

# Student Handbook



2019

Terms and Conditions

V01-00, 030519

# Useful information

## Disclaimer

This guide contains information that is correct at the time of printing. Changes to legislation and/or Central Coast Community College policy may impact on the currency of information included. Central Coast Community College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer, or by contacting Central Coast Community College.

This guide has been prepared as a resource to assist students to understand their obligations and also, those of Central Coast Community College. Please carefully read through the information contained in this guide. Any queries can be directed to:

**Central Coast Community College** RTO ID: 90304

The Lodge, South Loop Road, Newcastle University Campus Ourimbah

PO Box 156 Ourimbah NSW 2258

**T:** 02 4348 4300

**E:** [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

**W:** [www.cccc.nsw.edu.au](http://www.cccc.nsw.edu.au)

*Central Coast Community College acknowledges the traditional custodians of the land upon which we share our knowledge with each other and the wider community. We pay our respects to elders past and present, and to all Aboriginal and Torres Strait Islander peoples.*

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## Your Details:

<b>USI:</b>	
<b>Course of study:</b>	
<b>Trainer name:</b>	
<b>Trainer Phone:</b>	
<b>Trainer Email:</b>	

# Welcome!

**Congratulations on your choice to undertake a course with  
*Central Coast Community College.***

## About Us

We are a community owned organisation and proud of the work we do to support the Central Coast and our metropolitan and regional clients. *Central Coast Community College (the College)* has provided educational programs for our community since 1982 and has grown to be one of the largest Community Colleges in NSW.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in many subject fields from Certificate II all the way to Advance Diploma.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 90304.

### **Our Vision:**

A community with raised aspirations where people are empowered to achieve their potential and enjoy success.

### **Our Mission:**

Our College is a stepping stone for students and businesses to reach their full potential through a genuine and supportive person-centred approach.

### **Our Values:**

- Person centred
- Innovative
- Responsive
- Respectful and honest
- Celebrate success
- Value community and culture
- Teamwork

*The College* operates as an independent, not-for-profit company limited by guarantee to provide high quality, adult education courses and activities to meet the expressed needs of the local community. It is our vision to create a community with raised aspirations where people are empowered to achieve their potential and enjoy success.

*Our College* is a stepping stone for students and businesses to reach their full potential through a genuine and supportive person-centred approach. We continue to evolve to meet the needs of business and community members in their pursuit of innovative education and training opportunities, and to reach out to those who need assistance to realise their education goals and participate productively.

The organisation was established in 1989 and became a Registered Training Organisation in 2000. *The College* focuses on delivering education and learning programs that meet the social, economic and cultural needs of the community, and is known for the friendly, supportive, flexible and inclusive environment it provides to participants.

We offer accredited vocational training in specialised fields, including leadership and management, aged care, beauty, information technology, and work, health and safety, as well as general interest courses such as photography and modern foreign languages.

The main campus is located in Ourimbah supported by other venues as required. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods.

We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online delivery, and
- A combination of the above

Community Colleges aim to enrich lives, to strengthen organisations and to build communities through innovative high-quality education and training tailored to the individual. We offer purpose-built training facilities that provides students with a realistic working environment, but we can also come to you! Our trainers are specialists in their fields and ensure that all students receive individualised, high quality training that will help enhance their skills and knowledge for both personal and professional development.

The point of difference is our approach, our reason for existing and our community-based governance. *Our College* is governed by Board of Directors made up of dedicated community leaders, who employ a Chief Executive Officer, management and administrative staff to oversee *the College*.

We listen to what the community needs, and we tailor our education and training programs to meet those needs.

*Our College* receives funding from NSW Department of Education and Communities, the Department of Education and Training, and State Training Services. We also offer competitive fee-for-service courses to diversify our revenue stream to ensure we have a financially sustainable business model.

We are a Registered Training Organisation and deliver qualifications from the Australian Qualifications Framework. The Australian Skills Quality Authority (ASQA) monitors *the College's* performance and quality through rigorous quality audits to ensure that we continue to meet national standards.

