



Bedford College

**RTO Number: 90301
CRICOS Code: 01589B**

STUDENT HANDBOOK - 2019



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Welcome

1. ABOUT BEDFORD COLLEGE

Established in 1944, Bedford College is a not-for-profit Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). Our National Provider Code is 90301. Bedford College is authorised to deliver and assess a range of courses and to issue nationally recognised qualifications as detailed on the College's scope of registration which can be found at www.training.gov.au. Bedford College complies the Standards for RTOs 2015.

2. ABOUT THIS HANDBOOK

This handbook provides information to students on the College' operations, policies and procedures and relevant legislative ACTS. It also sets out the rights, responsibilities and expectations of students enrolled at the College.

3. MISSION STATEMENT

To be an innovative provider of quality training and to strive for excellence in all we do. To provide students with a caring, Christian environment which enhances their ability to succeed, and to assist individuals of all backgrounds and cultures to work and learn in harmony.

4. CODE OF PRACTICE

The College has a Code of Practice that governs the operations of the College. We ask that all students comply and cooperate with these guidelines so that you can learn in a harmonious environment which maximises the opportunity to achieve the very best learning outcome.

Bedford College is committed to providing high-standards of vocational education and training and providing academic and non-academic support to all students. See [Code of Practice](#)

5. LEGISLATION THAT AFFECTS ALL RTOS

Vocational Education and Training (VET) is a term used to describe education and training arrangements designed to prepare individuals for work - or to improve the knowledge and skills of individuals already in the workplace. The National Vocational Education and Training Regulator Act 2011, governs the registration of RTO's in NSW. (Copies of all relevant Legislative ACTS can be found on the College' intranet).

6. ENTRY REQUIREMENTS

Applicants are eligible to apply for Bedford courses on completion of the School Certificate (Year 10 - ROSA). Our courses are designed to assist students to enter the workforce and/or to gain entry into a further education program on completion of their Bedford course. It is our viewpoint to place more importance on how a student performs and their level of ability, potential and commitment - rather than make a judgement based on their HSC score.

Note: Entry into some qualifications may require the completion of a Prohibited Person Declaration and consent to the Working with Children Check.

7. ENROLMENT/RECRUITMENT AND SELECTION OF STUDENTS

Potential students are provided with all relevant information to enable them to make an informed decision about the College - and the course in which they wish to enrol - before actually making the enrolment decision. Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum, RTO Standards and VET Student Loans scheme guidelines. See [Student Information Policy](#)
[Pre-enrolment Information](#)

a. Marketing and Advertising

Bedford College advertises courses through high-schools, careers expos and events, online, on radio and various other ad-hoc advertising media.

The College is committed to integrity and accuracy in its marketing activities in accordance with the Standards for Registered Training Organisations. The College provides transparent and accurate information regarding the College services and performance and avoids vague or ambiguous statements and false or misleading comparisons with other providers or qualifications. See our [Marketing Policy](#)

Interested applicants are requested to telephone the College to enquire about the qualification content. A Bedford Course Advisor explains the various qualifications offered including details of qualification duration, qualification outcome and any other relevant information. Applicants are invited to inspect the College facilities and speak to a Course Advisor, teachers and students.

b. Selection/Academic Suitability

Bedford College ensures that all applicants seeking to enrol are treated fairly and equitably. Bedford has open, fair, clear and transparent procedures that are based on clearly defined entry criteria. The entry criteria and application procedures are published in Bedford's marketing materials and on the website for the information of students and those seeking to enrol.

In order to be accepted into a course at Bedford College, the College must reasonably believe that the applicant displays the academic ability to satisfactorily complete the course. However, we are able to assist students with additional needs to participate in our courses and to provide extra learning support when required. Bedford College programs are designed - and wherever possible facilities set up - to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students. See Student Support Services

c. Access and Equity

The College complies with anti-discrimination 2018 legislation which prohibits discrimination towards any group or individuals in any form, inclusive of: gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, homosexuality (male or female, actual or presumed), age (in relation to compulsory retirement), physical or intellectual or psychiatric disability. See the [Access and Equity Policy](#) on our website.

d. Unique Student Identifier (USI)

As part of the enrolment process, Bedford College staff will collect details of students USI and/or facilitate the creation and recording of the USI. This process addresses in general the requirements of RTO Standard 3.6. See [USI Privacy Notice](#)

e. Enrolment

Successful applicants are provided with all relevant information and once the enrolment application is processed the enrolment status is confirmed in writing by the Registrar, Bedford College who will also advise the next steps in the enrolment process.

f. Language Literacy and Numeracy (LLN) Test

All Bedford students undertake a LLN test which is used to assist us to identify those students who may need additional learning support throughout the course.

Note: VET Student loan (VSL) applicants who have not completed a year 12 Certificate or can provide evidence of completion of a Certificate IV qualification or above - must undertake a mandatory LLN test and achieve a score at or above exit Level 3 of the test).

See [VSL Eligibility Criteria](#)

8. ORIENTATION

Orientation is provided to all students and is designed to provide important information and help to familiarise you with the College, your campus, your course, support services, and it also gives students the opportunity to ask questions.

a. What's included in the Orientation Program

Introduction to staff and a tour of the College – including facilities, resources, fire exits, etc.

- Presentation covering:
- Explanation of learning outcomes
- How training delivery and assessment occurs
- Qualifications issued and the requirements thereof
- Assessment/assignment overview
- Attendance expectations
- Academic progress – explained (See *** below)
- Assessment Malpractice Policy
- Student Support Services (SSOs)
- Payment options and plans (including VSL information)
- Behaviour and attitude expectations
- Dress code information
- WHS procedures
- The College' Intranet - (Novacore explained)
- Laptop/iPad connection to College network
- Setup in the Online Classroom (Moodle)
- Undertake language, literacy and numeracy (LLN) test
- Photograph taken for ID purposes
- How to access current versions of:
- The Student Handbook
- College' Policies and Procedures (listed)
- Assessment information
- Relevant Legislative ACTS
- Support/Counselling Services
- Study Hints and ideas
- Student Forms and documents

b. What you will receive

- Student ID card
- Training Plan (Course Progression Form) ***
- Student Travel Concession
- Car Parking Passes (if required) – Norwest Campus Only
- Textbooks and e-texts
- Consumable items
- Uniforms (if required)
- Locker key
- Class timetable for upcoming term
- Emergency Contact Details Form
- Media Release Form – Student Agreement
- Student Conduct Agreement Form
- Orientation Checklist Signature Sheet

c. Training Plan (Course Progression Form) ***

You will be issued with a Training Plan during Orientation which explains the order in which each unit is delivered. Students are required to insert the date of each unit's completion on the Form and the result achieved. The Form is submitted to teachers at the end of each term and the teacher and student will sign the Form to indicate their agreement on the results.

9. AUSTUDY/ABSTUDY/YOUTH ALLOWANCE

Bedford students are eligible to apply for Austudy/Abstudy/Youth Allowance for full-time qualifications that are VSL approved. Applicants must fulfil the normal conditions of the allowance. Further information can be found at: [Department of Human Services](#)

10. COURSE INFORMATION

Bedford training programs meet the Australian Qualifications Framework (AQF) standards which means that the courses are nationally recognised in post-compulsory education and training within Australia. Bedford conducts courses that are accredited and recognised by the relevant government bodies and educational institutions. Qualifications issued by Bedford College are portable between all Registered Training Organisations.

In order to receive any AQF Qualification (Award), (i.e. Certificate or Diploma), you must demonstrate competence (pass) in EVERY UNIT of that qualification. Should you fail to complete the entire course, or if you cannot demonstrate competence in all units in your course, you will be awarded an AQF Statement of Attainment outlining those units in which you demonstrated competence.

11. CERTIFICATION OF COMPLETION

Upon successful completion of your coursework, and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Bedford College and other RTOs under the Standards for RTOs 2015.

- **FULL QUALIFICATION:** The Qualification levels are Certificate II, Certificate III, Certificate IV, Diploma or Advance Diploma. The qualification is only issued when the student demonstrates all the required competencies for the qualification
- **STATEMENT OF ATTAINMENT:** A Nationally recognised Statement of Attainment is issued for partial completion of a qualification for the units in which competency is achieved.

