygen College reserves the right to make decisions on an applicant's suitability for the program. If an applicant is deemed to have not met any of the above criteria, they may not be offered a position as a student. Oxygen College encourages applications from students with diverse backgrounds and different levels of experience within their creative field. Oxygen College ensures small class sizes in order to offer all students access to facilities and training staff. Due to the volume of auditions,

portfolios and interviews carried out, we are sometimes unable to accept all applications. Unsuccessful individuals will receive feedback related to their audition, portfolio and interview performance. The decision of the interviewing panel is final.

### **Accessing the Victorian Skills First Program Funding**

Generally, students are eligible for a government subsidised training place if they are:

- An Australian citizen, an Australian permanent resident, a New Zealand citizen or more specific visa category holder and reside in Victoria.
- Commencing a maximum of two Skills First subsidised Skill programs in the same year.

If applicant is enrolled in a school, including government, non-government independent, catholic or home school, they will not be able to receive a government subsidised training place for a qualification.

### **Unique Student Identifiers (USI)**

Training providers are required to collect and verify a USI for each student. A USI is a reference code (made up of letters and numbers) that allows training providers to upload your training information.

This allows the student to access their training information any stage of your training life or career.

A USI cannot be requested without the student's consent. The enrolment form includes a section to request consent from the student.

Certificates and Statement of Attainments cannot be issued at the conclusion of your course without having a valid USI.

### **Code of Practice**

A Code of Practice has been developed which is embedded within the Oxygen College Handbook to provide students with an understanding of the ethical way the RTO operates. This includes educational standards and a range of statements related to performance.

## Course/Tuition Fees

The following fees and charges will be incurred prior to and or commencing in a course at Oxygen College:

Administration fee – Is the amount the students pay upfront at their own cost prior to commencing the course. This fee is refundable up until the applicant enrolls in the program. This fee covers all administrative cost associated with an applicant pending enrolment and or charged on all courses offered at Oxygen College.

Tuition fee – Is the fee students pay to cover some aspect of the tuition. Current concession cards such as a health care card are eligible to receive a concession discount on the tuition amount (Skills First Funded students only). This amount will be invoiced at the time of enrolment and is only charged on certificate programs. This fee is subject to a refund criterion which can be determined within the refund section of this handbook.

Additional fees – Some programs within the Oxygen have a resource fee. These are clearly identified within the fee schedule on the College website. Course resources are purchased through external suppliers i.e. Cavalier art supplies.

All course/tuition fees **must** be paid at enrolment or within the terms that we have agreed on a payment plan. Where a student has not paid their fees, **they will not be eligible to receive their certificate or participate in graduation celebrations.**

Any fees outstanding at the completion of the enrolled program will be sent to an external collection agency for debt recovery.

In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including commission on collection of the additional costs and also including legal demand costs.

All part-time and full-time course fees are to be paid directly to Oxygen College. This can be done using one of the following methods:

- EFTPOS or Credit Card
- Direct Bank Deposit

Payment can be made in person at the reception desk, or over the phone.

Where a student has difficulty paying their fees, they are encouraged to speak immediately to student administration where a direct debit payment plan can be organised.

### **Briefing and Enrolment Session**

When applicants contact Oxygen College regarding a course enquiry, a short briefing is conducted over the phone. Eligibility is assessed, course details and requirements are discussed, and a course briefing/enrolment session is booked. At this stage, for part-time courses, a deposit or administration fee may be taken, this is to secure your position in the course. This amount is refundable up until successful enrolment, but not thereafter.

Applicants are sent a confirmation email the same day stating the time and location of their brief/enrolment session, the identification required and a link to the Oxygen College Handbook. Applicants are sent a text message the day before their appointment as a reminder of briefing and enrolment details and requirements.

It is a condition of enrolment that applicants supply all required documents and identification. If any documents/identification cannot be supplied upon enrolment applicants may be asked to rebook their enrolment session.

If enrolment is within 3 days of the commencement of the course and documents/identification cannot be supplied before the first class a one class reprieve will be given. All outstanding requirements must be supplied by the next scheduled class. If a student fails to do so they will forfeit their deposit and be withdrawn from the course.

### **Pre-Paid Fees/Tuition Fees over \$1,000**

Oxygen College does not take payment in excess of \$1,000 for tuition and other fees for training and services yet to be delivered. This is due to Government compliance to protect pre-paid tuition fees.

In instances where fees and charges exceed \$1,000 a payment plan will be created with the student required to make weekly, fortnightly or monthly instalments until the balance of training and services has been delivered.

Details of the **payment amount, duration and frequency** must be agreed to by the student prior to invoice being generated. A payment schedule will be sent to the student upon set up of the payment plan.

### **Re-Issue Charges**

Oxygen College will at no cost, issue students who withdraw or defer their studies with a formal statement of attainment only when the student has paid their tuition fee in full, for the units of competency to be shown on the statement of attainment. Requests for statements of attainment can be made by emailing [enquiries@oxygencollege.com.au](mailto:enquiries@oxygencollege.com.au)

Qualification certificates for those who successfully complete a qualification are issued to all students without charge.