## Legislation

As an RTO, *Central Coast Community College* ensures that its training policies and procedures comply with relevant Commonwealth, Federal, State or Territory legislation and regulatory requirements and that its staff and learners are informed of legislation which significantly affects their duties or participation in training. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, *the College* abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

*The College* is dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework. More information about these regulations and legal frameworks can be found at:

[www.comlaw.gov.au](http://www.comlaw.gov.au) (this is the Australian Government website for Commonwealth Law) and [www.asqa.gov.au](http://www.asqa.gov.au) (this is the website for the regulator of Australia's VET sector)

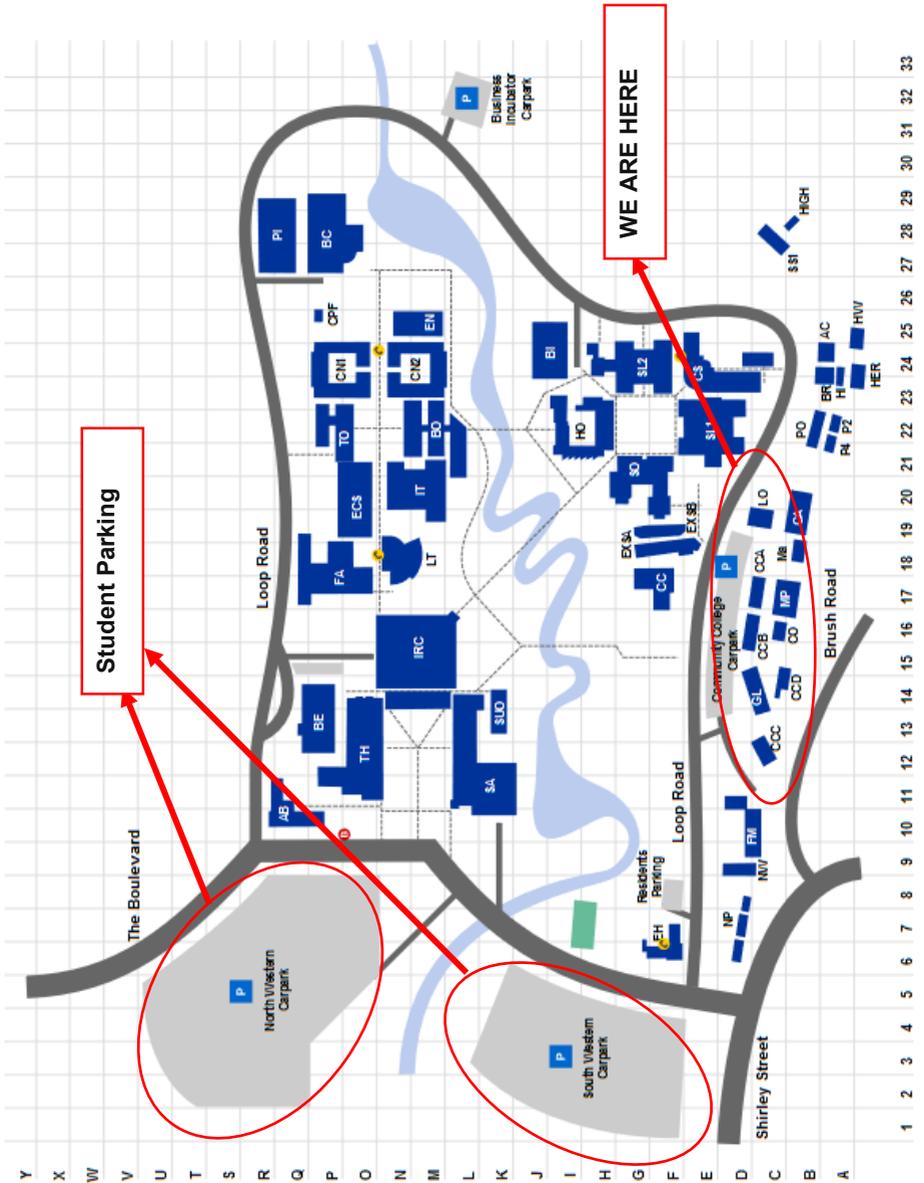
## Contacting Us

Our contact details are listed in the **Important Details** section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with *Central Coast Community College*.

Our main Campus is located at Ourimbah, where we are co-located with the University of Newcastle and Hunter TAFE. Our main office is called 'The Lodge' – please see below map for more information.

