



# Tutor Handbook

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# ***Welcome to our College***

Thank you for agreeing to join us as a tutor to deliver part of our education and training program. The Port Macquarie Community College (PMCC) is an organisation committed to providing an educational service to the community of Port Macquarie and surrounding district. Teaching and learning is the core business of the College and we are committed to achieving the highest possible standard of outcomes for students and customers.

This Information Handbook has been designed as a guide to introduce tutors to the systems, standards and policies of the College and is intended to be a resource that you refer regularly. Throughout your time with us you will receive memos and up-dates to policies and procedures that you may wish to keep, along with this document, in an easily accessible file as a reference.

## **1. About PMCC**

Port Macquarie Community College is a Registered Training provider (RTO) under the Australian Recognition Framework (ARF). This registration meets the standards of the Australian Quality Training Framework (AQTF). PMCC is also certified under the Adult and Community Education Quality Strategy (ACEQS).

The College has in place a comprehensive set of systems that ensure the effective, ethical and accountable operation of the business and the provision of quality teaching and learning outcomes that meet student needs and national standards for outcomes.

Port Macquarie Community College Inc. is incorporated under the Associations Incorporation Act 1984. In line with the requirements of the Act, it has a Management Committee that sets the overall business and policy directions of the College. We offer over 500 courses annually and receive over 4,000 enrolments. Our courses and services fall into three categories:

- ✧ general and leisure courses
- ✧ vocational programs, and
- ✧ community support.

This package includes further information about the management structure, planning and decision making processes in the Appendix 1.

## **2. Your employment conditions**

You are employed in accordance with the Port Macquarie Community College Certified Agreement 2006. A copy is available from the office. It is recommended that you peruse this document and refer to it in relation to this Handbook.

Employment is on a casual term by term basis and there is no guarantee of work outside the contracted time frame on the Statement of Employment.

To ensure compliance with taxation laws all new employees are required to complete an Employment Declaration Form. This form is available from the Post Office or our front office. We request you return this to us, completed, as soon as possible.

### 3. Finding your way around

- ≈ The **Administration hours** of the college are 9am-5pm Monday to Friday and staff are happy to assist you with any queries.
- ≈ A **photocopier** is available for your lesson preparation. Please note that Administration staff are not responsible for tutor photocopying. Instruction in the use of the photocopier will be given if you are not familiar with its functions. You will need to arrange a four digit PIN with the Office to enable you to have access to the photocopier.
- ≈ **Access to facilities and security:** Access and security arrangements will vary with each site. You need to check with Administration prior to class for the arrangements for all sites other than Hastings River Drive.

#### **The access and security arrangements for 77 Hastings River Drive are:**

- A key for the classroom you intend to use needs to be picked up from the Administration Office prior to class commencement. You will need to check you have the correct key and sign for this key.
- Your key will:
  - open the front door
  - open the library
  - open your class room
- If you are the **last** to leave, please ensure:
  - the lights are off leaving the "Exit" lights on
  - everyone else has left the building
  - all airconditioning units are off
  - all the doors are closed in the building
- **To arm and disarm the security box**, you need to key in your 4 digit code provided by the Administration Office. After arming the system you have 60 seconds to leave the building.
- Your key will need to be returned to the Administration Office at the end of your course so that it can be signed back to the College.
- If you lose your key, please ensure you notify the College as soon as you notice your key missing. If lost, a fee of \$25 will be charged for its replacement.

**Access to resources:** Tutors are required to liaise with their Program Coordinator as to the availability of resources when arranging to advertise their course.

At least five (5) working days prior to the commencement of a course tutors are required to confirm with the Administration Office any resources they require and make arrangements for the collection of such resources. Resources can be only be collected by the tutor.

Any resources leaving the Hastings River Drive premises are to be signed out by the tutor in the Resource Register. Resources leaving Hastings River Drive are to be returned the first day of business after each lesson and an entry made in the Resource Register.