The following provides a list of additional charges that will apply in the case of:

- RE ISSUE OF QUALIFICATION CERTIFICATE = \$50
- RE ISSUE OF STATEMENT OF ATTAINMENT = \$50

Students deemed as not yet competent (NYC) upon completion of the training and assessment will be given the opportunity to re sit an assessment. Students will not be charged if assessment is re sat within the appropriate time allocation as determined by the trainer. If students continue with a 'NYC' result and wish to obtain competency, a re- enrolment fee will be charged for students exceeding the time allocation and where applicable a practical assessment.

## **Course Deferrals, Transfers and Withdrawals**

### **Deferrals**

Students who wish to defer their studies must submit a request to the admissions team via phone, face-to-face or email [brodie@oxygencollege.com.au](mailto:brodie@oxygencollege.com.au). The request should include the reason for the deferral. Students may deferral studies for up to 12 months for full-time or part-time.

The administration will review the request and determine if the deferral is appropriate. If approved, the student will be notified of the deferral period and any conditions associated with the deferral. During the deferral period, the student will not be required to attend classes or complete coursework.

Any outstanding fees must be paid in full upon the deferral (Exemptions apply to full fee-paying students not receiving a Government subsidy – this will be assessed by the admissions team).

At the end of the deferral period, the student will be automatically withdrawn from the program unless they request to re-enrol.

A request to re-enrol into study must be made to the student admission team on 1300 195 303. Any fees paid by the student for the relevant attempt, will be credited.

Due to the nature of training packages and unit changes, extensions beyond the period specified above will not be granted.

Students who do not recommence studies after the deferral period are ineligible for refunds on any paid tuition fees.

## **Withdrawals**

Students who wish to withdraw from their studies must notify the admissions team of their intent to withdraw via phone, face-to-face or email [brodie@oxygencollege.com.au](mailto:brodie@oxygencollege.com.au).

Where a withdrawal request is made, the admissions team will contact the student to discuss the withdrawal process and any implications it may have on the student's academic record, financial obligations, and future plans.

The admissions team will determine whether the student is eligible for a refund of any tuition or fees paid, in accordance with the [refund policy](#).

Once the withdrawal has been processed, the student will receive a withdrawal confirmation including date of withdrawal, reason for withdrawal, financial obligations still outstanding including VSL debts incurred.



No VET Student Loan debt will be incurred if the student withdraws from course prior to census date. Withdrawal date is to be taken as date the written request for withdrawal was made.

Students who wish to re-enrol in the program after withdrawing must follow the standard admission procedures and meet all eligibility requirements.

### **Involuntary withdrawal**

Students who breach the student code of conduct or the students' responsibilities, may be involuntarily withdrawn from their course. Student will receive a warning when a breach has occurred documenting the course of action required by the student. Involuntary withdrawal will occur where no rectification is made or, where the breach of conduct seriously impacts the health and safety of staff and/ or students. Further information can be found:

- [Warning notices](#)
- [Code of Conduct](#)

### **Re-attempts**

Students may apply to re-attempt and re-enrol in units of competency previously attempted with Oxygen College. This must be within 12 months from their original course intake.

Students are required to follow the same enrolment process and will be assessed on a case-by-case basis. This is due to the nature of the units of competency required, course structure, funding arrangements and available resources.

Students will incur the administration fee (as per the fee schedule) and the tuition fee associated with that unit of competency/competencies.

For further information please speak with your Department Head or our Student Engagement Officer.

### **Refunds**

Due to the unique collaborative nature of our courses, strict refund policies are set to ensure fair conditions prevail for all students, parents, and trainers.

A student's fees are broken into several parts:

- **Administration fee** - to cover the administrative costs associated with the student's enrolment, study, and completion.
- **Tuition fee** - to cover the cost of training and assessment (deferred for students in Diploma and Advanced Diploma courses, who apply for VET Student Loans).
- **Skills First Funding** – Eligible students can be funded by the State Government via Skills First Funding, this does not need to be repaid by the student.
- **Vet Student Loans** – Eligible students enrolled in Diploma or Advanced Diploma courses may access Vet Student Loans, these are payable by the student once the repayment threshold is reached.

It is vital that before accepting an offer for enrolment, students understand their responsibilities in committing to the duration of the program and applying themselves to the highest of their abilities. They should also be clear on the level of refund available should they not continue with the course after enrolling, including before course commencement date.

Please refer the refunds tables on the next page.

### What fees are eligible for a refund for a government funded student?

	Administration fee			Tuition fee			VSL
	Fee	Amount of refund	Time of exit	Fee	Amount of refund	Time of exit	
<b>Full time</b>	\$900	\$900 \$450 \$0 (no refund)	Prior to pre-enrolment After pre-enrol, prior to enrolment. After enrolment	\$250 (non-concession) \$50 (Concession)	Full tuition fee \$0 (no refund)	Up until first day of class Once first day of class is attended	Students will not incur a debt if withdrawn prior to the census date
<b>Part time</b>	\$300	\$200 \$0 (no refund)	Prior to enrolment After enrolment	\$295 (non-concession) \$50 (concession)	Full tuition fee \$0 (no refund)	Up until first day of class Once first day of class is attended	Students will not incur a debt if withdrawn prior to the census date

Please note:

\*Oxygen College cannot accept more than \$1000 from the student before the commencement of the course.

\*If the student is on a payment plan for fees, the refund will only consist of payments that have been received, or the student must continue the payment plan, in accordance with the table above.