If for some reason Bedford College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units in which you have successfully met requirements. (See also, the section 'Cancellation of Course by Bedford College') See [Certification Issuance Policy](#)

12. LEARNING RESOURCES PROVIDED BY THE LEARNER

Irrespective of the course in which you enrol, there are several items that you will need in order to successfully undertake the course. These include:

- Computer with Windows 7 (minimum)
- Printer and scanner
- MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Access to the internet (for Online Classroom work, homework and research purposes)
- Appropriate stationery

13. TRAINING AND DELIVERY

To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within prescribed timeframes. If your attendance at College is satisfactory, you will receive all the training for which you have enrolled.

a. Training Plan

A Training Plan is issued to students which outlines the units required to receive the qualification in which you have enrolled.

b. Training and Assessment Services and Issuance of Qualifications

Bedford College takes responsibility for the quality of the training and assessment being provided to students and for the issuance of AQF certificates.

14. WORK PLACEMENT (PRACTICUM)

Where possible, students are encouraged to seek practicum placement close to home in order to minimise travel time between work and home – especially since practicum hours may extend to a 7.5 to 8 hours per day. The College is able to assist with practicum placement if necessary.

a. Business & Management Students

It is recommended that all business students undertake voluntary work placement one day per week (on Fridays) in order to gain valuable work skills and to establish business networks and connections.

One-week (36 hours) work placement during the final week of Term 3 is undertaken by all students. (See Course Dates as per the College website or on Moodle). Your work placement employer is required to complete and return to the College a Performance Report on your work including the duties you performed, the skills you demonstrated and the attitude you presented.

b. Early Childhood & School Age Education Students

You are required to undertake work placement (Practicum) one day per week (from week 5) during Terms 1, 2, & 3. You will also complete 2x2 week blocks – at the end of Terms 2 and 3. (Mandatory Work Placement for a Diploma of Early Childhood Education and Care course is 240 hours and for the Cert III in Early Childhood Education and Care is 120 hours).

Your Work Placement (Centre) Supervisor will be requested to sign the Attendance Sheet in your Practicum Workbook at the end of each day and will also provide the College with a report on completion of the 2x2 week blocks. The report will include information on your participation in the Centre, the skills you demonstrated and your attitude toward the staff, children and families. Your Bedford Teacher will visit you at your Practicum Centre during each block practicum period.

Your Work Placement Supervisor and Bedford's Practicum Coordinator will work together in order for your practicum placement experience to be as positive and enjoyable as possible. They will identify any problems that you may experience and endeavour to address these in a timely manner; and they will also discuss the performance and attitude that you demonstrate whilst you are at the Centre.

Full details of the Aims of Practicum are in the Practicum Workbook and it is your responsibility to familiarise yourself with these aims and abide by them at all times.

Participation in the work placement program is a compulsory component of your course and you are required to wear your Bedford College Shirt, tailored pants and appropriate footwear whilst on Practicum.

c. Community Services Students

Students are required to undertake 100 hours of work placement in a registered community services facility during the course. The teacher will advise when this work placement is to be undertaken. You will be provided with a Practicum Workbook which outlines the tasks to be done and any other requirements that you must meet whilst on Placement. An Attendance Sheet is signed by your placement supervisor and submitted to the teacher during term 4.

Participation in the work placement program is a compulsory component of your course and you are required to wear your Bedford College Shirt, tailored pants and appropriate footwear whilst on

Practicum.

Community Services students are required to obtain an Australian Police Check clearance in addition to the WWCC as below.

d. Working with Children Check

Early Childhood Education and Care students are required to maintain a valid WWCC in order to gain employment in a registered children's services facility.

15. ASSESSMENT (IN-CLASS) AND ASSIGNMENT (HOMEWORK) INFORMATION

In order to receive a qualification, **YOU MUST PASS ALL THE UNITS IN THE COURSE**. All assessments (in class) and assignments (Homework) must be deemed 'satisfactory' and submitted in accordance with the instructions and within the prescribed timeframe.

You will be provided with ample notice of all assessment dates (all unit information, including assessment dates, is also available in the relevant Unit Outline in Moodle). See [Assessment Policy](#)

a. Absence from In-class Assessment

If you are sick on a scheduled assessment day, a medical certificate (from a certified medical doctor) must be provided - otherwise you will be deemed to have failed the missed assessment. (Please note that a Medical Certificate **MUST** be provided to the College on the first day of your return to College). A new assessment date will be scheduled by your teacher and it is your responsibility to follow-up on this.

b. Assignment Information (Homework)

All assignments must be typed on a word processor. Hand-written assignments will not be accepted or marked. (With the exception of Community Services students who are required to submit hand-written workbooks for some units).

c. Assignment Cover Sheet

A yellow Cover Sheet **MUST** be attached to all assignments/assessments when they are signed-in. The Cover Sheet outlines the Unit Number, Unit Name, due date, submission date, etc. Assignments/assessments submitted without an attached cover sheet will not be accepted. (Cover sheets can be downloaded from Bedford Online (Moodle)).

d. Assignment Timelines

ASSIGNMENTS MUST BE HANDED IN BY 9AM ON THE DUE DATE. Assignments are lodged at the Reception Desk by 9.00am on the due date. Assignments handed in after 9am will incur a 10% penalty and a further 10% penalty will apply for each day thereafter.

e. Absent When an Assignment Is Due

If you are sick on the day an Assignment is due to be submitted, you must make every effort to get your assignment to College by 9.00am on the due date to avoid incurring a penalty. Your work may be submitted by email, fax, or hand delivered as below:

- By email to the reception desk: info@bedford.edu.au (ASSIGNMENTS EMAILED DIRECTLY TO TEACHERS WILL NOT BE ACCEPTED)
- College fax number: 8572 3260
- Hand-delivered and signed-in at the Reception Desk

IMPORTANT NOTE:

- You **MUST** submit the hard-copy (printed) of the assessment/assignment on the **FIRST DAY** of your return to College. A late penalty of 10% per day applies for each day that the hard copy assignment is not handed in.
- Medical Certificates are not accepted for late assignments.
- Be aware that absence from College on the day/s prior to an assessment/assignment may be reflected in your Participation Mark for the unit.

f. Late Assignments Penalty

Your teacher will ensure that you are given adequate time for assignment completion and any assignment handed in late will incur a penalty. A 10% per day deduction from your overall mark will be made for each day that a set assignment is late.

***** Note: All units require a minimum of 60% pass mark. Assignments that are 5 days or more late will lose all available marks (-50%), which will result in a failure for the unit. Some units may contain several assessable components and each component must have a minimum of 60% pass.*

g. Group Assessments/Assignments

If your assessment/assignment is a Group Task (involves two (2) or more students) when the assignment is submitted, each group member must sign an agreement specifying the percentage of work undertaken by each group member.

If the task is not carried out by the group (i.e. members do not work as a team and/or cannot agree on the percentage of work undertaken by each member) but each student submits competent work, a Competent Only mark will be given. NO GRADED MARK WILL BE AWARDED.

h. Re-sit/Re-Submit Assessment/Assignment

In order to receive a qualification (Diploma) you must pass every unit in the course. However, our policy is to allow you ONE opportunity (after a period of revision) to re-sit the assessment.

The details for assessment re-sits are as follows:

- The re-sit (re-submit) assessment must be undertaken within 2 weeks of the original assessment
- You **MUST** attend a compulsory revision class scheduled by the teacher (at the discretion of the teacher)
- You should ensure that you meet with the teacher and go through the assessment in order to identify areas where you have failed
- The teacher will provide you with the date and time of the re-sit assessment and/or the assignment resubmission. This information will be recorded in your College diary.
- You must have a Medical Certificate if you fail to attend the re-sit assessment (MEDICAL CERTIFICATES ARE NOT ACCEPTED FOR LATE ASSIGNMENTS (homework)).
- If you do not attend the re-sit assessment and have no medical certificate, you will be deemed to have **FAILED** the unit
- The Medical Certificate must be handed in on the first day of your return to College
- The highest achievable result awarded for a re-sit assessment is 'Pass'
- Failure of the Re-sit Assessment/Assignment Resubmission

If you are unable to pass (achieve competence) in the re-sit assessment you may re-enrol in the unit order to gain your qualification. This will be done as follows:

- You are able to re-do the unit **DURING THE OCTOBER HOLIDAYS** FOR February students and in **THE JULY HOLIDAYS** for mid-year students **OR** at the end of the year/term (at the discretion of the Student Coordinator for your course)
- (The reason for this is so that you are not overburdened by having to re-enrol in the failed unit whilst trying to stay up-to-date with your current work and the rest of your classmates. You will therefore undertake the failed unit/s at a time when there is less pressure on you.)
- You will be enrolled in the failed unit in Catapult (the online program) – but will need to work on Catapult **AT COLLEGE NOT AT HOME** at days/times as scheduled by the teacher
- The teacher will notify our Admin Department of the dates/times that you are scheduled to attend
- The Admin Department will prepare a roll for you which identifies when you arrive and leave the College on scheduled day/s