Newcastle University Ourimbah Campus,  
South Loop Road,  
Ourimbah NSW 2258  
T: 02 4348 4300  
E: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)  
W: [www.cccc.nsw.edu.au](http://www.cccc.nsw.edu.au)





# General Information

## Code of Conduct

As a responsible member of the VET community, *Central Coast Community College* follows a Code of Conduct which outlines how students can expect us to behave. Similarly, *the College* has expectations for student behaviour. *Central Coast Community College's* Code of Conduct states that:

*'The College promotes a culture that values high ethical standards and behaviours. The College will not condone any behaviour or actions that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person or group of people or which puts the association's reputation at risk.'*

When students enrol into a *College* program they must agree to the terms and conditions outlined in this handbook:



## Student Rights

*Central Coast Community College* will ensure that all enrolled students will:

- Be treated fairly and with respect
- Be provided with a safe training environment free from harassment and discrimination
- Have their personal information stored, maintained and protected in accordance with the National Privacy Principles and have access to that information on request
- Receive the training and support necessary to achieve educational goals
- Be provided with sufficient information regarding the requirements of the training program to enable them to make an informed decision regarding enrolment
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to their enrolment
- Be fully informed of fees and charges to complete their training, including charges for equipment and other resources as required
- Be consulted to modify their Training Plan if required
- Receive quality training and assessment that meets the Standards for RTO's 2015
- Have opportunity to present recognition of prior learning (RPL) and credit transfer (CT) at the commencement of training
- Receive information relating to deferring or discontinuing studies
- Receive an accurate Certificates and/or Statements of Attainment on successful completion of an accredited training program
- Have access to the College consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

### Student Responsibilities

All students must ensure that they:

- Treat all staff, students and the public with respect, fairness and courtesy
- Provide true and accurate information throughout the course of their enrolment
- Provide a valid USI on enrolment.
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS related instructions
- Wear enclosed, flat non slip sole footwear as the wearing of thongs or walking barefoot is not permitted on campus
- Are punctual and attend all scheduled training and assessment sessions
- Behave in an ethical and responsible manner when on campus
- Complete assessments as scheduled and meet assessment deadlines
- Do not plagiarise, collude or cheat in any assessment event
- Do not cause damage to equipment or facilities including the prevention of the introduction of viruses to College computers
- Do not illegally copy software or install software onto College computers
- Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments
- Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- Do not use offensive language, smoke in any designated non-smoking areas, are free from drugs and alcohol at all times, or litter on or around campus.

If a student does not meet these responsibilities, consequences may include, but are not limited to:

- Formal reprimand (warning)
- Suspension or cancellation from the course without refund and/or credit
- Student to reimburse the costs incurred by any damage caused
- Matter referred to the police

## College Rights

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported
- Adjust course fees, times or dates for the whole or any part of a program as required

## College Responsibilities

As an RTO, we have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment
- Do our best to make sure that students can complete their course in ways that are convenient to each individual
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available
- Protect the welfare of children and other vulnerable people who may come into contact with our students during the workplacement or work experience components of a course, visits to industry and simulated workplace settings.
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

## Organisational Change

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

## Student Feedback

*Central Coast Community College* is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of study.

## Student Portal

Upon successful enrolment, students will be given access to the *Central Coast Community College* Student Portal where they can find a range of information, resources and forms. It is strongly recommended that students log in and set up their account, so they can access these resources at any time. Log in to the MYCC Student Board at <https://www.skillsoncourse.com.au/portal/login>.

## Trainees and Apprentices

Australian apprentices or trainees may be eligible for financial assistance from the NSW State Government for expenses such as travel and accommodation and vehicle registration. For more information, phone Training Services NSW on 13 28 11, or visit their website [https://www.training.nsw.gov.au/apprenticeships\\_traineeships/index.html](https://www.training.nsw.gov.au/apprenticeships_traineeships/index.html)

The Australian Government also supports Australian apprentices through a range of services and various assistance that students may be eligible to receive. Information can be obtained through the Australian Apprenticeship Support Network (AASN) by phoning AASN General Enquiries on 13 38 73, or visiting the website at <https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network>.

## Support Services

As part of the overall engagement process, *Central Coast Community College* will work with students to ensure any special learning and training needs are met. This includes the opportunity for students to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

*The* College is concerned for the welfare of its students. If students are experiencing difficulties and/or require counselling or personal support, there are many professional organisations well equipped to offer services to help.