### What fees are eligible for a refund for a full fee-paying student?

The refund process for the tuition fee aspect follows the table and formula below. For those paying their course in instalments, you will pay up to the cost percentage of course fees, equal to the number of weeks you have completed, when you withdraw (***please see table below***). Similarly, if you have paid in full for the course prior to starting, you will be refunded back to the end of the number of weeks you have completed.

This only applies to full fee for service students, **this table does not apply to Skills First Funding or VET student Loans approved course (regardless of if a student is not taking out a commonwealth loan).**

*\*It is important you discuss your payout figure with a College representative prior to deciding to withdraw from your course, if you are a fee for service student.*

	Administration fee		Tuition fee		VSL
	Fee	Portion eligible for refund	Number of weeks through the course completed (not based on attendance)	Percentage of course fees owing at each stage	
Full time	\$900	\$900 prior to pre enrol. \$450 prior to enrolment \$0 after enrolment	1-12	40%	Students will not incur a debt if withdrawn prior to the census date
			13-24	60%	
			25-36	80%	
			37-48	100%	
Part time	\$300	\$200 up until enrolment \$0 after enrolment	1-12	40%	NA – No VET Student Loans on part time classes.
			13-24	60%	
			25-36	80%	
			37-48	100%	
			6-10	60%	
			11-15	80%	
			16-20	100%	

### **What happens if my course is cancelled?**

If Oxygen College cancels the course due to circumstances beyond its control, the student will receive a full refund (or pro-rata adjusted refund). It may also offer the student a transfer to another course or another commencement date. This choice is for the student to make.

If the student wishes to change their enrolment into another course at Oxygen College, the course fees paid will be transferred to the new course.

### **What happens if I have been involuntarily withdrawn?**

Students who have been involuntarily withdrawn will follow the same refund policy as documented above.

### **Exceptions**

Refund exceptions may be granted in the following extreme circumstances:

1. Inability to complete a course due to severe medical condition and its effect didn't take full impact until after course commencement date. (Certified medical certification and notification may be required)
2. Death or grave illness of an immediate family member.

In such circumstances, the final decision is at the discretion of Oxygen College management.

### **How to apply for a refund**

For any refund to be successful it must be in accordance with the policies set out above.

Please contact the admissions team via email or phone call to discuss and arrange a refund. Contact details are available in the campus [location section](#) of this document.

### **Required Course Materials**

Required course materials are essential to the successful participation in and completion of all Oxygen College courses. Required materials are to be purchased or provided by the student before the commencement of their studies.

Required course materials are not provided or included as part of the course/tuition fees. The costs associated in purchasing these materials are separate from, and in addition to course/tuition fees.

Important notes are:

Materials and estimated costs are made known to students during their interview/audition.

Final definitive course materials/book lists are given to students at enrolment.

## Competency Based Training & Assessment

### Qualifications

All students participating in training with Oxygen College who complete assessment requirements shall be issued with either a:

- Full AQF Certificate (for those who complete all qualification assessment requirements), or
- Statement of Attainment (for those who complete some but not all qualification assessment requirements)

### Full AQF Certificate

A Full AQF Certificate is issued when the student has completed all requirements for a qualification. Units of competency are listed on the back of the certificate.

### Statement of Attainment

A Statement of Attainment is issued where candidates have partially completed a qualification, i.e. the candidate does not complete the full requirements for the qualification. The code and title of all units successfully completed by the student are listed on the Statement of Attainment. Certificates and Statements of Attainment are presented to students at an end of year graduation ceremony. In the event of a graduation ceremony not being held, Certificates and Statements of Attainment will be sent via Australia Post.

## Competency Based Training and Assessment

All courses delivered by Oxygen College are assessed under the Principles of Competency Based Training. This approach focuses on a student's ability to achieve and display skills in each of the units of their qualification. Units studied in a qualification are commonly referred to as 'Units of Competency'.

### Units of Competency

The Certificate or Diploma course that you are enrolled in consists of a number of units of competency (or units for short). The higher the qualification, the greater the number of units of competency it will contain.

To be deemed competent in a unit of competency, you must successfully complete all of the assessment requirements to a corresponding major project (or multiple major projects for some

units). These projects are distributed to you in class and contain all of the relevant assessment details including instructions, timelines and due dates.

By completing the relevant major project (or projects) for a unit of competency, you will be successful in providing sufficient evidence to deem you competent in that unit.

### Elements and Performance Criteria

Each unit of competency will contain a number of elements for assessment. These elements break each unit of competency down into broad skills that are required in the workplace. Within these elements, there are further specifics called performance criteria which further breaks down each element into specific skills and knowledge.

Example:

UNIT OF COMPETENCY: MOVE INSTRUMENTS & EQUIPMENT	
ELEMENT	PERFORMANCE CRITERIA
7.0 Maintain Equipment	7.1 Ensure regular maintenance of instruments and equipment and store safely to ensure optimum condition for performance.
	7.2 Plan and acquire equipment in line with available budget and artistic goals, and insure adequately against loss or damage.

### Assessment

Assessments within each unit of competency are expressed as either

1. Competent (C), or

## 2. Not yet competent (NYC)

Either you are competent in demonstrating a skill in the workplace or you are not yet competent.