#### 4. Your First Class

- ☆ No matter how experienced a tutor, it is normal to feel nervous before your first class. Being well prepared assists with the smooth introduction of the topics and gains the confidence of the students. Discuss with the course coordinator any resources which are required for the course in sufficient time for such resources to be obtained.
- ☆ Prior to the first session of your course you will need to collect from the Administration Office a Tutor Pack that contains an Attendance Sheet, Tutor Pay Application, Student Handbook and Evaluation Forms. The Attendance Sheet must be initialed at all sessions by the students and signed by you at the completion of the course. At the completion of your course this Attendance Sheet is to be returned to the Administration Office to enable processing of your wages together with a Tutor Application for Payment Form.
- ☆ *Suggested Welcome to Students.* The following is a guideline for an introduction and welcome for you to use at the beginning of the course. It can be changed and adapted as necessary.
  - a. Ensure your name and course title is written CLEARLY on the whiteboard.
  - b. Welcome everyone to your course.
  - c. State your name as the trainer for this course.
  - d. Explain the length of the course, the starting and finishing times, breaks that you will be having etc. also other information relevant at this stage.
  - e. On behalf of Port Macquarie Community College thank the students for their support in participating in this course.
  - f. Give some general information on the College ie, it is a Registered Training Organisation (RTO) with VETAB (Vocational Education and Training Accreditation Board) providing vocational training and general education.
  - g. If the course is accredited then give a brief explanation as what this means for students which includes that:
    - an accredited course is one which is endorsed by industry and by the accrediting body (VETAB).
    - the course credential issued for successful completion will be recognised at a national level
    - every Registered Training Organisation (RTO) must recognise this qualification and give credit.
  - h. For Accredited courses explain the paperwork requirements for the course. Distribute and collate all necessary paper work.
  - i. Explain the assessment method of the course that is applicable.
  - j. Inform the students of the facilities of the college (describe where the toilets, kitchen and refreshment facilities, disabled toilet, fire evacuation plan (in the venue you are using), also there is a no smoking policy on the College premises.
  - k. At any time during the course, advise that your students should feel free to ask any questions or make relevant comments.
  - l. Proceed with an ice breaker. This could be a small game or a handout which will “break the ice” and lead into an introduction of each student. Acknowledge your student’s introduction, try to find a supportive comment for each student which will acknowledge any existing experience and encourage their new learning undertaking. Thank them individually as they finish their introduction, use their name and then thank the class as a group for their participation in that activity.
- ☆ Please advise your students of the fire evacuation procedures.

## 5. Technology

The College provides access to computers for staff and tutors to fulfill their job functions. Anyone using computers belonging to the organization, or used by the organization for its programs and courses, must do so in accordance with our IT policy OSS011.

Access to information on the computer network is restricted by passwords for different users (eg: students, staff and tutors)

The network is protected from viruses, hackers and spam with anti virus software and a firewall filter. No disks or other storage devices other than those provided by the College may be used without first being checked and cleared for viruses by an authorized staff member.

Only licensed software may be used on the computers and all Copyright laws and requirements applying to software and its use will be observed. The use of pirated or illegal software is not permitted. Computers may not be used to access or download information of a private, obscene or illegal nature.

For full IT and internet use guidelines please refer to the IT policy OSS011

## 6. Learning and Assessment Plans

VET tutors are required to prepare a *Learning and Assessment Plan* for the course/unit of competency they are delivering. A copy of the training plan and guidelines for preparation are available from the Program Coordinator and will be included in your induction. The Program Coordinator can provide assistance in completing the plan if required. The plan is to be lodged with the Program Coordinator prior to the commencement of the first lesson.

VET tutors are to comply with AQTF standards and report any issues that may impact on registration to the General Manager in a timely manner.

For tutors of General and Leisure courses, it is recommended that you develop Session Plans. Session Plan proformas are available to assist you with the planning and delivery of your course. If you would like assistance with this contact either the General Manager or the Program Coordinator.

## 7. Current Versions of Training Packages, Curriculum and Resources

PMCC is responsible for obtaining and making accessible the most recent versions of Training Packages and curriculum for all qualifications in its scope of registration.

VET Tutors must ensure that they are using the most recent version of the Training Package, Curriculum and learning resources available. These are stored in the Administrative Office and available to all VET Tutors. Tutors may also wish to access the NTIS website listed below. Internet access is available to VET Tutors at the College. This is to be booked through the Program Coordinator.