- The assessment will be carried out in Catapult – and marked by the original teacher
- You will not receive a graded result for the Catapult assessment. The highest achievable result awarded is 'Pass'

Important Unit Re-Enrolment Information

There is a significant cost to the student for re-enrolling in a unit of study (approximately \$600). Therefore you should attempt to pass all assessments on the first attempt or at least at the re-sit stage.

i. Practicum Assessment

(Early Childhood, School Age Education & Community Services Students)

Practicum assessments are carried out for ECE students at the end of Terms 2 and 3 when teachers visit the Centre and assess students on the job. Students are required to undertake particular tasks at the Centre and the teacher/s will assess the students work and also speak to the Centre Supervisor.

j. Practicum Centre Re-Assessment

(Early Childhood, School Age Education & Community Services Students Only)

Students who do not demonstrate competence during the teachers' practicum visit - or students who were absent from the Centre during the scheduled visit - are required to pay an Additional Practicum Visit Fee of \$200.

k. Results (Competence)

In order to receive an AQF Qualification, you must demonstrate competence in all units of the course. On passing all units in the course, you will receive:

- An AQF Qualification (e.g. Diploma, Cert IV, Cert III); and
- A Transcript of Results (Graded Transcript of Results) – outlining all of the units in which you have demonstrated competence and the grade awarded in each unit.

l. Assessment Marking

Bedford College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Your trainers will discuss all aspects of assessment requirements prior to the activity being conducted. You will receive a graded rating for each assessment activity i.e. Pass, Credit or Distinction, not-completed or In-Progress.

You only get once chance to achieve a high mark in each unit (i.e. Credit or Distinction) – you should set goals for yourself and endeavour to reach the goals through hard work and dedication.

The ways to demonstrate to our assessors that you can perform to the required standard and be classed as 'Competent' and receiving a graded mark include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

m. Assessment Marking –Timeline

The College understands that students are keen to receive their assessment results quickly after completing an assessment. However, it is important to note that marking does take time to complete and can often be quite complex – especially for large assignment tasks. At Bedford we aim

to provide assessment results to students within 10 working days of the assessment date. Students may confirm the date of the availability of results with the teacher after the 10 day period.

n. Graded Transcript of Results

On completion of your studies you will receive a Bedford College Transcript of Results showing the marking scale as below:

THE FOLLOWING MARKING SCALE IS USED FOR ALL UNITS:	
90% - 100%	Distinction
75% - 89%	Credit
60% - 74%	Pass
Less than 60%	Did not achieve competence in the unit
INPROGRESS	Unit is still in progress
INCOMPLETE	Student did not complete the unit
RPL/CT	Recognition of Prior Learning/Credit Transfer

o. Academic Progress Report – Mid Year

A mid-year Academic Progress Report is provided to students at the commencement of Term 3. The Mid-Year Report also includes your attendance percentage.

NOTE: You should be aware that your mid-year Progress Report is the document used for university enrolment applications. Therefore, you MUST ensure that all work, re-sits, assignments, etc. are handed in prior to the end of term to ensure that you do not receive an Incomplete result on your transcript which may be detrimental to your university application.

p. Retention of Assignments/Assessments

The College retains assessments/assignments once student/teacher feedback is completed. These items remain the property of Bedford College. Once handed in, assessments/assignments are kept for a 30-day period, after which time they are destroyed. Some assignments/assessments may be returned to the student at the discretion of the teacher/s.

q. Appeal – Assessment/Assignment Result

Should you wish to appeal the result of an assessment/assignment, you should download a Student Assessment Appeal Application Form from Bedford Intranet (link available through Moodle). The Form provides details on the appeals process and an Application Form on which you may formally lodge your appeal. [Assessment Appeal Policy](#)

NOTE: Assessment appeals must be lodged within 30 days of the original assessment date.

r. Participation

Employers want people with the right attitude; in fact, your attitude is every bit as important as your academic achievement – perhaps even more so. There is a requirement for participation that reflects the attitudes needed to gain entry and flourish in the workplace. Your participation is therefore reflected in your assessment mark in many of the units covered in your course. Below is a list of Assessable Attitudes:

- Commitment
- Appropriateness
- Respect and concern
- Cooperation

- Communication skills
- Conflict/Complaints
- Participation and contribution
- Tolerance
- Positive and resilient
- Responsible and displays initiative

Participation and behaviour demonstrates your ability to:

- **Commit** to the organisation’s standards (including adhering to the organisation’s rules, policies and procedures)
- Act **appropriately** for the workplace context – display workplace etiquette
- Show **respect** and **concern** for others
- **Cooperate** with others fairly and equitably
- Apply effective **communication** skills
- Deal with **conflicts/grievances** with maturity
- Be a **participating**/contributing team member
- Show **tolerance** of individual differences in dealing with co-workers, clients, staff, etc.
- Take a **positive approach** to feedback and exhibit **resilience**
- Display responsibility and initiative

The scale below will be used for assessing appropriateness of **Participation** in each class

Mark (Possible 10)	Displays Appropriate level of Participation	Scale
10	Always	100%
9	Almost Always	90%
8	Frequently	80% - 89%
6	Sometimes	65% - 79%
4	Seldom	50% - 64%
1	Almost Never	< 50%

It is important to note that to be eligible for assessment, students must complete all Units of Competency requirements

s. Trainers/Assessors

All trainers and assessors employed by Bedford College are required to have as a minimum:

- Vocational competencies at least to the level being delivered and assessed;
 - Current industry skills directly relevant to the training and assessment being provided;
 - Current knowledge and skills in vocational training and learning that informs their training and assessment; and
 - Certificate IV in Training and Assessment (TAE40110 or TAE40116), or its successor, or a diploma or higher qualification in adult education
- In addition, trainers and assessors must undertake professional development in the fields of:
- knowledge and practice of vocational training, and
 - learning and assessment, including competency-based training and assessment.
 - See [Bedford College - Staff Policy](#)

t. Plagiarism, Cheating and Copying (Assessment Malpractice Policy)

The College has an Assessment Malpractice Policy in place which outlines the consequences of students' copying work, plagiarising, and otherwise cheating in assessments and assignments.

Plagiarism involves using the work of another person and presenting it as one's own. It is an unacceptable practice. In assignments, you imply that all of the ideas and language are your own, unless you explicitly indicate otherwise. Plagiarism and failure to adequately recognise sources of information will result in mark penalties. Plagiarism is stealing, and is a very serious offence.

Plagiarism can take several forms. The most serious is simply quoting from a source (book or article) without acknowledging by quotation marks and a reference that it is actually from someone else. It is also possible to plagiarise by using a writer's unique ideas (ideas that belong to them and are not generally held) without indicating who expressed that idea - therefore leaving the false impression that the idea is your own. Downloading information from the Internet without acknowledgement is also plagiarism, and can be detected using programs that locate downloaded material easily.

[Assessment Malpractice Policy](#)

u. Definitions of Malpractice

Plagiarism

The Macquarie Dictionary (Delbridge, 1981) defines plagiarism as "The appropriation or imitation of another's ideas and manner of expressing them, as in art, literature, etc., to be passed off as one's own". Hence plagiarism is the taking of someone else's ideas or works and using them as your own.

- Downloading an assignment from an online source and submitting it as your own work.
- Buying, stealing or borrowing an assignment and submitting it as your own work.
- Using another person's file to avoid doing everything by you, for an individual assignment or project
- Copying, cutting and pasting text from an electronic source and submitting it as your own work

To avoid plagiarism of electronic files you should avoid giving access to those files to others. Sharing notebook computers, external hard drives or not locking a computer when you are logged in can mean another person copies your files and therefore your work.

The best way to avoid plagiarism for written work is to use referencing. For subjects at Diploma level, we use the **Harvard Referencing System** which is an international standard used in universities and colleges throughout the world. There are many guides available for Harvard Referencing (see the annexure in the back of this Handbook or click on the link below).

Cheating

According to AskOxford.com, to cheat is defined as to "act dishonestly or unfairly in order to gain an advantage". Thus the act of cheating involves a student using non-approved materials or another person's materials or work to gain an advantage in an examination or assessment. Plagiarism is a form of cheating and will be treated accordingly.