Assessment strategies can range from:

- Research assignments
- Performances
- Written tasks – presentations, reports, assignments etc.
- Spoken presentations – PowerPoint demonstrations, speeches etc.
- Producing products
- Exhibitions

There are four key principles of assessment used by Oxygen College. It should be valid, reliable, fair and flexible.

Assessment is:

1. **valid** when it assesses what it claims to assess
2. **reliable** when it is consistent in all situations and with all learners
3. **fair** when it places all learners on equal terms
4. **flexible** when it can accommodate all delivery modes and delivery sites and the needs of learners.

## Projects/Assignments

Your final assessment in a particular unit is a judgment of your overall completion and competency based on either a **single project** or **multiple projects**.

- Some final unit assessments are based on a single project which is completed over the course of several weeks within a term.
- Other final unit assessments are based on multiple projects completed over several terms throughout the duration of the year.

To be deemed competent in a unit, **it is important that you successfully complete the requirements to all project or multiple project's parts** that are assigned to that unit. Failure to do so will deem you



ineligible to be judged competent, unless you are providing evidence with an alternative arrangement agreed to by your trainer.

### **Project/Assignment Due Dates**

- All projects/ units of competency have set due dates. These dates are provided to students at the commencement of term. Dates are also outlined within the students training plan and given to the student upon enrolment. If the student is unsure of the due date for any reason it is your responsibility to check with the delivering trainer or the head of their department. Being unaware of the due date will not be a valid excuse for late submissions.
- Students have until 5:00pm on the due date to submit work. Submission processes will change from unit to unit. Details of how to submit will be published in the student workbook. If students are unsure of how to submit their work for any reason it is your responsibility to check with the delivering trainer or the head of their department. Being unaware of the submission method will not be a valid excuse for late submissions.

No project course work will be accepted after the published final submissions due date. Under special circumstances, students may apply for an extension of final submission due date. Applications are to be made to the trainer and relevant forms will be made available upon request. The request form must be completed and handed in by the due date published for the unit/s in question.

If students request is processed and approved, they will have two weeks from the original published due date to submit all necessary work. Once work is submitted the process will follow on as per the submission process described above.

Students wishing to apply for special consideration for their work (i.e. bereavement, illness etc.) can do so by emailing the head of their department and request an extension to the due date. Approval of these extensions is at the discretion of the department head and are not guaranteed.

### **What constitutes a special circumstance?**

- Family and or work commitments known in advanced (at least 4 weeks).
- Medical conditions requiring hospital treatment or general illness.
- Compassionate reasons – recent death, family breakdown and or unavoidable emergency travel

- Hardship
- Identified learning difficulty – only where student has accessed all resources available to them.

### **Assessment resubmissions**

Projects/assignments will be assessed within 7 days of final submission date. Students are able to re-submit/re-attempt work in the event that it was deemed not yet competent within 2 weeks of the assessment decision. Trainers/ assessors will take a further week to assess the re-submitted work and provide an assessment decision within 1 week.

Once the assessment of the re-submitted work has been made the assessment is final. Any complaints that students have regarding results given must be made formally following complaints and appeals process provided in this handbook.

### **How will I be notified of my results?**

- Your trainer will notify you of your outcome via a result table for each of the individual assessment parts after they have assessed your submitted products.
- The result table can be found at the back of the assessment workbook.
- If your evidence is found to be 'Not Yet Competent', the table will provide feedback and identify the area(s) needing further work or completion before re-submitting.
- Should all assessment parts be deemed competent, then you will be granted an overall 'competent' result for this unit.

### **Re-enrolling in Units**

If you receive an overall not competent result for a unit of competency or multiple units of competency, which has not been resolved by the final submissions due date or you have failed to submit your work by the due date then you may:

- Re-enrol in the unit at the cost of the student, this charge will be determined at the time of enrolment based on the year of re enrolment, conditions apply.

If you do not successfully attain all required units for your qualification, you will still receive a Statement of Attainment for all units successfully attained and can add additional units in future to complete your Qualification.

## Recognition of Prior Learning

### What is Recognition of Prior Learning?

Recognition of Prior Learning (RPL) is an assessment process that recognises competencies you currently have, regardless of how, when or where the learning occurred. This includes competencies attained through any combination of formal or informal training and education, work experience or general life experience.

As a result, students may be able to obtain exemption from undertaking some training within the training framework and/or receive recognition for competencies.

In order to apply for recognition of prior learning you must provide evidence that addresses and meet the requirements for a particular unit(s). Your evidence may take a variety of forms and could include:

- Certificates and/or qualifications achieved
- References from past employers
- Testimonials from clients and previous work samples
- Substantiated Curriculum Vitae

To be able to grant RPL, Oxygen College must be confident that the applicant is currently competent against all elements of competency within a unit(s) and must ensure that submitted evidence is authentic, valid, reliable, current and sufficient.

### Who can apply?

All students are able to apply. A person must be assessed for RPL 2 weeks before he/she begins the course. Students wishing to apply for RPL should contact the Head of Department at the time of 'enrolment'. RPL is for full units only.

### How does the RPL process work?

Evidence that is presented by the applicant is matched to the performance criteria contained within the elements for the unit(s) applied for. The evidence is assessed using the following criteria:

- Is the prior learning relevant to the course and address the performance criteria specifically?
- Is the knowledge and skill current?
- Is it authentic and can be verified?

- Is the knowledge and skill appropriate to the level of the unit?