Support Services include:

### **Central Coast Community College Support**

Phone: 02 4348 4300

Email: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

### **Ourimbah Student Support Unit**

[counselling@newcastle.edu.au](mailto:counselling@newcastle.edu.au)

Adjacent to Library 02 4348 4060

Chaplaincy Centre Central Coast campus

[roy.hazlewood@newcastle.edu.au](mailto:roy.hazlewood@newcastle.edu.au)

02 4348 4036

**Lifeline:** 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

**Beyond Blue:** 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

**Salvation Army:** 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

**Reading Writing Hotline:** 1300 655 506 or

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

## Travel and Transport

Central Coast Community College is close to public transport links and the M1 Pacific Motorway. The University of Newcastle website provides more details about transport options <https://www.newcastle.edu.au/current-students/campus-environment/transport-and-parking/getting-to-central-coast-campus-at-ourimbah>

## Work and Development Orders

Work and Development Orders (WDO) are made by Revenue NSW to allow eligible customers reduce their fines through training. Visit Revenue NSW website for more details <http://www.revenue.nsw.gov.au/fines/eo/wdo>. The College is an approved organisation and may be able to assist students with a WDO. Please contact Student Services (4348 4300) to find out if you are eligible.

## Campus Life

### Yourimbah

Yourimbah is the student association here on Newcastle University campus. They take care of life outside classes - from offering delectable food, beverage and cafe options, to retail services, great campus entertainment, sport and clubs. Yourimbah can also be student



representation on campus assisting with academic, administrative and welfare related issues.

Yourimbah offers:

- Involvement – Membership, Hungry Students, clubs, societies, sport
- Representation – The Student Representative Committee (SRC)
- Entertainment – Events and Activities
- Services & Facilities – Help Desk, Your Gym, Multipurpose Court
- Retail – Cafeteria, Cafe Bar, Blue Gum Cafe and Function Catering

*Central Coast Community College* students can join Yourimbah for just \$5 and gain access to a huge range of discounts and great campus benefits!! Visit <https://www.yourimbah.com.au/> for more information.

## Security

*The College* campus are secured at the completion of each day. To ensure the security of belongings, students are advised to not leave valuables unattended whilst on the campus. Security can be contacted on 02 4348 4222.

## Snakes, wildlife and other animals on campus

It is possible at times to encounter native wildlife such as snakes, spiders or other animals whilst on campus. If wildlife or an animal that may pose a risk to others is encountered, please call Security who can barricade an area and take further actions if required.

Students can also contact WIRES (NSW Wildlife Information, Rescue and Education Services Inc.) directly on 1300 094 737 if you would like to report any orphaned or injured wildlife.

### Harassment, bullying and Anti-Discrimination

*Central Coast Community College* considers harassment to be any behaviour that offends, humiliates or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under the NSW Anti-Discrimination Act (1977).

Harassment can take many forms, including:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms.
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual).
- Offensive gestures.
- Ignoring, isolating or segregating a person or group.
- Referring to a person who is transgender by their previous name or gender, or calling them "it".
- Staring or leering in a sexual manner.
- Sexual or physical contact, such as grabbing, kissing or touching.
- Intrusive questions about sexual activity.
- Unwelcome wolf whistling.
- Repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say “no” before any behaviour or action can be considered harassment.

It is also against the law for anyone to:

- Victimise anyone because they complained about harassment, or
- Victimise anyone because they supported someone who complained about harassment.

## **Environmental Sustainability**

*Central Coast Community College* is committed to improving our environment by reducing energy use, increasing our recycling, using renewable energy, reducing water consumption and reducing waste to landfill. We encourage all students, staff and visitors to participate.

## **Smoking, Alcohol and Drugs**

*The College* provides a safe and healthy workplace for staff, students and visitors to our campus. Please abide by the smoking designated areas provided.

Any student under the influence of drugs and/or alcohol is not permitted on *the College* premises, to use *College* facilities or equipment, or to engage in any *College* activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## Student Beauty Salon

*The College's Student Beauty Salon is located on campus. A range of beauty treatments are performed in our purpose-built training salon by our talented beauty students, while supervised by one of our qualified trainers.*

To make a booking, call the salon on 02 4349 4938 between 9:00am – 2:30pm Monday, Tuesday and Wednesday. Appointments are available on Wednesdays between 9:30am – 12:30pm.



## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at *Central Coast Community College*. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Students will be provided with a work health and safety overview at the commencement of each program and are expected to follow all instructions provided by training and other staff in the event of an emergency. Report any near miss, incident or hazard immediately. An Injury/Incident/Hazard form is available in each classroom or by downloading a copy from the Student Portal.

# College Policies

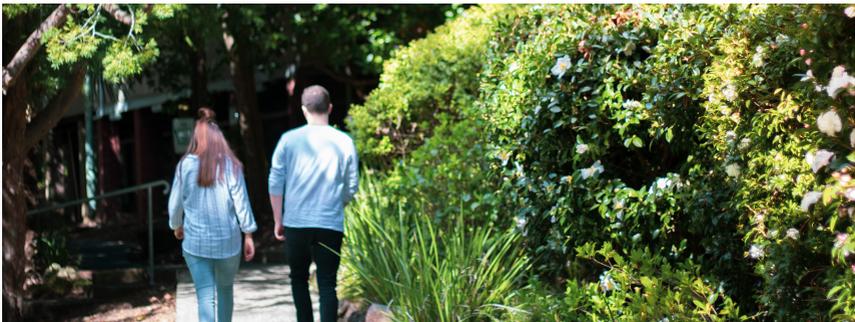
The following policies underpin *Central Coast Community College's* operations. To access the full range of policies please contact Student Services for more information.

## Access and Equity

*Central Coast Community College* will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. *The College* prohibits discrimination based on factors including:

- Gender
- Ethnicity
- Religious background
- Race
- Marital Status
- Sexual Orientation
- Age
- Parental Status
- Language

*The College* will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and LLN support.



## Central Coast Community College Customer Protection Officer:

**Name:** Karita Crossman

**Position Title:** RTO Manager

**Contact Details:** Phone: 02 4348 4300

**Email:** [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)



## Unique Student Identifier

The Unique Student Identifier (USI) is a national student number that allows students to access all their individual training results from all providers.

The USI will be a lifelong number which will enable student records and results obtained after Jan 1, 2015 to be collected in an online system. By having a USI students will be able to access their training records and results (or transcript) whenever they are required.

As an RTO, *Central Coast Community College* is required to collect and verify students' USI numbers prior to enrolling students or issuing Certificates or Statements of Attainment. Therefore, it is mandatory that all students supply their USI upon enrolment. Students are advised to visit [www.usi.gov.au](http://www.usi.gov.au) for more information and to obtain a USI.

Students will be required to set access controls to allow the Department of Industry and *Central Coast Community College* the appropriate levels of access to USI records.

## Privacy

Under the Data Provision Requirements 2012, *Central Coast Community College* is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by *Central Coast Community College* for statistical, administrative, regulatory and research purposes. *Central Coast Community College* may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVET.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose student personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au).

## Industry Networks

Central Coast Community College is committed to providing pathways to employment, career advancement and career changes. We have developed industry networks and partnerships, so we can offer students coordinated work placements and valuable links to future employment possibilities.



## Entry Requirements

Entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that students must hold to be considered for entry into a *College* program. When students enrol into a *College* program, the entry requirements are clearly displayed in the course information on our website.

Entry requirements may relate to things such as:

- Previous work experience
- Previous completion of another qualification
- Specific levels of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

## Fee Free Scholarships

*Central Coast Community College* is a provider of training subsidised by the NSW Government under several funding programs, including:

- Smart and Skilled
- Community Service Obligation Program
- Tech Savvy Small Business Program
- Tech Savvy Seniors Program

Eligible students can choose from a variety of programs offered under these subsidies from short courses to full qualifications ranging from a Certificate I to Advanced Diploma level. For more information contact Student Services on 02 4348 4300.

### Subsidy Eligibility

Students who are applying to enter a NSW Government subsidised program must undergo an eligibility Check. This check will also give an indication of the student fee, if any, that is required to be paid.

To be eligible to a subsidy, students must be:

- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and
- Aged 15 years or older, and
- No longer at school, and
- Live or work in New South Wales (or a defined NSW border), or
- Registered as a NSW Apprentice or New Entrant Trainee

Students receiving NSW Government subsidy must provide proof of eligibility to enter the program.