Assisting Cheating

Each student is responsible for his or her own work. Hence, if a student chooses to give their work to another student for the purpose of copying, then the assisting student's mark will also be zero. Students are allowed to help each other verbally but Bedford will not allow students to hand assessment work to another student, or to allow another student to copy work – to do so will incur consequences. In fact, assisting cheating is still cheating.

v. Assessment Referencing

All assignments/assessments must contain Text Referencing and a Bibliography. Students must follow the method of referencing as outlined in 'Referencing Rules' at the back of this Handbook. A copy of the Referencing Rules is also available in Bedford Online (Moodle) under the Student

Resources section. (See also information on Plagiarism/Copying). Bedford College expects that you use **the Harvard** style of referencing when writing your assessments. More information can be found at: https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

A copy of the Assessment Referencing Rules can be found in the back of this Handbook.

16. THIRD-PARTY ARRANGEMENTS

A third party arrangement is one whereby any other party provides services (marketing and training and/or assessing) on behalf of Bedford College. See the ASQA Fact Sheet on Third-Party Arrangements for clarification if required. <http://www.asqa.gov.au/media-and-publications/third-party-arrangements.html>

Surf Life Saving Australia (or an alternative First Aid Provider) is used by Bedford College to provide First Aid training and assessment on behalf of Bedford College.

17. ATTENDANCE

College data consistently shows that low-attending students usually fail and high-attending students nearly always achieve a pass, or higher grades. NINETY PER CENT (90%) OR ABOVE ATTENDANCE IS DEEMED BY THE COLLEGE TO BE SATISFACTORY.

IT IS IMPORTANT TO NOTE THAT STUDENTS WHO DO NOT DEMONSTRATE SATISFACTORY ACADEMIC PROGRESS AND/OR UNACCEPTABLE ATTENDANCE MAY BE IN DANGER OF BEING DEEMED TO BE A NON-GENUINE STUDENT AND THEREFORE COULD LOSE ACCESS TO THE VET STUDENT LOAN.

Students are required to show sufficient self-management and initiative to attend and participate in classes in each subject. If you are absent for any reason, you should telephone the College and inform the Receptionist between 8.30 and 9.00 am. ALL students are required to be punctual to classes. If you arrive late it will be documented on the roll.

The College records each student's attendance in the Student Management System (SMS). This percentage is accurate up to the most recent entry of attendance in the system

Note: Students who leave a class without permission before the finish time will be recorded as 'Absent' on the roll.

a. Attendance Roll

A class roll is marked at every period each day - a number of options apply to absenteeism, which are marked on the roll and appear on your Mid Term Report.

Absence Type	Description	Deducts from Attendance Percentage
AWOL	Absent Without Leave (College has not been informed of your absence)	Yes
SICK	Student has telephoned but has no Doctor's Certificate	Yes
LATE	Arrives Late/Leaves Early	Yes
APPROVED	Approved Leave (in exceptional circumstances – Approved by the Principal)	No
MEDICAL ***	Absent with Doctor's Certificate (maximum 5 sick days per year)	No
RPL	Student has advanced standing approval	No

*** ... Note: Only 5 days leave on medical grounds (certified by a medical practitioner) will be accepted. This is normal practice within a work environment.

b. Late Arrival to Class

In order to be well-prepared for classes, you should endeavour to arrive at College at least 15 minutes prior to commencement of your first class i.e. 8.45 am. You should also be punctual in returning to class from breaks i.e. morning tea, lunch, etc.

**** Note: In an effort to cause a minimum of disruption to other students, students who are consistently late to class will not be allowed to enter the classroom until the start of the next period. Late arrivals to class are recorded on the Attendance Roll as outlined above.*

c. Leave Request Form

If you need to leave College early, are absent for any lessons or require leave for a special purpose, a Leave Request Form must be completed. The Form must be signed by all teacher/s whose class/es will be missed and then handed in to the Admin Office. In exceptional circumstances, the Principal may grant special leave.

d. Personal appointments

All personal appointments e.g. dental, doctors, driving tests, etc. should be arranged outside College hours.

e. Practicum Attendance (Early Childhood Students)

Work Placement (Practicum) is a compulsory component of your course. If you are unable to attend your practicum you must contact your Practicum Centre as early as possible and advise the Director or authorised staff member. You must also contact your Practicum Course Coordinator and advise her of your absence. Non-attendance at work placement is deducted from your overall course attendance.

f. Course Hours

Students are required to attend classes and complete the set assessment activities for all units required for a particular qualification.

Face-to-face Hours

All classes commence at 9.00 am and finish at 3.00 pm. Total of 15 hours per week.

Online-Classroom Hours

Apart from the face-to-face hours, you are also required to undertake a number of online units and/or activities each term (a minimum of 5 hours per week). Assessments for all online units will be undertaken in-class and marked by the teacher.

Supervised Study Period (Optional)

A Supervised Study Period is available every College day from 3.00 pm – 4.00 pm. It is designed to assist students to catch-up on missed work, revise or review work or speak with a teacher about any concerns or questions regarding your course/unit. This service is provided to all students free of charge and every teacher is available during this period.

Homework

Most units that you learn at College will require time spent doing homework, revision and assessment preparation. You should plan to spend approximately 2-3 hours per evening completing your homework.

You only get one chance to achieve a high mark in each unit – you should set goals for yourself and endeavour to reach the goals through hard work and dedication. You are responsible for developing and maintaining good study habits. In order to achieve a satisfactory outcome, you must demonstrate commitment, self-discipline and consistent effort and attention.

Your teachers will discuss all aspects of assessment requirements prior to the activity being conducted and the Unit Outline on Moodle will provide all necessary information on each unit. You

will receive a graded rating for each assessment activity i.e. Distinction, Credit, Pass, Fail.

18. MOODLE (ONLINE CLASSROOM)

Moodle is used by all teachers and students and is a helpful tool which can be used to remotely access:

- Information on each unit
- Unit teacher's name and contact details
- Assessment information, including contact hours, dates and type of assessment
- Resit/resubmit information
- Helpful links, readings and ideas
- Revision and clarification of all units
- Online Units
- A record is kept of your MOODLE activity in Online Classes
- Your assessment results
- General student information and resources
- Staff contact information
- College policies and procedures
- Student Support Services (including Counselling services)
- University website links

19. RECOGNITION POLICY (RPL)

In accordance with the requirements of the RTO Standards 2015, Bedford College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled. Recognition generally takes two forms: Recognition of Prior Learning and Credit Transfer.

a. Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

RPL is a formal acknowledgment of skills/knowledge/competencies already obtained through:

- Formal education
- Work experience
- Life experience

If a student's prior learning through formal training or at work is relevant to the qualification then the student may be exempt from some components of the qualification. The advantage of a successful application is that students will not have to repeat a subject in which they have already achieved a competency.

All students are eligible to apply for RPL. An assessment fee of \$450 per unit of competency applies. See [RPL Policy](#)

b. Credit Transfer (CT)

As a condition of registration, the College is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition. For credit transfer application please use this link: [Credit Transfer Application Form](#)

Steps to apply for Credit Transfer:

- Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
- Complete an *Application for Credit Transfer Form* (above) or from Student Administration at the College.
- Lodge the application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
- The Registrar will review the CT application form and note on the form whether the units applied for are approved or not.
- Appeals must be made within 14 days of the original decision.
-
- A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration.

20. STUDENT COMPLAINT OR APPEAL

Bedford College is committed to providing a fair complaints and appeals process that includes access to an independent external body if necessary. [Complaints Policy](#)

a. What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Bedford College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

b. What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of informing the student of the decision or finding.

c. Natural Justice and Procedural Fairness

Complaints and Appeals are managed at Bedford College in accordance with the principles of 'procedural fairness', also known as 'natural justice'. Both terms are used interchangeably. The opportunity to be heard by an impartial decision maker is at the heart of the rules of procedural fairness/natural justice. It requires a procedurally fair hearing and an unbiased decision being made. All parties to a complaint (complainant and respondent) must be afforded natural justice.

These rules of Natural Justice apply whenever the rights or legitimate expectations of an individual are affected by a decision. Satisfying the rules of natural justice and procedural fairness will vary according to the specific circumstances. There are however important basic principles that apply to every situation. Natural Justice requires:

- the right to be heard;
- the right to be treated without bias;
- a decision being based on relevant evidence.

It is also important that in making decisions, decision makers take into account relevant considerations; do not take into account irrelevant considerations; and act for a proper purpose.

When you register a complaint or appeal at Bedford College, you can be assured that you matter will be heard in accordance with the guidelines set out in this document.

Bedford College undertakes to apply the following principles to its complaints and appeals handling:

d. Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Procedure

This procedure can be utilised by students, including potential students, enrolled, or seeking to enrol, in a qualification with Bedford College to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that Bedford College holds in relation to the student.