The assessor will base their judgment for granting RPL on evidence provided by the applicant in their demonstration of the appropriate skills or a practical demonstration.

### **How long will it take to be informed?**

RPL evidence must be submitted to Oxygen College two weeks before the commencement of the course. There will be no provision for RPL after this timeline has passed. You will be notified of the outcome within 2 weeks of the RPL application.

### **What if I disagree with the RPL outcome?**

Students who disagree with their RPL outcome or believe that the process may not have followed appropriate procedures may appeal the result of an RPL application by submitting a formal complaint/appeal. Refer to the complaints and appeal policy.

### **Guidelines and steps required in the RPL process**

Should you feel that you may wish to apply for RPL, please contact our administration staff on 1300 195 303 or by emailing [enquiries@oxygencollege.com.au](mailto:enquiries@oxygencollege.com.au)

Please note no Government subsidy is offered for RPL and a \$150 fee per unit is charged. This fee is non-refundable even in the case of students who are not successful in their RPL application.

## **Nationally Recognised Qualifications and Credit Transfers**

### **Nationally recognised qualifications**

Oxygen College recognises the AQF qualifications and statements of attainment issued by any other RTO. Applications for CT must be done prior to enrolment by contacting the Oxygen College administration.

### **What is a Credit Transfer?**

Credit transfer recognises any formal qualifications you have achieved. You will need to provide an original or certified copy of the qualification and a list of the units achieved.

These must match the units you are mapping against. If the units are from a similar/earlier qualification the enrolling officer will attempt to map the old unit codes against the new codes to demonstrate that they are the same and that credit can be granted. Credit transfer will be offered at enrolment and is at no additional cost to the student.

## **Plagiarism and Cheating**

### **What is plagiarism?**

Plagiarism is the action or practice of taking the thoughts or writings of another and using them as one's own without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarized, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

### **What is cheating?**

Cheating is copying someone else's work - sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

There may be times when your trainer asks you to complete an assignment as part of a group. In this instance your work will be submitted as one group entity and therefore each student's work will be the same. In this instance and only this instance, the use of combined student work is allowed.

### **What happens if plagiarism and/or cheating occur?**

Oxygen College uses a variety of methods to detect plagiarism and trainers regularly check student work.

Students suspected of plagiarism will be reported to the General Manager for a full investigation to be conducted by the General Manager. In most cases, plagiarism has been completed by accident. With adequate training and support, this should not occur.

Cheating is a different situation and is usually 'cut and dry' with no defence. The General Manager will work with the trainer in counselling students who have been identified as either plagiarising or cheating. The penalties for first time proven plagiarism is that the student's work/assignment will not be accepted, and the student will be required to resubmit work/assignment. For a second plagiarism offence, students could be subject to being withdrawn from the College at the General Manager's discretion. Students may appeal any decisions via the appeals and complaints mechanism.

## Code of Conduct

Students enrolling in all courses at Oxygen College will be required to adhere to the Oxygen College Code of Conduct. This can be accessed by following this link: [Oxygen College Student Code of Conduct](#).

**For students accessing VET Student Loans, please refer to “Fair Treatment & Equal Opportunity Policy” at <http://www.oxygencollege.com.au/vet-student-loans/>**

## Complaints & Appeals

A *complaint* is encouraged to be made if you have any issues. An *appeal* is encouraged if you disagree with a decision or assessment outcome.

Our complaints and appeals policy and procedures can be found on our website:

[Complaints and Appeals Policy](#)

[Complaints and Appeals Procedure](#)

## Occupational Health & Safety

Oxygen College is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree of occupational health and safety and security by adhering to Government Legislation and taking personal interest in the wellbeing of our staff and visitors.

## Who is responsible for occupational health and safety?

All employees and students are responsible for their own occupational health and safety in the workplace and training environment.

### Students

Students are responsible for not only their own health and safety but also the health and safety of others within their working environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer/Head of Department.

Students should abide by safe working practices and comply with health and safety regulations.

### Evacuation of college buildings

Should the college need to be evacuated, you should follow all instructions by your trainer or other college employees.

Upon hearing the alert tone (siren) and the red flashing light that is installed within every room and studio throughout the Oxygen College complex, all learners must listen to their trainer who will guide you to the assembly area **(the car park at the rear of the college building)**

- If you are not under trainer supervision, guide yourself to the assembly area
- Follow your trainer or guide yourself but do not run, to the most appropriate exit (usually the main front entrance/exit)
- Help others
- Proceed to the assembly area
- Gather around your trainer to have your name ticked off
- Await further instructions

Do not re-enter the building unless instructed by a relevant safety authority.

Administration staff will be responsible for checking no one is left in the studios, classrooms or the male & female toilets.

Training staff will do a student count at the assembly area and are responsible for checking that all student members are present according to their AM or PM attendance record.

### **Manual lifting - Lift and move items safely**

Lifting of audio, rigging gear, art easels and other equipment is inevitable throughout the Oxygen College buildings and care must be exercised to ensure healthy and safe habits.

If you must lift loads of considerable weight:

1. Think before you act
2. Clear the path
3. Move in close to the load
4. Place feet shoulder width apart
5. Secure your grip
6. Maintain normal curves of the spine
7. Hold your head upright
8. Power the lift with your legs and body weight not your back
9. Don't twist
10. Use smooth controlled movements

Ask staff for advice in safe lifting and handling techniques.