The following table outlines the types of evidence required:

Proof for Concession and Exemptions	
<b>Concession:</b> Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
<b>Concession:</b> Long term unemployed	Letter from Service Provider
<b>Exemption:</b> Aboriginal descent	Participant declaration
<b>Exemption:</b> Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability.

<b>Proof for Concession and Exemptions</b>	
	<p>A letter or statement from:</p> <ul style="list-style-type: none"> <li>- A medical practitioner</li> <li>- An appropriate government agency or</li> <li>- Relevant specialist allied health professional or</li> <li>- Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul>
<p><b>Fee-Free Scholarship:</b> Social Housing recipient (aged 15-30)</p>	<p>Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status</p>
<p><b>Fee-Free Scholarship:</b> Out-of-home Care</p>	<p><u>For Young People 15- 17yo</u> (one of the following must be presented):</p> <ul style="list-style-type: none"> <li>• A copy of the Children’s Court Care order</li> <li>• A copy of the Confirmation of Placement letter</li> <li>• A letter from Family and Community Services or the <a href="#">OOHC Designated Agency</a> verifying that the young person is in statutory or supported care</li> <li>• Any other evidence which clearly shows that the young person is in out-of-home Care</li> </ul> <p><u>For young people 18-30yo</u> (one of the following must be presented):</p> <ul style="list-style-type: none"> <li>• A copy of the expired Children’s Court Care order</li> <li>• A copy of the Leaving Care letter from the Minister for Family and Community Services letter</li> <li>• A letter from Family and Community Services verifying that the young person was previously in statutory or supported care</li> <li>• Any other evidence which clearly shows that the young person was previously in out-of-home Care</li> </ul>
<p><b>Fee-Free Scholarship:</b> Domestic and Family Violence</p>	<p><u>Domestic and Family Violence:</u> People who have or who are experiencing domestic and family violence, or their dependents, must have a letter of recommendation from a domestic and family violence service, refuge or other support agency.</p>

## Fee Exemptions and Concessions

For students accepted into one of *the College's* subsidised programs, Concession fees are available for eligible students studying up to and including Certificate IV who receive a Commonwealth benefit or allowance. Some student may be entitled to an exemption from course fees is they are:

- Aboriginal and Torres Strait Islander Student
- Student with a disability

Concessions or exemptions to student fees are set by the NSW government upon completion of enrolment and cannot be changed so make sure you provide us will all relevant information before you enrol. Before enrolling in a NSW government-subsidised course, contact Student Services on 02 4348 4300 to find out if you are eligible for a fee exemption or fee concession.

The College does not offer fee exemptions or concessions for non-subsidised courses.

## Fee Free Scholarships

The NSW Government offers Smart and Skilled Fee-Free Scholarships to help disadvantaged young people access vocational education and training. Students who are eligible for a Fee-Free Scholarship at the time of enrolment into a course, will be exempt from paying the qualification fee. For further information and eligibility requirements, visit

<https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships>

## Enrolment

*The College* enrolment process may vary depending on the type of program available and the subsidy (if any) that may be applicable.

An online enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information regarding the fees and charges relating to any proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, students will be enrolled into the program and a trainer and assessor assigned to support students through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

## Student Fees and Charges

The applicable fee for each course offered by *the College* is determined by student eligibility into the subsidised programs. Supporting evidence must be provided at the time of enrolment to support an application for subsidy and to ensure correct fees are applied.

A quote will be issued to students and discussed prior to enrolment. Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Any previous qualifications held
- Student eligibility for subsidies or concessions

### Fee Protection

Central Coast Community College is aware of its obligation as Registered Training Organisation to protect student fees paid in advance.

To this effect, we have the following fee protection policy in place:

*The College is required to protect fees paid in advance for nationally recognised training. To meet this regulation, the College may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.*

*Following course commencement, the 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 \$1,500.*

### Additional Fee Information:

- Additional costs for equipment, text books or field trips will be communicated to students prior to enrolment. This will also be included in our Course Information and on our website.
- Students must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, the College will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer student debt to a debt collection agency.
- In some circumstances (i.e. under certain Awards) an employer or support agency will pay the fee on behalf of the student, however, no credentials will be issued to this payer.
- No additional fees will be incurred by the student in the event that a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).
- If students apply for Skills Recognition or Credit Transfer during the enrolment process, the student fee will be adjusted to reflect this.