During all stages of this procedure, Bedford College will take all steps to ensure that:

- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant or the respondent;
- where the internal or external complaint handling or appeal process results in a decision that supports the complainant, Bedford College will immediately implement any decision and/or corrective and preventative action required and advises the complainant of the outcome.
- A written record of all complaints and appeals is to be kept by Bedford College including all details of lodgement, response and resolution.
- There is no cost to the complainant for utilising this complaint and appeals process.

e. Before an Issue Becomes a Formal Complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The administration support staff are available to assist students to resolve their issues at this level

f. External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to Bedford College that they wish the matter be dealt with through an external dispute resolution process facilitated by an independent third party mediator acceptable to both parties.

An independent mediator will be accessed within 14 working days. It is then up to the mediator, the complainant and Bedford College to resolve the complaint. Bedford College will bear any costs related to mediation. The complainant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the Registrar, or their nominee, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the CEO or their nominee receives the report of the outcomes from the discussion or mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the complaint. Bedford College agrees to be bound by the independent mediator's recommendations and the Registrar, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

g. VET Student Loans Ombudsman

The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations, and make recommendations in relation to VET Student Loans and VET FEE-HELP and

compliance by VET providers with the Act, the HESA and any legislative instruments under either of those Acts. The Ombudsman will report on its investigations and recommend that providers and others take action, or stop certain behaviour, to address identified problems and provide redress to affected students.

For more information go to: [VET Student Loans Ombudsman](#)

h. Further action – complaints and appeals

This agreement and the availability of the complaints and appeals processes do not remove your right to take action under Australia’s Consumer Law (effective 1 January 2011). Students seeking to make an external complaint about any administrative decision should do so after following the Colleges appeals processes by contacting:

NSW Fair Trading
Telephone 13 32 20
www.fairtrading.nsw.gov.au

For complaints relating to an alleged breach of the Colleges’ APP Privacy Policy, students should use the College’s prescribed internal processes for managing complaints as described in this Student Handbook. If unsatisfied with the handling of a complaint related to privacy, the individual should contact the [Office of the Australian Information Commissioner](#)

If a complaint remains unresolved after the external appeal through Fair Trading, the complainant shall be referred to the National Training Complaints hotline:

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The procedures set out in this document do not replace or modify procedures or any other responsibilities, which may arise under other policies or under statute of any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. In addition, these procedures do not circumscribe an individual’s rights to pursue other legal remedies.

i. Enrolment Status during the Complaints period

Where a student chooses to access this policy and procedure, Bedford College will maintain the student’s enrolment while the complaint handling process is ongoing.

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to the Director of Studies. These records will be maintained at 54 Parramatta Road, Glebe, NSW 2037.

All records relating to complaints will be treated as confidential and will be covered by Bedford College’s Privacy Policy.

21. UNIQUE STUDENT IDENTIFIER (USI)

All colleges require students to have a Unique Student Identifier (USI) code to register, recognise and release qualifications and certificates. In order for the College to issue your course qualification and results, you must register for a USI and send a copy of your USI number to the College. For more information [USI - Australian Government](#)

22. FEES, CHARGES, PAYMENTS

Initial fees are payable prior to course commencement and on the first day of each term thereafter. An invoice will be sent to the student prior to the payment date. For a list of current course fees and fees payment schedules please refer [Course Costs](#) and [Calendar Dates](#)

For fee paying students who are not on a VET Student Loan, fees can be paid either:

- Upfront in full, or
- In 10 instalments spread over the duration of the course.

Students who access a VET Student Loan are required to make a gap payment. This can be paid in full or in instalments by arrangement. [Course Costs and Payment Options](#)

Bedford College may discontinue training if the fee is not paid as required. Fees will vary for different courses. Students having difficulties with payments should approach the Finance Manager to discuss the issue before the payment's due date.

A Late Fees Policy applies to fees not paid by the due date (where no alternative payment arrangements have been made). See [Student Fees Late Payment Policy](#)

a. VET Student Loans

Full details and all information relating to VET Student Loans (including eligibility criteria) go to the College website [Bedford College Payment Plans](#) or <http://www.education.gov.au/vet-student-loans>

b. Payment Options

There are several payment options available to students – including VET Student Loans, Study Loans and interest-free Payment Plans. All of these options are explained in full on the College website. [Student Loans and Payment Options](#)

c. Protecting pre-paid fees by students

Under the *Standards for NVR Registered Training Organisations 2012*, Bedford College applies Option three of the acceptable fee protection options for student fees collected in advance.

Bedford College may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, Bedford College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.

d. Consumable Costs

During the first week of College you will be issued with a number of consumable items for use during your studies. Depending on your course and/or elective, you may be required to purchase additional material and/or consumables during the year.

Textbooks/e-Texts

Textbooks and e-texts Registrations may be purchased from the College and will be issued as required.

23. WITHDRAWAL/DEFERRAL/AMENDMENT REFUND POLICY

If a student wishes to withdrawal from a course, they must inform the Registrar in writing by email or regular mail. The following information must be provided:

- Student name;
- The date the course started (or was due to start);
- The reason for withdrawing from the course; and
- Date of withdrawal.

Failure to officially withdraw, results in student incurring all tuition fees.

- [Course Withdrawal, Deferral, Amendment Policy - FacetoFace Domestic Students](#)
- [Refund Policy \(Face to Face Courses\)](#)

The above policies, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the college's appeals processes by contacting:

NSW Fair Trading

Telephone 13 32 20

www.fairtrading.nsw.gov.au

24. STUDENT SUPPORT SERVICES

At Bedford we aim to provide a warm, friendly environment for all students. You will find that you make friends very quickly and are supported by teachers, student services, senior staff and other students.

The College provides the opportunity to access a range of support services to assist with issues relating to course progress and attendance and accommodation issues. This includes:

- Academic and Non-Academic Support
- Counselling Support
- Language, Literacy and Numeracy (LLN) Support
- Personal Counselling
- Additional Needs Support
- Chaplaincy Services
- Referral to External Services

a. Academic Counselling

Where a Trainer or other Bedford College staff member identifies that a student may benefit from additional learning support in the areas of written English, comprehension or mathematics, an Individual Learning Plan (ILP) will be recommended. This may include a requirement to attend structured additional study groups facilitated by your SSO. The Registrar and Student Support Officer/Head Teacher will manage Individual Learning Plans. Students who decline to participate additional ILP support where recommended by Bedford College may have their enrolment reviewed at the discretion of the Principal and/or the Registrar.

b. Personal Counselling

Students experiencing personal problems affecting their study may approach the College' Chaplain to seek to resolve the issues. Where additional support is required, students will be assisted to access support from an external qualified counsellor. All student counselling is treated in the strictest confidence.

The above support could include recommendations to external counselling service providers. Full details can be found on the College website: See [Student Support Services](#)

25. SAFETY & FIRST AID

Bedford College is committed to providing a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment: See [WHS Policy](#)

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- Keep training and assessment areas neat and tidy at all times

- Seek assistance if you volunteer to lift items e.g. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas.

a. Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel.
- Students, trainers and assessors should not undertake any tasks related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.

Charging your iPad

You should ensure that that your iPad is fully charged when you arrive at College. However, there are several power points in the Student Common Rooms/kitchens and some classrooms where you can charge your devices in an emergency. (Please note that iPads and mobiles may not be charged in any computer room or other computer area).

b. Fire safety

- Bedford College will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

c. Computer facilities (Safety)

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximate 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

d. Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Bedford College unless they do so voluntarily and taking all responsibility for any injury caused.

- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.
- Use a trolley where appropriate. A trolley is available at each campus.

e. Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided. See [Work Health and Safety Policy](#)

26. FIRST AID

A qualified first aid person is available at each campus – see Admin Staff for details. All accidents must be reported to Bedford College staff. The accident and any aid administered must be recorded by staff involved.

27. PRIVACY AND INFORMATION

Bedford College takes the privacy of students very seriously and complies with all legislative requirements and obligations related to privacy. Bedford College has in place a Privacy Policy which meets the requirements of the privacy requirements of the Higher Education Support Act 2003 and the information privacy principles set out in the privacy Act 1988 (as amended). This includes the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) and subsequent Privacy Regulation 2013, made under the Privacy Act, which commenced in March 2014.

The Bedford College Privacy Policy (March 2015) can be found on the website. The policy sets out how Bedford College collects, manages and uses information. Students should access and review the APP Privacy Policy and seek clarification or further information regarding privacy from the Bedford College Registrar as required.