### **Noise – Music Industry Learners**

Noise within the rehearsal studios is unmonitored and is the responsibility of the users to ensure safe work practices.

85dB over an 8-hour period is the legal safe operating pressure. Oxygen College recommends the use of ear protection during rehearsals.

## **Attendance Requirements**

### **Attendance rate**

A minimum of 90% attendance rate is required for successful completion of the course. Anything below this will make it extremely difficult to gain the critical knowledge required to successfully



reach course completion. If you should find yourself in this position, please ensure that you inform your trainer.

Where a student has been absent due to illness and this has prevented them from submitting work, a student may apply for an extension. The student should supply a medical certificate to support all illness absences. The extension may only be granted by the Head of Department.

Students must communicate with their trainers when they are unable to attend class. Students who miss four classes in close succession without advising Oxygen College staff may be issued an attendance warning and face withdrawal from the College.

### **What if you are unable to attend class?**

Please ensure that you inform your trainer or inform the office as far in advance as possible should you be unable to attend any class for a particular reason. Please also ensure that you have a talk to your trainer and find out what work needs to be caught up.

### **Maximum Daily Attendance and College Hours**

Students are not permitted to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.

Students are not required or permitted to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200hrs on any day.

If for some reason it is required to exceed the maximum hours, an application must be made to the General Manager so that an application for consent may be made to the College's registering body.

### **Facility Resources and Equipment**

The training facilities at Oxygen College include:

- 3 general purpose classrooms with all necessary training aids and equipment
- 2 multimedia classrooms
- Student 'Chill Out Room'
- 4 recording studios
- 6 rehearsal suites

- Live space/auditorium
- 3 Separate photography video studios
- 1 large photography & video practical space
- 3 Photoshop Mac labs
- 1 Visual Art Gallery exhibition space

### **Electrical safety - tagging**

It is Oxygen College's policy that any non-Oxygen College electrical gear brought and used on the Oxygen College facility must be properly tested and tagged to comply with AS/NZ 3760 standards for electrical safety.

Students wishing to use their own equipment do so at their own risk. No responsibility will be accepted by Oxygen College for any damage or injury caused by faults arising from their use. Repair or replacement costs for any damage to Oxygen College facilities or equipment arising from the use of non-Oxygen College equipment will be recovered from the person who booked/used the room.

### **Damaged or faulty equipment**

In the case of accidental damage or faulty equipment, learners are expected to notify your trainer/tutor at the earliest possible convenience. It is unacceptable for anyone to fail to report damage - however caused.

Should any accidental damage occur to any part of the Oxygen College facility, please report this to your trainer/tutor or Administration immediately. Failure to do so may result in an accident being interpreted as wilful damage.

Any person(s) may be asked to leave and may be barred from the facility if they are found initiating:

- Wilful damage to any part of the interior or exterior of the building
- Graffiti to any part of the interior or exterior of the building
- Wilful damage to studio equipment
- Tampering, disabling or attempting to disable any equipment or fittings
- Physical or verbal harassment to Oxygen College staff, guests or visitors
- Any activity that constitutes or is regarded as in breach of any part of the above
- This may result in police intervention and prosecution.

### **Rehearsal Studio, Photography Studio, Art Studio and Extended Recording Studios Access**

Students who have chosen and paid for the optional rehearsal studio, photography studio, art studio access or extended recording studios access will gain access to those areas provided the purpose of use is solely for rehearsal, shooting or recording that is directly related to an Oxygen College project, unit or assignment.

Your trainer will be required to book and approve usage. Students are reminded that all areas are under constant video surveillance and they will be liable for any wilful damage done by either themselves or their guest(s). Students will be required to sign guests in/out at reception and associated procedure and must abide by the conditions set forth within. The duration of the access will relate to the start and end dates of your accredited course.

All rooms and studios throughout the Oxygen College complex are monitored, recorded and stored by CCTV.

### **College Artistic Expression Policy**

This policy specifies that artistic activity of learners of Oxygen College may require special provisions and protections to safeguard the fundamental educational freedom of creative or artistic expression. This policy has been developed to ensure an integrated and consistent approach to the development of learners as individual and unique artists.

All trainer and assessors in creative disciplines have educational freedom in determining the content of classroom, studio or workshop activity. Any rules concerning studio practices and the subsequent display or performance of artistic works should demonstrate best practices, moral/ethical obligations and professional standards at all times. Any such regulations should be neutral with respect to content and media.

Oxygen College is strongly supportive of freedom of expression and opposed to censorship of the creative arts. However, it has a commitment to offer a range of artistic experiences to all students that does not exclude or make any group of individuals uncomfortable. Therefore, some artists work may be restricted from public audiences or exhibition.

As an educational institution it is essential that Oxygen College uphold moral, ethical and legislative responsibilities related to possible artistic censorship. Students are reminded to reserve their works to avoid controversial aspects related but not limited to;

- Artistic expressions including obscene language or depictions that incite hatred, violence, serious contempt for or severe ridicule of a person or group of people because of race and ethnicity, disability, political opinion, religion or sexuality (which includes homosexuality, gender identity and HIV/AIDS status).
- Artistic expressions including obscene language or depictions that discuss violence or sexual behaviours with children

### **Live performance**

Oxygen College will ensure that it provides appropriate warnings and representative advertising and publicity material to ensure that the public are as informed as possible regarding the nature and content of the show they are attending, prior to attendance.