[www.ntis.gov.au](http://www.ntis.gov.au)

## 8. Assessment Process for VET

VET tutors must ensure all assessment in VET courses are done in accordance with VETAB and Training Package requirements. Assessment procedures must recognise equity issues while ensuring the integrity of the assessment process. VET tutors must advise students, at the commencement of the course, of the elements of competency, the assessment methodology and when the assessments are to be conducted. Where a student disputes the result of an assessment, the following procedure is implemented:

✧ the Program Coordinator/General Manager will view the assessment tool to ascertain fairness, validity and reliability.

- ✧ the Program Coordinator/General Manager will consult with the tutor and student, individually.
- ✧ the student will be advised of the outcome of this consultation process within 2 working days of the dispute being lodged
- ✧ if it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 2 working days.
- ✧ If the student is not satisfied with any decisions made in this review process, he/she will be given a copy of the College's *Response to Suggestions, Complaints and Allegations* policy and procedure.

## 9. Commencement and Conclusion of Course

- It is your responsibility as tutor to find out whether your class is going ahead. If the tutor has not heard from the College within 48 hours prior to the course commencement date then tutors are to contact the Administration office to organize keys and other details.
- Tutors are asked to please check the details in the printed brochure and notify the College immediately if there are changes to be made.
- **Course Evaluations:** Please allow enough time at the last lesson to distribute and collect the evaluation sheets from your students. Please pass around the envelope that is included so that the evaluation forms can be placed in it and sealed by the student. NOTE: For full certificate courses a mid course evaluation is recommended to provide feedback from your students and allow an opportunity to implement improvements.
- **Enrolments for following term:** Students wishing to enroll in a course in the following program must follow the formal enrolment process. Early bookings and special places in courses cannot be made by tutors for students.

## 10. Copyright

The College observes the requirements of the licence for copying documents under the Copyright Act, and the associated guidelines issued by Copyright Agency Ltd. In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for a profit, a person may make multiple copies of:

- The whole or part of a single article, or a number of articles on the same subject from a newspaper or periodical,
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than 10 pages in length,
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of text books for students and 30 days in the case of other works) at a nominal commercial price

## 11. Recognition of Prior Learning and Mutual Recognition

PMCC provides a process for students who believe they can demonstrate that they already are competent in a unit of competency. Recognition of Prior Learning (RPL) acknowledges skills and knowledge gained through formal training and work experience. VET Tutors must inform students that an RPL service is available. If a student wishes to apply for RPL then the VET Tutor must provide them with information about the process which is available from the Administration Office or Program Coordinator. Further RPL information is available on the College's website [www.portace.com.au](http://www.portace.com.au)

PMCC as an RTO recognises all nationally accredited qualifications gained from any other RTO. Applying for Mutual Recognition may reduce the units of competency or learning outcomes a student is required to complete to gain the qualification. Information about the Mutual Recognition process is available from the Administration Office.

## 12. Student Support Services

Port Macquarie Community College is able to provide a range of support services to and refer students to other community support services.

Tutors are to encourage students to consider extra support if they appear to be having difficulty with achieving the outcomes of the course. They may wish to discuss these needs with either you as their tutor or the General Manager. It is best if this can be done prior to commencing the class or as early as possible once the class commences so that needs can be assessed and accommodated if possible. PMCC offers specialised support in the areas of language, literacy and numeracy. Both individual support and courses are available.

You as a tutor are required to make reasonable adjustment to the delivery of the course if you are aware of a special learning need of a student in your class. For example handouts can be provided in larger font, the seating in a room can be re-arranged to assist with hearing and vision needs, classrooms can be allocated to assist with access. Advice on support services and reasonable adjustment is available from the Program Coordinator. Also refer to the policy on Student Support Services.

## 13. Student discipline

Students are expected to comply with the *Students Rights, Responsibilities and Code of Conduct* in the Student Handbook. Any breaches of this will be dealt with in accordance with the College's *Student Discipline* policy.

The *Student Discipline* policy provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged breaches of discipline. Where a tutor or a staff member believes that a student's behaviour poses a risk to other students, staff or the student him/herself, the tutor or staff member can direct the student to leave the premises. The process for dealing with alleged breaches of discipline will then be activated. In such cases, tutors and staff are to consider their duty of care responsibilities for students and, to their best ability, ensure the student can safely return home.