Personal information about students studying with Bedford College may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition. [Privacy Policy](#)

28. ACCESS TO YOUR RECORDS

Students are entitled to have timely access to current and accurate records of their participation and progress on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Bedford College, you are welcome to have access anytime and request a copy. If you require access to your records, please make a request to the Registrar and it will be organised. If you consider your personal information to be incorrect, incomplete, out of date or misleading, you can request that the information be amended. If a record is found to be inaccurate, it will be corrected. See the [Records Policy](#)

29. UPDATING PERSONAL DETAILS

Students are required to notify the Administration Department of any changes to personal details within 7 days. This includes:

- Home address
- Mailing Address
- Personal Email address
- Phone number
- Name change (Marriage etc.)

This should be done by email. Records will be updated accordingly. Students should also notify the Admin Department within 7 days if their circumstances change e.g. health, ability to attend college, prescription medication that may affect performance etc. All information will be managed in accordance with the Bedford's Privacy Policy (see website.)

30. CONTINUOUS IMPROVEMENT

a. [Continuous Improvement Services](#)

Bedford College is committed to the continuous improvement of our training and assessment services,

Student services and management systems. Central to this commitment is our approach to Continuous improvement and the procedures we apply to achieve systematic and sustained Improvement.

b. Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool, which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Bedford College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated. See [Continuous Improvement Policy](#)

31. DRESS CODE

Dress standards reflect your professional approach, therefore a high-standard of personal dress and grooming is expected at all times. More information can be found on our website: [Frequently Asked Questions](#)

a. Business Students

Acceptable dress includes: skirts, blouses, tailored pants, jackets and dresses for females, trousers and collared shirts for males.

b. Early Childhood and Community Services Students

Early Childhood students are required to wear black trousers or black jeans (knee length shorts may be worn in summer), a blue Bedford College polo shirt and a black jacket (winter only) (available from the College). You MUST wear closed-in shoes.

c. All Students:

Only a minimum of jewellery should be worn, long hair should be tied back and nails should be kept short. Inappropriate clothing includes: leggings/jeggins, track suit pants or tops, hoodies, short shorts, crop-tops, T-shirts, low-cut tops, hats, denim (jeans, jackets or skirts), ugg boots or thongs. This dress code applies to attendance at College and also at your work placement centre. (Students may dress in neat casual clothes on designated mufti days).

32. GRADUATION

The Graduation Ceremony is held on the last day of Term 4. It is the culmination of the year's work and is the time when students are recognised for their achievements.

a. Special Awards

A number of special achievement awards are presented on Graduation Evening as below:

- College Dux – The student who achieves the highest academic result across all disciplines
- Outstanding Achievement Award – one student from each discipline i.e. Business, Early Childhood & Community Services
- Community Service Award - Student who made a significant contribution to the spiritual life of the College

33. STUDENT MANAGEMENT SYSTEM (SMS)

Student records are stored in the College's Student Management System. These records include: contact details, records of attendance, results & course progress. A diary of behavioural issues, emails to and from teachers, incidences or important notes are also recorded in the SMS.

34. DOCUMENT MANAGEMENT SYDNEY (NOVACORE)

The College has a Document Management System where all policies and procedures, student and staff forms, and other miscellaneous documents, legislative ACTS are stored. Students can access the DMS by clicking the relevant link in Moodle/Student Portal.

35. LOCKERS

All students are provided with a locker to ensure safe, secure storage of personal items. The cost of locker hire is \$20 per student per year. Lockers may not be shared between students. (Please note that the College does not accept responsibility for any items left in lockers). A replacement fee of \$20 is charged for loss of a locker key.

*** *Note: Lockers are accessible only outside class time i.e. before College and during morning tea/lunch breaks.*

36. MOBILE TELEPHONES (USE OF)

Mobile phones are a distraction not only to the user, but to other students and must be **SWITCHED OFF** (not on silent mode) **AT ALL TIMES WHILST YOU ARE IN CLASS**. Your mobile phone should be kept in your locker and not on your desk or in your pocket – it must be **OUT OF SIGHT AT ALL TIMES**. Mobile phones taken into classrooms will be confiscated and returned to you at 3pm. In an emergency, please consult the Admin Office where staff will be happy to take a message and answer your mobile telephone for you.

37. POLICIES AND PROCEDURES

Bedford College has formal policies and procedures in place all of which can be accessed through the Document Management System (DMS) – as outlined above. A range of Policies, Procedures and Forms can also be found on the College website [Downloads](#)

38. PRIVACY

Educational institutions must respect the privacy of individuals as per the Privacy Act (1998). Educational institutions usually collect information from students (and prospective students) including contact details, date of birth, and school attended. Academic information including previous education, current progress reports, attendance and incidents records are also held by the College. Bedford College takes all reasonable precautions to protect the privacy of student records from unauthorised access, misuse or disclosure. See Bedford College [Privacy Policy](#)

a. Student Contact Details

College MUST maintain accurate student contact details. Should you change your residential address and/or home or mobile telephone number and/or your emergency contact person, please advise the Admin Department immediately so that our information is up-to-date.

In the case of International Students, the College is obligated under the Educational Standards for Overseas Students (ESOS) Act 2000, to keep current student contact details. It is therefore your responsibility and your obligation to ensure that the College is kept informed of any changes to your Australian residential address and telephone number.

b. Student ID Card

You will be issued with your student ID card on Orientation Day. The card includes your name, photograph and period of study. Your ID card is to be worn at all times whilst at College. It is used for identification and student concession purposes and should be kept in a safe place at all times. Should you require a replacement card a fee of \$25 applies.

39. STATIONERY/BINDING/PHOTOCOPYING/PRINTING

Stationery, binding, photocopying, etc. is available at Officeworks, 1 Ross Street, Glebe (Glebe Campus) and Officeworks Castle Hill (Norwest Campus). The College does not provide these services for students.

40. STUDENT CONDUCT

Students are provided with a copy of the Student Conduct Policy during Orientation. The policy outlines the behavioural standards expected at the College and includes information on Discrimination, Bullying

and Harassment. Students are required to sign the 'Student Conduct Policy Agreement' on commencement of the course. [Student Conduct Policy](#)

a. Smoking, Drugs and Alcohol

Bedford College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances. No smoking is allowed within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Bedford College premises, to use Bedford College facilities or equipment, or to engage in any Bedford College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

b. Vandalism

Writing on or sticking chewing gum on walls, doors, computers, desks, etc. is vandalism and will not be tolerated. Litter is to be placed in the bins provided.

c. Common Rooms

Common Rooms and kitchens are provided for the convenience of all students. It is the responsibility of students to clean-up after themselves. This includes washing dishes, cutlery, cleaning cooking utensils (including microwaves, sandwich makers, etc). Failure to keep the common areas clean and tidy will result in the rooms being closed for a period of time as advised by the Principal.

41. STUDENT REPRESENTATIVE COUNCIL (SRC)

The Student Representative Council is a student body elected by students to represent students. The purpose of the SRC is to share ideas and bring student concerns to the attention of management and other students. The SRC is also responsible for organising activities for the enrichment of student life and for fund raising.

42. UNIVERSITY ARTICULATION

Detailed information on university articulation arrangements for diploma recipients is available from the Marketing Office at both the Glebe and Norwest Campuses. Students may visit the marketing offices before/after College or during break periods.

43. BUILDING MATTERS

a. Eating Areas

Student Common Rooms are available for students to enjoy food and drink (balconies are also available on each level at the Norwest Campus). Food, drinks (with the exception of bottled water) is not permitted in any classroom, computer labs or hallways. Students MUST NOT carry liquids or hot food or drinks between rooms at any time.

b. Common Rooms

Common Rooms are for the convenience and enjoyment of all students. Kitchen facilities are available; however, students must be considerate when using the facilities and equipment. Microwave ovens, refrigerators, cooking appliances and utensils are available and you are responsible for cleaning up after yourself.

c. Out of Bounds Areas (Glebe Campus)

- The Photocopier/Utility Room – Level 1
- The stairwells (other than between the Ground Floor and Level 1)
- The Car Parking Area and Loading Dock
- Patio at front of building
- Patios and front entrances of neighbouring buildings
- The back fire stairs and back entrance (except in case of fire)
- The Staff Room/Staff Kitchen – Ground Floor

d. Out of Bounds Areas (Norwest Campus)

- The Photocopier/Utility Room, Level 1
- The Staff Room – Basement
- The Garage & Staff Parking areas
- Patios and entrances to neighbouring buildings

e. Parking Permits (Norwest Campus only)

A valid Parking Permit must be clearly displayed on the dashboard of your vehicle when parking in Bedford College car spaces. Please see the Admin person at Norwest for more details.

f. Reception Areas

Common Rooms are provided for the use of students to sit and relax between classes. The Reception Areas at each campus are for visitors use only.

g. Environmental Sustainability/Recycling

Where possible, all waste at the College is recycled. Appropriate rubbish repositories are provided for recycled waste which includes: paper, food, cans, bottles, etc.