Issues of offence may be due to the following and will be considered by Oxygen College prior to the consent to permit the performance including:

- The content of the performance or work;
- The context of any potentially offensive material;
- The location of the performance or work;
- The target audience;
- The manner in which the performance or work is promoted; and
- The extent to which prospective audience members or prospective visitors are warned of possibly offensive elements.

### **Photography**

As an educational institution it is essential that Oxygen College uphold moral, ethical and legislative responsibilities to artistic censorship. Students are reminded to reserve their works to avoid controversial aspects related but not limited to;

- Pornographic, nude, partially naked or erotic in nature photoshoots
- Depictions of crimes, drug usage, guns, fictionalized depictions of violence
- Children – under the age of 16 should be treated with caution in relation to clothing, appearance, gestures etc

*Note: Any students intentionally causing controversy by engaging in such practices will be subject to removal from their course.*

## **Learning Support**

At times, you may find yourself in a position where extra learning support is required. Please do not hesitate to speak to your trainer when extra support is needed. This includes support in literacy, numeracy or language.

Support may be organised:

- During a 'one on one' session bookended through your trainer outside of normal class time
- During extra booked group sessions if several members of the class are wanting more learning support in the same area
- Via adjusted course materials and assessment strategies that assist you in meeting qualification requirements through other methods

## **Personal support**

There may be times where you feel that you need support in personal areas of your life that may or may not be affecting your studies. If so, please contact your trainer or College Director for a confidential talk about your concerns. They will be able to refer you onto or help you get in contact with a counsellor or relevant support agency depending on your needs.

## **Support services available to students**

### **Youth and Adolescents**

- Barwon Health
- Headspace
- Meli
- MacKillop Family Services

### **Special Needs**

- Gateway Support Services
- MacKillop Family Services
- Department of Human Services - Specialist Children's Services

## Domestic Violence

- Emma House Domestic Violence Service – Warrnambool Ph. (03) 5561 1934
- Meli
- The Orange Door
- 1800RESPECT

## Confidentiality & Privacy

Oxygen College will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment {Private Sector} Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information.

The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

- Oxygen College will ensure that it operates consistently with the National Privacy Principles and only collects personal information that is necessary for the conduct of our college. It will only use that information in the manner for which it was intended.
- Students will have access to all information we hold on them, and we will store and use the information appropriately and securely. Under the National Privacy Principles, you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.
- Under the Privacy Act 1988, Principle 12 and 12.3b: *“access to personal information; you have the right to request your personal information”*. Oxygen College reserves the right to withhold certain information if: *“Giving access would have unreasonable impact on the privacy of other individuals”*. Personal information is defined as *“personal information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified, or an individual who is reasonably identifiable”*.
- Oxygen College collects personal information solely for the purpose of operating as a Registered Training Organisation under the Victorian Registration & Qualifications Authority (VRQA) and Australian Quality Training Framework administered by the Victorian

Government who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

- Access to information will be limited to those who have a legal reason to have access to that information, or to whom the student has given permission. Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.

For example, student information may be given to the following bodies where required:

- VRQA - Victorian Registration Qualification Authority
- DET - Department of Education and Training
- Emergency agencies such as Police, Ambulance/Hospital, Fire Brigade, etc.

Students have rights to access their student records. Students can access their records upon request through [enquiries@oxygencollege.com.au](mailto:enquiries@oxygencollege.com.au)

### **Personal Details & Access to Your Records**

Please ensure that any changes to your personal details, e.g. address, contact information etc, are provided to the office so we may alter your records appropriately. Any changes that have occurred since providing the information on your enrolment form should be considered as a change.

Students are responsible for ensuring their records are up to date with Oxygen College. Students are to notify administration if personal details change.

The information you provide us is highly confidential and will not be shared with any other parties. Only staff with authorisation can access these records.

You may access your results and/or progress at any time throughout the year by asking your trainer.

**For students accessing VET Student Loans, please refer to “*Personal Information Procedures*” at <http://www.oxygencollege.com.au/vet-student-loans/>**

## Satisfaction and Feedback

At Oxygen College, we strive to ensure that your learning experience is a positive and engaging one. Therefore, we ask students to complete feedback sheets throughout the course which are collected and analysed to ensure that we are receiving data to help us improve our courses, procedures, services and facilities.

Please feel free to provide verbal feedback to your trainer at any stage. Students are invited to participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER).

## Trainers & Staff

All trainers and assessors at Oxygen College possess a wealth of industry and/or education delivery experience to ensure that you are not only getting equipped with the latest industry standard skills, but also learning in engaging and well-organized environments.

All of our trainers have the necessary qualifications needed to service your learning needs appropriately. They are all appropriately qualified and meet or exceed strict government compliance regulations for trainers.

## Scope of Registration

Oxygen College is only permitted to issue nationally recognised certificates and statements of attainment as listed on the national register ([www.training.gov.au](http://www.training.gov.au)) and on its scope of registration. This ensures that your certificates are current and legitimate.