## 14. An accident or emergency

- A First Aid Kit is located in the kitchen at Hastings River Drive where indicated by the white and green sign.
- An Accident/Incident Report Form is part of your Tutor Pack. Accidents and Incidents must be reported to Administration as soon as possible and the form completed to record details.
- If assistance is required for an emergency situation outside office hours, emergency services can be accessed from the Security Key Pad at the Hastings River Drive premises. The General Manager may be contacted on 0439 30 1661.

## 15. Duty of Care

All employees must take care to ensure that their own and others' health and safety is not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times. The organisation will ensure all employees and volunteers have access to first aid equipment within the workplace in accordance with the Workcover Act. *Duty of care also pertains to the tutor being responsible when making statements that could influence the health and well being of students when those comments or statements are outside the tutor's area of expertise.*

## **16. Workers Compensation**

The organisation's Workers Compensation cover will always remain in force. An appropriate insurance cover will be maintained for voluntary workers. A copy of the rehabilitation program is available for all staff, including casual tutors, in accordance with Workcover. The Small Business Rehabilitation Program aims to ensure all staff are given the support required to return to work as soon as possible.

## **17. Legislation**

We draw the attention of all tutors and volunteers to the various legislative and regulatory requirements that apply to the College's activities, and particularly in the areas of access and equity, child protection, anti-discrimination and harassment, and occupational health and safety. All staff and tutors including volunteers are required to be familiar with these requirements as they relate to their jobs, and to observe them at all times. Relevant legislation information listed below can be accessed from the following website [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

Anti-Discrimination Act 1977  
Board of Vocational Education and Training Act 1994  
Occupational Health and Safety Act 2000  
Vocational Education and Training Act 2005  
Privacy and Personal Information Protection Act 1998  
Children and Young Persons (Care and Protection) Act 1998

## **18. Access and Equity**

The College strives to ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

All tutors, staff and volunteers are expected to demonstrate and encourage a positive image of and attitude towards people with disabilities to enable them to participate in our courses and activities. Equal access and support will be provided wherever practicable, within the restraints of our resources.

The Disability Standards for Education were formulated by the Attorney-General under the Disability Discrimination Act 1992 (DDA). The Education Standards provide a framework to ensure that students with a disability are able to access and participate in education on the same basis as other students. The Education Standards came in to effect in 2005 and apply to government and non-government providers in all education sectors.

Students with a disability are asked to identify that disability on enrolment if they require assistance and the College will in most cases be able to accommodate their needs, for example access to the classroom, assistive technology, alternative forms of resources. In such cases the tutor will be advised of the special arrangements.

However, should a tutor find that they have a student with a disability in their class, without prior notification, they should endeavour to accommodate the student and notify the administration staff as soon as possible.

## 19. Privacy

The College is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. Accordingly, tutors will respect students' and others' rights to privacy and shall not communicate personal information to others without the written permission of the person concerned.

Student telephone numbers and addresses will not be included as part of the class roll. Tutor's phone numbers or addresses will not be given to students. However, a student's request to speak to a tutor will be passed on by a member of staff.

For further information on privacy please refer to our Privacy policy OSS009

## 20. Professional development opportunities

- ☺ **Internal Learning Opportunities:** There is no limit to the number of internal work related courses an employee may undertake. One course per term, at 50% of the advertised price, is available to staff and tutors (dependant on course numbers). This does not include full Certificate courses. The offer of course attendance for employees is not transferable to other family members and the entitlement ceases when employment ceases. However courses already commenced may be completed. An enrolment form is to be completed by the employee for all in house courses attended.
- ☺ **External Learning Opportunities:** All staff are encouraged to improve their professional skills and qualifications by accessing appropriate training from outside organisations. It is expected the need to assess external training/professional development will be identified during the employee's self appraisal.
- ☺ **Professional Development Requirements:** As notated in the Employees Collective Agreement of which a copy can be obtained from the office. Also refer to the Professional Development Policy available at the office.