See [Environmental Sustainability Policy](#)

h. Security

In order to maintain a secure environment, the College's main door and the elevator entrance are secured. Students should ensure that doors are closed after arriving or leaving college and that no person/s (other than fellow students) enters the premises. Doors may not be 'propped open' at any time. This also applies to all fire doors which are located through each building.

i. Study Room, Room 1, Business Campus, Glebe and Break Out areas Level 1, Norwest

The Student Study Room/Break-Out Areas are available for all students' use outside class hours. These rooms/areas are open from 8.30am-5.00pm, and may be used to catch-up, and/or revise work, complete assignments, check College emails, etc. (Please note that Laptop Computers may not be used in any computer rooms, Room 1 (Glebe) or in the Computer Breakout Area (Norwest)).

Laptop computers, iPads and mobile telephones **MAY NOT** be charged in the Study Room/breakout area or any other computer room/area. (See Charging your Laptop, iPad, Mobile Phone in this Handbook)

44. COMPUTER AND RELATED INFORMATION

a. Acceptable Use of IT Facilities and Computers Policy

The College has a policy in place which governs the use of computer and IT equipment at Bedford College. Every employee and student is required to adhere to the terms and conditions as outlined in the policy. [Acceptable Use of IT Facilities and Resources](#)

b. Bedford Online (Moodle)

Students are provided with remote access to College classrooms through the Online link on our website at www.bedford.edu.au. On keying in your user name and password you will be given access to Bedford College Online which will allow you to enter your online classrooms and read/collect/lodge notes and messages, remit and collect assignments etc. One subject per term is delivered on Moodle and attendance is recorded by the supervising teacher.

Note: Moodle also contains the link to the Document Management System (DMS) where all of the Policies and Procedures are located (please see the Policies and Procedures section of this Handbook for a list of Bedford College policies).

c. Computer Rooms

Computer labs are equipped with the latest hardware and industry standard software applications. In order to maintain our computer equipment in optimum order, a list of rules associated with their use can be found on the noticeboard in the computer lab/s.

- You must not bring any food or drink into any computer laboratory
- DO NOT attempt to fix computer problems yourself - report all problems to the teacher
- You may not use the computer laboratories unless a teacher is present (with the exception of the Student Study Room (Room 1, Glebe Campus) and the Breakout Area (Norwest Campus))
- Do not adjust the default settings on any computer
- Do not turn computers/terminals on and off – this causes unnecessary wear and tear
- Follow appropriate procedures for booting computers i.e. Warm Boot, Reset, etc.
- Handle all computers/terminals, printers and consumables with care – they are fragile
- Do not use recycled paper in the printers (this can void the manufacturer’s warranty)
- Your directory password is unique – do not share it with other students
- Do not save or retrieve work from another person’s directory
- Put away all textbooks, resources, etc. at the end of the lesson
- Make sure that you log off at the end of each computer session
- Turn off the Monitor (only) at the end of each day
- Do not spend unnecessary time on the Internet
- Do not waste valuable class time - you have lots of work to complete
- Do not charge mobile phones or other devices in the computer rooms or breakout areas
- Desktop computers are provided for all students in computer rooms - laptop computers may not be used

Students in breach of the above rules may be sanctioned under the Student Conduct Policy.

d. Wi-Fi Service

Wi-Fi is available free for students to assist with learning. This includes accessing your e-texts, researching, checking College emails, and working in the Online Classrooms. Content filters have been applied to the Wi-Fi service to prevent downloading and access to unauthorised and inappropriate sites and materials.

e. College’ Email Addresses

You are provided with your own College email address which will remain active for the duration of your course. This address is used for messages between teachers/students, admin/students and students/students.

f. Accessing Your Emails Remotely

- Go into Internet Explorer and type: <http://mail.bedford.edu.au> then press enter
- When prompted, key in your: User name: msmith
- Password: yourpassword

g. Emailing Your Work Between Home and College

If you wish to work on an assignment or other document when you are at College but also when you are at home, you can email it to yourself from either location. You should ensure that you **USE ONLY YOUR Bedford College EMAIL ADDRESS** for this purpose otherwise your document may not be accessible through our firewall or virus protection software. For more information, please speak to your computer teacher.

h. Internet Access

The Internet is a learning tool for use by all students. In an effort to discourage improper use and avoid wasting valuable learning time, the most commonly used social media sites, games sites and other inappropriate websites have been blocked.

i. Printing

Homework, assignments, projects, correspondence (with the exception of class work) may not be printed at College. Printing should be done at home and is also available at Officeworks and other selected stationers/printing companies.

j. USB Devices

In an effort to minimise the possibility of computer viruses, the USB connections on student terminals are not connected. Please see 'Emailing Your Work' above for more information.

k. iPads/Laptop Computers

iPads are used as a learning tool for College work and may be used in class as directed by the teacher.

At the discretion of your teacher, laptops and iPads may be used in class for:

- taking notes, reading from textbooks, research as directed by teacher, manage/store your files/notes for future reference
- Bring a fully-charged iPad to College every day
- Ask permission before recording audio or taking photos/videos of class mates or staff members

45. STUDENTS' OBLIGATIONS

*R*esponsibility:

I will take responsibility for my own actions

*E*steem:

I will build esteem in myself, the College and other students

*S*tay Healthy:

I will insist on maintaining and improving my own physical and mental health and will encourage others to do the same

*P*lanning and Executing:

I will develop, execute and stick to a realistic plan

*E*mpathy:

I will anticipate the impact that decisions and actions have on others. I will put myself in the other person's shoes

*C*onfront:

I will confront differences honestly, quickly and directly with the person involved

*T*rust:

I will listen with respect. I will keep my commitments. I will be open and honest. I won't say what I don't mean.

= *RESPECT*

46. COLLEGE CONTACT DETAILS

Glebe Campus

54 Parramatta Road, Glebe, 2037

Phone: (02) 8572 3260 or 1300 174 174

Fax: (02) 8572 3261

Website: www.bedford.edu.au

Email: info@bedford.edu.au

Norwest Campus

2 Columbia Court, Baulkham Hills, 2153

Phone: (02) 8572 3260 or 1300 174 174

Fax: (02) 8572 3261

Website: www.bedford.edu.au

Email: info@bedford.edu.au

47. BEDFORD COLLEGE - MANAGEMENT AND SENIOR STAFF

NAME	POSITION	EMAIL CONTACT
Christina Scaife	Principal/CEO (Glebe & Norwest)	cscaife@bedford.edu.au
Merran Renton	Deputy Principal/Business SSO/Head Teacher Glebe & Norwest)	mrenton@bedford.edu.au
Christine Laurent	Registrar (Glebe & Norwest)	claurent@bedford.edu.au
Nina Barca	SSO/Head Teacher ECE (Glebe & Norwest)	nbarca@bedford.edu.au
Melanie Cameron	SSO/Head Teacher – Community Services ECE Practicum Centre Coordinator and Online Teacher (Glebe & Norwest)	mcameron@bedford.edu.au
Nicole Worsman	Finance Manager	nworsman@bedford.edu.au

48. BEDFORD COLLEGE ADMINISTRATION STAFF

NAME	POSITION	EMAIL CONTACT
Jane Choy	Administration Assistant (Glebe)	jchoy@bedford.edu.au
Penny Laplain	Administration Assistant (Norwest)	plaplain@bedford.edu.au
Rachelle Perceval	Marketing/Admin Assistant	rperceval@bedford.edu.au
Alyssa Searles	Chaplain	chaplainGL@bedford.edu.au

49. ADDENDUM 1 - REFERENCING RULES

In academic writing, an author almost always draws some material from the writing and research of others and it is essential that these sources of information be acknowledged.

Referencing allows the reader to find the same sources of information that you did, to enable them to read more on the topic or to check your interpretation. Referencing makes it clear when you are drawing your own conclusions from the evidence presented, or where you are quoting or paraphrasing from another person's work. Most importantly, by referencing you avoid plagiarism.

Plagiarism is to pretend that ideas or language of other people are your own. In your assignments, you imply that all of the ideas and language are your own, unless you explicitly indicate otherwise. If you fail to make clear that sections of your work are not your own, then you are guilty of plagiarism. Plagiarism is stealing, and is a very serious offence.

When to reference.

You must reference when you are quoting the exact words of another writer; summarising ideas or material based on the work or ideas of another writer; or paraphrasing – putting the work of another writer into your own words.

1. Referencing styles

There are many different styles of referencing; at Bedford College we use the APA method of In-Text Referencing.