- A processing fee of \$50 applies if past students request a re-issue of a document that we have already provided. Document re-issue fees apply to:
  - Statement(s) of Attainment
  - Certificates and Diplomas
  - Record of Results

## Failure to Make Payment

Fees must be paid by the due date as advised at enrolment. If payments are not made according to the agreed terms, *Central Coast Community College* will:

- Suspend students from participating in the course and exclude them from assessment activities; and
- Withhold qualification and record of results; and
- Withdraw student enrolment and exclude them from any future enrolments at the College.

These actions may remain in place until payment is received. Failure of the student and/or their representative to meet payment obligations after 90 days may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If students are experiencing financial difficulty, please contact Student Services as early as possible to discuss payment options with the Chief Executive Officer.

## Refunds

Should a student need to withdraw from a course for any reason, they must discuss this with the College. A full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Student Services on 02 4348 4300 to discuss individual circumstances.

To withdraw, students must apply in writing using the Withdrawal from Training Form which you can download from the Student Portal and send it to: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au).

If a student withdraws prior to the scheduled start of the training program to which they are enrolled, a refund will be granted less a non-refundable Administration fee of \$450.

If a student withdraws after the course commences, no refund will be granted and the student may be required to pay any outstanding balance.

If a training program is cancelled by *the College* before commencement, a full refund of fees paid will be made.

## RPL and Credit Transfer

*Central Coast Community College* offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

***Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.***

### Recognition of Prior Learning (RPL)

RPL is the process by which someone's existing skills, knowledge and experience are recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through; training programs, work experience, voluntary work, school work, life or sporting experience.

Students may be eligible to apply for RPL on one or more Units of Competency in their program and must complete the Recognition Application form which can download from the Student Portal or by contacting Student Services.

If a student applies for recognition and is successful, it can save time in achieving a qualification as it avoids repeating learning for skills and knowledge already obtained.

To ensure that *the College* assess RPL applications in a consistent and fair manner evidence must be provided.

### **Credit Transfer (CT)**

*The College* recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and students will be advised to seek recognition.

## **Competency Based Training and Assessment**

Competency-based training and assessment (CBTA) is an approach to teaching that focuses on allowing a student to demonstrate their ability to **do** something. Used in Vocational Education, CBTA is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

CBTA programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The following ways can demonstrate competency:

- Being observed during work/performing 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

*Central Coast Community College* has a Training and Assessment Strategy for each of the qualifications we deliver which outline our approaches for delivering training and conducting assessment.

### Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means *the College* will work with students to provide options that are responsive to their individual needs, and that maximise learning outcomes and access to learning activities.

## Submitting Assessments

Students are expected to complete assessments for all units they are enrolled into. Students must submit assessments by the due date for a result to be recorded. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose.

Students will receive feedback regarding the outcome of each of assessment item submitted and an assessment judgement recorded based on the evidence submitted.

## Resubmissions

If an assessment item was returned with a 'Not Yet Competent' judgement, students will be given an opportunity to re-submit to claim for competency. This may mean submitting additional evidence or demonstrating a task again. If, after two resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, students will be required to re-enrol in, and re-do the work for that unit.

## Reasonable Adjustment

*Central Coast Community College* understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

The Disability Discrimination Act (1992) (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable the student with disability to participate in education on the same basis as a student without disability.

Specifically, to ensure that:

- Learning materials are appropriate to the individual needs of each student
- Learning activities are sufficiently flexible for each student to be able to participate
- Study materials are available in an appropriate format for all students individual needs.
- Teaching strategies are adjusted to meet the learning needs of each student
- Assessment procedures are adapted to enable individual students to demonstrate the knowledge, skills or competencies being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning strategies.

Any disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. If students feel that they might need some additional support to overcome learning barriers, please speak with us before enrolling.

The types of adjustments that are made must be within our capacity to provide them and include:

- Verbal response to questions rather than written
- Allowing extra time for assessment
- In-class and tutorial support
- Enlarging reading material

- Braille translations, use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

## Withdrawing or Deferring Enrolment

### Withdrawing from Training

If a student decides to withdraw from training prior to course commencement, they must:

- Discuss the reasons with their trainer or other *College* staff
- advise *the College* in writing at least ten (10) working days prior to course commencement using the Withdrawal from Training Form from the Student Portal or by requesting a copy from *College* staff; and
- submit the form via email by sending it to [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au).