## 21. Policies and Procedures

The College Policies and Procedures are available in electronic form and will be provided on request. Selected key policies are also available on the College website [www.portace.com.au](http://www.portace.com.au). Policies include but are not limited to the following:

- |  |   |
|--|---|
| <input type="checkbox"/> <b>PMCC Policy Statement</b>  | <input type="checkbox"/> <b>Risk Management</b>                 |
| <input type="checkbox"/> <b>Code of Practice</b>   | <input type="checkbox"/> <b>Advertising &amp; Promotion</b>     |
| <input type="checkbox"/> <b>Code of Conduct</b>  | <input type="checkbox"/> <b>Child Protection</b>                |
| <input type="checkbox"/> <b>Access and Equity</b>  | <input type="checkbox"/> <b>Induction of Staff &amp; Tutors</b> |
| <input type="checkbox"/> <b>Student Rights &amp; Responsibilities</b>                            | <input type="checkbox"/> <b>Harassment</b>                      |
| <input type="checkbox"/> <b>Assessment &amp; Appeals Processes</b>                               | <input type="checkbox"/> <b>Records Management</b>              |
| <input type="checkbox"/> <b>Responding to Suggestions,<br/>Complaints and Allegations Policy</b> | <input type="checkbox"/> <b>Privacy Policy</b>                  |

## 22. No Smoking Policy

Port Macquarie Community College is a smoke free workplace. Smoking is not permitted in any part of the premises or on the designated 'No Smoking' areas outside the building.

### 23. Mobile Phones

Unless for emergency reasons tutors and students are requested to turn mobile phones off whilst in the classroom as unnecessary calls become a distraction to learning.

### 24. Tutor Code of Conduct and Ethics

The Tutor Code of Conduct and Ethics must be read, signed and returned to the Administration Office prior to the commencement of your first class. ***Your Tutor Application for Payment form will not be processed until the signed Tutor Code of Conduct and Ethics form is received.***

### 25. Student Rights, Responsibilities and Code of Conduct

*The Student Handbook* is available from the Administration Office and on our website [www.portace.com.au](http://www.portace.com.au). Please ensure that all students in your class have access to a recent copy of this publication.

The following information is provided to students in *The Student Handbook* regarding their rights, responsibilities and code of conduct.

As a student enrolled in Port Macquarie Community College, it is recognised and acknowledged that:

- ☺ You have a right to have your learning needs met by the tutor within the scope of the competencies of the course.
- ☺ You will be treated with respect and provided with a safe learning environment. All people have human worth and dignity and must be respected. You are expected to treat those you come into contact with, whether student/tutor/administration staff, with dignity and fairness. In an adult learning environment we recognise that we are all different and have different views on politics, religion and matters of community interest. We acknowledge the experience and life skills which adults bring to the class.
- ☺ Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.
- ☺ You have a right to learn in an appropriate environment and that all people using the College services have a right to be free from any form of harassment and/or discrimination.
- ☺ You have the right to expect a competent and appropriately qualified tutor and achieve the expected course outcomes.
- ☺ You have the right to one re-assessment if the competency is not achieved first time.
- ☺ Course evaluations will be presented to you for feedback. These are confidential and help us to improve existing services and introduce new services to meet the demand of our community. Your time completing our evaluations is greatly appreciated.
- ☺ Students are required to record their attendance by initialing the square on the Attendance Sheet for each training session they are present, for the duration of their course.

- ☺ Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
- ☺ Students are required to come to class sober and free from the influence of illegal drugs. Smoking is only permitted in areas away from the premises.
- ☺ Students are to pay all fees and charges associated with the course. Should this cause hardship you can discuss the matter with the General Manager where other payment arrangements may be possible.
- ☺ Students have a right to a refund of course fees in accordance with the refund policy.
- ☺ Students are to report all injuries or incidents of harassment by another student or tutor promptly to your tutor or the General Manager respectively.
- ☺ Students have the right to normal privacy afforded all citizens in personal matters.
- ☺ Students are responsible for personal possessions while attending the course.
- ☺ Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying.
- ☺ The Policy and Procedures of the College are available for perusal at the Office.

## **26. Staff Dispute Resolution Procedure**

The policy and procedure for the resolution of a dispute is set-out in the *Responding to Suggestions, Complaints and Allegations Policy* in the policy manual. The Policy distinguishes between alleged 'serious' and 'not serious' breaches of legislation, policy and procedure. For the 'not serious' breaches a negotiation procedure will be used that requires the two parties to attempt to resolve any dispute.



## **Appendix**

**Port Macquarie Community College Policy Statement  
Organisational Chart  
Management Committee  
Code of Practice  
Student Discipline Process  
Code of Conduct and Ethics**