The explanations below provide examples of how this method of referencing must be used.

At the point in your assignment that you mention another writer's work, it must be identified by giving the author's surname and the year of publication.

1. When the author's name occurs naturally as part of the sentence, place the year of publication in parentheses after the name. In her well-known study, Wilson (1998) states that ...
2. Within the same paragraph, there is no need to include the year for subsequent references to a study.
3. When the name is not in the text, place the surname and year in parentheses at an appropriate point (often best placed at the end of a sentence)
 - a. A recent study has shown that certain medications can assist in the treatment of Alzheimer's disease (Murrell, 1999).
 - b. Note: Points 1 and 2 apply to one or more authors.
4. When there are two authors, cite both authors every time the reference occurs in the text.
 - a. (Foster & McLellan 1997)
Foster and McLellan (1997) theorised that ...
5. When there are three, four or five authors, cite all authors the first time, then for subsequent citations, only use the surname of the first author followed by 'et al.' .
 - a. (Bunby, Wilson & Abbott, 1999)
Bunby et al. (1999) found that
6. When six or more authors, cite only the surname of the first author, followed by 'et al.'. (In the Reference List or Bibliography you must provide the surname and initials for each author).
 - a. (Bunby, et al. 1994)
7. When there is no author, items should be cited using the title. If it is the title of a chapter or article, use double quotation marks around the title. If it is the title of a book, web page,

report, etc. underline the title.

Do NOT use Anon. or Anonymous.

- a. ("Study Finds", 1992)
Oxford dictionary for scientific writers and editors (1991) defines ...
8. When there is no publication date, use n.d. for no date.
 - a. (Wilson, n.d.)
Wilson (n.d.) disagreed with ...
9. Always give page numbers for direct quotations.
 - a. (Wilson, 1995, p. 189)
10. When referring to a source quoted in another work, cite both in the text.
 - a. (James cited in Randall, 1989)
..The results of a study by James (as cited in Randall, 1989) demonstrate that ...
 - b. You will only list the work by Randall in your bibliography
11. When there is more than one work by the same author published in the same year they should be distinguished from each other by attaching a lower case letter to the publication date.
 - a. (Robinson, 1992a; Robinson, 1992b)
12. When more than one work is cited, separate the details with semi-colons.
 - a. (Braddon, 1995; Harvey, 1993)
Harvey (1993) and Braddon (1995) showed that.

Note: If you are citing more than one work in parentheses - put the references in alphabetical order, not date order.

TEXT REFERENCING

List the following details, in order:

Name/s of author(s), editor(s) (surname, and initials)

Year of publication in parentheses (followed by a full stop)

Title of publication underlined or in italics (followed by a full stop)

Edition (in parentheses) if other than the first (followed by a full stop) (edition always abbreviated to ed.)

Place of Publication (followed by a colon)

Publisher (followed by a full stop)

Single author/editor

Wilson, R. J. (1998). *Abnormal psychology* (3rd ed.). New York: Freeman.

Two or more author(s)/editor(s)

Kivelson, M. G., & Russell, C. T. (Eds.). (1995). *Introduction to space physics*. Cambridge: Cambridge University Press.

No author/editor

If there is no author or editor, use the title as the first element in the citation, followed by the year.
Oxford dictionary for scientific writers and editors. (1991). Oxford: Clarendon.

1. CHAPTER IN A BOOK

List the following details, in order:

Author(s) of chapter (surname, initials)

Year of publication in parentheses (followed by a full stop)

Chapter title (followed by a full stop)

Editor/s of book preceded by "In"

Title of book underlined or in italics

Page numbers of chapter in parentheses (followed by a full stop)

Place of Publication (followed by a colon)

Publisher (followed by a full stop)

Forgas, J. P., Burnham, D. K., & Trimboli, C. (1991). Mood, memory and social judgments in children. In K. M. McConkey, & N. W. Bond (Eds.), *Readings in Australian psychology* (pp. 369-383). Sydney: Harcourt Brace Jovanovich.

1. JOURNAL ARTICLE

List the following details, in order:

Author/s of article (surname, initials)

Year of publication in parentheses (followed by a full stop)

Title of article (followed by a full stop)

Journal Name underlined or in italics (followed by a comma)

Volume number underlined or in italics (followed by a comma if no issue number is given)

Issue number in parentheses (only needed if issues are individually paginated) (followed by a comma)

Page numbers

Klimoski, R., & Palmer, S. (1993). The ADA and the hiring process in organisations. *Consulting Psychology Journal: Practice and Research*, 45 (2), 10-36.

If there is no volume or issue number - use the date.

White, A. (2002, February 22).

3. NEWSPAPER ARTICLES

List details as for journal articles, however for the date, use the year, then the month and day of issue.

Page number/s are placed at the end of the citation and preceded by "p." for a single page, or "pp." for more than one page.

Rifkin, J. (2000, July 25). Halt before we reap the whirlwind, Sydney Morning Herald, pp. 15, 17.

4. CONFERENCE PAPERS

List details as for chapters in books.

Thoms, M. C. & Swirepik, J. (1998). Environmental flow management in New South Wales, Australia. In H. Wheater & C. Kirby (Eds.), *Hydrology in a changing environment: proceedings of the British Hydrological Society International Conference*, (pp. 281-287). Chichester: Wiley.

- Non-book Resources (Multimedia)
- 1. VIDEOS

List details as for book, and include the form of the item, e.g., videotape, after the title.

Names of primary contributors (usually producer & director) (full stop)

Year of production in parentheses (full stop)

Title of video underlined or in italics

Medium in square brackets, e.g. [Videotape] (full stop)

Name and location of distributor in parentheses

Ducat, V. (producer). (1991). Waste not, want not [Videotape]. (Available from: Film Australia: Lindfield, NSW)

2. SINGLE EPISODE FROM A TELEVISION SERIES

These can be difficult to reference, as the required information is often not available, but the following details should be listed if possible:

Scriptwriter (surname & initials) (full stop)

Year of production in parentheses (full stop)

Title of episode

Director's name followed by ,Director in parentheses (full stop)

Producer's name preceded by "In" and followed by Producer in parentheses (comma)

Title of series underlined or in italics (full stop)

Place of production (colon)

Production company (full stop)

Momberg, J. (Ed.). (1996). Other people's children. In V. Moncrieff (Producer), *Four corners*. Sydney:

Australian Broadcasting Company.

3. A TELEVISION BROADCAST

These also can be difficult as you may not have all the information.

Producer or Executive Producer (surname & initials) (full stop)

Year and day and month of broadcast in parentheses (full stop)

Title followed by [Television broadcast] (full stop)

Place of broadcast (colon)

Name of broadcaster and/ Production company (full stop)

Sexton, M. (2002, December 5). Silent Flood [Television broadcast]. Sydney: Australian Broadcasting Corporation.

50. ELECTRONIC RESOURCES

1. ONLINE JOURNAL ARTICLES

List the following details, in order:

Author(s) of article (surname and initials)

Year of publication (in parentheses) (full stop)

Title of article (full stop)

Journal Name (underlined or in italics)

Volume number (underlined or in italics) (comma if no issue is given)

Issue number (in parentheses) (only needed if issues are individually paginated) (comma)

Page numbers or indication of length (full stop)

Retrieved month day, year (comma)

Database name (if article found in a database) preceded by "from"

or

URL (if article not from a database) preceded by "from"

2 WEB PAGES

List the following details, in order:

Author(s) of page (full stop)

Date of publication in parentheses (full stop)

Title of page underlined or in italics (full stop)

Retrieved month day, year (comma)

URL preceded by 'from'

Perry, R. (1997). Attention Deficit Hyperactivity Disorder (ADHD) Causes. Retrieved July 31, 2000, from <http://www.nyspsych.org/cybercol/sept97/perry.htm>

3. WEB PAGES WITH NO AUTHOR

Salinity in Western Australia - an introduction. (1999). Retrieved January 25, 2000, from <http://www.agric.wa.gov.au/progserv/natural/trees/Salinity/salwa.htm>

4. WEB PAGES WITH NO DATE

Strauss, S. (n.d.). Pilot fatigue. Retrieved July 31, 2000, from http://www.ozemail.com.au/~dxw/Pilot_Fatigue.html

m. A REFERENCE LIST

Apart from noting the reference details within the text of your work, you must also include a Reference List at the end of the document. This alphabetically ordered list must appear under the heading **References** at the end of your work and include the information necessary to identify ALL sources of information referred to in the text of your work.

n. BIBLIOGRAPHY

This alphabetically ordered list appears at the end of your work and includes full reference to all material used for background reading.