## Relevant Legislation

As a Registered Training Organisation, Oxygen College is subject to a variety of legislation related to training and assessment. It satisfies the requirements and operates within the:

- Principles of the Australian Quality Training Framework
- Essential Standards of the Australian Quality Standards Framework
- Regulations of the Victorian Registration and Qualifications Authority
- Regulation of Skills Victoria
- Policies of the Victorian Curriculum and Assessment Authority
- Principles, standards and requirements of the Victorian Institute of Teaching



- Working with Children Act 2005
- Information Privacy Act 2000
- Privacy Legislation - Privacy Act 1988
- Anti-Discrimination – Anti-Discrimination Act 1991
- Harassment and Bullying – Workplace Health and Safety Act 1995
- Occupational Health and Safety Act 2004
- The Education and Training Reform Act 2006

## Student Welfare

Oxygen College treats the responsibility of ensuring the safe and secure welfare of its students with the utmost importance. To achieve this, it complies with legislative requirements by ensuring that:

1. All employees or volunteers working in an ongoing or unsupervised manner hold current 'Working with Children Checks' ensuring that they meet required legislation for working with children. The above records and requirements for all trainers and volunteers are kept on a database and verified yearly.
2. Occupational Health and Safety legislative requirements are met by exercising reasonable care and minimising foreseeable risks in order that no harm may befall any person. Students will undertake training as part of their first unit. This accredited unit is relevant to the creative arts industries with specific skills strands before commencing any structured workplace learning. It also outlines the policies and procedures in place for the Oxygen College facility.

## Student warning notices

Students may be issued the following notices-

**Attendance warning** – where a breach has occurred in the 90% attendance rate and/or if a student has missed four consecutive\* classes.

**Commitment warning** – when a lack of commitment and engagement to the program is demonstrated. This warning will include an outline of the colleges concerns in relation to the student successfully completing the program as well as the rectification's required if the student does wish to continue.

**Code of conduct warning** – to those who breach the code of conduct (outlined within this document and outlined during enrolment).

**Withdrawal notice** – to inform and confirm the withdrawal. The notice will include the grounds of the withdrawal and the units of competency achieved at that point in time (if any).

Within any warning notice, there will be an intended withdrawal date of 28 days from the date of the warning. If the issue is not rectified accordingly, on the 28<sup>th</sup> day, students will be withdrawn from their program and sent a confirmation withdrawal notice. Involuntary withdrawals can be appealed (see the complaints and appeals procedure within the handbook).

Due to the nature and severity of the withdrawal, Oxygen College reserves the right to proceed with the withdrawal if the rectification is deemed unsuitable.

*\*Consecutive may be viewed as classes following on from one another e.g. Monday, Tuesday, Wednesday or non-attendance on the same day for a period of successive weeks. e.g. Tuesday week 3, Tuesday week 4.*

### **Students opting in for the second year of study**

For students to successfully opt in for second year of study students must, undertake a re application process to access the suitability and appropriateness of the program.

Re application process:

- The reapplication process will commence 4 weeks prior to the academic year concluding.
- Heads of Department along with the appropriate trainer and assessor will create a list of potential candidates.
- 2 weeks prior to the academic year concluding, student admissions will meet each student individually. The purpose of this meeting is to establish if the student desires to opt in for the second year of student and assess their suitability to the program.
- Based on the student's response and the assessment made by the student admissions team the following notification letters will be issued:

- a. YES – Student will receive a signed letter from the General Manager. The letter will outline they have been offered a position for year 2 \*subject to behaviour, completion of year 1, Pre-Training Review, eligibility and funding arrangements.
  - b. NO - Student will receive a signed letter from the General Manager. The letter will outline they have not been offered a position for year 2 and the reasoning behind the decision.
  - c. PENDING - Student will receive a signed letter from the General Manager. The letter will outline a pending position based on the assessment decision. The student will receive a final decision in due course.
- Student will receive official offers and course briefing well before the conclusion of the academic year however, Oxygen College reserves the right to withhold a decision until the following year.

Factors that contribute to the assessment decision and impact 2<sup>nd</sup> year offers:

- Passing all units – Students must pass all units of competency within their first year of study. Where a student has not successfully completed all aspects of their first-year students may be granted an exception based on their level of application and commitment to the course.
- Behaviour and commitment – Where a student has triggered behavioural or commitment warnings throughout the year of study, displayed themselves as difficult and obstructed the learning environment.
- Fees- Fees must be settled by the conclusion of the academic year.
- Attendance – Students whom display poor attendance.

Students may appeal the decision of the offer following the appeals and complaints section within the handbook.

## **VET Student Loans Replacement provider**

Oxygen College can act as a replacement provider for student who have been studying at a provider that is no longer in operation.

Oxygen College can only provide training in the same/ similar approved qualification/ course. The applicant must follow the same student selection and enrolment policy. The applicant must provide the College the units of competency previously attained. Once completion of assessing the unit of

completion Oxygen College will provide the student a training plan which identified what units of competency are required for successful completion.

Additional fees may be applied as per the course/tuition fees within this handbook.

No VET student loan debt will be incurred where a teach out of replacement units occurs.

Where Oxygen College ceases operation in an approved course after it commences and before it is completed, Oxygen College must give the secretary written notice of the intention as soon as practicable.

The department's tuition assurance administrator will seek to contact the impacted student within five business days of a course/ provider closure. The tuition assurance administrator will advise the student of the next steps.