If a student withdraws their enrolment prior to the commencement of the course, students may be entitled to receive a refund of monies paid, however, *the College* will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If a student withdraws from the course **after** the scheduled start date, no refund is applicable, and student may be required to pay any outstanding balance. Contact Student Services on 02 4348 4300 for more information.

### Deferring Studies

Students can request a deferral at any time. If a student decides to defer, the deferral can only be applicable for a maximum of 12 months. After this time, the student will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise *the College* in writing by sending an email to [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au). Students will not incur additional fees and remain responsible for all debts and other charges related with the course.

## Cancelled Courses

If a course is cancelled by *Central Coast Community College* for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

## Issuing Credentials

Upon successful completion of all coursework, providing all necessary fees are paid, a Certificate or Statement of Attainment will be issued directly to students via the post or email address held on file. This will be done within 30 calendar days of being assessed as meeting all requirements for the course. This meets the compliance requirements as set for *Central Coast Community College* and other RTOs in the Standards for RTOs 2015.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. Students can give *the College* permission to issue referring agencies or third parties with a copy of the student's competency report.

## Record Keeping

*Central Coast Community College* has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by *the College* and those acting on our behalf.

Data is collected and stored in accordance with the processes outlined in this handbook and *the College's* records management procedures ensure timely and accurate records inform the continuous improvement processes of *the College*.

## Consumer Protection

*Central Coast Community College* provides consumer protection as part of its provision and delivery of quality training and assessment products and services. The Consumer Protection Policy advises *the College* prospective and current students and customers on their rights and obligations as consumers of College products and services.

*Central Coast Community College* has obligations to provide:

- Training and support necessary to allow students to achieve competency
- Quality training and assessment experiences for all consumers
- Clear and accessible feedback and a consumer protection system including an identified consumer protection officer
- Procedures for protecting a consumer's personal information

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements.

The College is responsible for providing:

- Accurate information to customers about their services and fees
- Information to students about their rights and responsibilities
- A complaints and appeals procedure and information to customers about how to access this
- A dedicated Consumer Protection Officer with readily available contact details.
- Information to students about the collection and use of their personal information and how to update it.

Students can gain more information from

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or emailing: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) or phoning: 1300 772 104.

## Complaints and Appeals

### Student Complaints

Throughout their training, students may have a concern about their course, their trainers, other staff, students or *College* policies and procedures. If students do have a complaint, we recommend they speak with someone as soon as the situation arises.

In the first instance we recommend students discuss the situation with the people who are directly involved and give them the opportunity to respond. If students then feel that the situation or complaint has not been dealt with, they can contact the Consumer Protection Officer or by lodging an online enquiry at <https://cccc.nsw.edu.au/contact>.

Customer Protection Officer:

**Name:** Karita Crossman

**Position Title:** RTO Manger

**Contact Details:** Phone: 02 4348 4300

**Email:** [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

## Assessment Appeals

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement.

Appeals against an assessment process must be lodged within three (3) weeks of being formally notified of the result of the assessment.

Grounds for appeal may include *the College's* failure to:

- Provide appropriate advice to the student before and during the assessment.
- Provide reasonable adjustment where necessary.
- Take literacy, numeracy and language requirements of the student into consideration.
- Consider all available evidence and make an assessment decision consistent with the evidence provided.

## Additional Options

If in the instance of an appeal or complaint not being resolved by the above processes, there are other avenues of complaint. These include:

Issues to do with quality of training - Australian Skills Quality Authority (ASQA) - **Website:** [www.asqa.gov.au](http://www.asqa.gov.au)

Smart and Skilled enquiries/complaints

**Phone:** 1300 772 104

**Email:** [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)

**Online:** [enquiry/complaints form](#)

Consumers specifically asking for a refund or similar contact NSW Fair Trading: **Phone:** 13 32 20 or **Website:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

If it is a work health and safety issue contact Safework NSW **Phone:** 13 10 50 or **Website:** [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)

# Student Handbook 2019

## Terms and Conditions



**Central Coast Community College**  
ABN 28 062 943 819 | RTO 90304

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