



**COFFS COAST
COMMUNITY COLLEGE INC.**

RTO 90834

Inform yourself, transform your life

Coffs Coast Community College Inc Student Handbook

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

V 3 Feb 16	V 3.5 June 16	V 4 Date	V 5 Date	V 6 Date	V 7 Date	V 8 Date	V 9 Date	V 10 Date
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1 Welcome

Welcome to Coffs Coast Community College. We look forward to helping you succeed in your studies. This Student Handbook describes some of the expectations of our students. We ask all students to carefully review and familiarise themselves with this Handbook. If you have any questions about anything in this Student Handbook or any aspect of your education with Coffs Coast Community College, please do not hesitate to ask your trainer or any of our other staff.

Coffs Coast Community College is a not-for-profit community College and Registered Training College (RTO) (RTO ID 90834) which has been operating in the Coffs Coast region since 1998. All training delivered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority and the Australian Qualifications Framework.

Our courses and services fall into categories:

- Accredited
- Non - Accredited
- Community
- Industry specific

As an RTO we offer Nationally Recognised Accredited Training in the following areas:

- Aged Care
- Business
- Information Digital Media and Technology.

We pride ourselves on the quality of adult education and training courses which we deliver, and are recognised locally as a quality provider for Aged Care training in particular. We also have our own clinical skills room.

1.1 Our Vision

To be recognised and respected by the community as an innovative, professional training College.

1.2 Our Mission

To build personal, professional and Collegial growth through contemporary, innovative training opportunities

2 Code of Practice

2.1 College Code of Practice

- Coffs Coast Community College Inc. believes that education is the foundation of an informed, cohesive and progressive community.
- We are an independent community-based College that contributes to the wellbeing of our community through the creation of opportunities for lifelong learning and vocational education, and the development of educational pathways, for adult members of the community.
- We will regularly consult with our staff, students, trainers, clients and the community generally, and work collaboratively with business, industry and other local Colleges and educational bodies so that we might best meet the community's needs wherever possible.
- Our programs and courses will be of high quality and reflect the principles of adult learning. We will recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, create an appropriate, relaxed learning environment, and establish pathways to other learning opportunities.

- We will treat all students with dignity and fairness, acknowledging the adult environment in which we operate and the experience and life skills that they bring to it.
- We will ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- We will encourage and assist people with disadvantages to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities. We will provide funding, dependent on our financial resources, to assist targeted equity groups to participate in our programs and courses.
- We will deal professionally with all those with whom we work - our staff, trainers, students and clients, and the community at large - and will be true and ethical in all our dealings. We will observe our duty of care to them and will be open and transparent in our dealings with them, to the extent permitted by law.
- We will respect the rights of our staff, students, trainers and clients, and will treat them fairly and ethically at all times. In return we expect them to observe their responsibilities for the welfare of others and the proper care of the College's property when engaged in activities conducted by the College.
- We will exercise sound financial management in all areas of our operation, including the control of the College's assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability.
- We will be ethical in all our dealings and will observe all relevant legislative, regulatory, industrial award and funding requirements.
- We endorse the ACE Quality Strategy as a framework for the documentation of our policies and procedures, the consistent delivery of our courses and support services, and ongoing improvement in all areas of our operation.
- We will be a fair, equitable and supportive employer, meeting our financial and other obligations to our employees promptly and efficiently. We will encourage them to participate in further education and provide them with opportunities for further professional development

2.2 Educational Standards

The College will maintain high standards in the provision of vocational education and training and other client services. The College has policies and management practices to maintain high professional standards in the marketing and delivery of our services, which safeguard the interests and welfare of students.

The College maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The College ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)

[Legislative Requirements](#)

[Quality Management Focus](#)

[Language, Literacy and Numeracy Support](#)

[Marketing and Advertising](#)

[Access and Equity](#)

[Training and Assessment Standards](#)

[Admissions/Enrolment](#)

[Fees and Charges](#)

[Possible Vocational Pathways](#)

[Refund Policy](#)

[Complaint Policy](#)

[External Complaint Procedure](#)

[Discipline Policy](#)

[Appeal Policy](#)

[Recognised Prior Learning \[RPL\]](#)

[Credit Transfer](#)

[Assessment Criteria](#)

[Issue of Certification](#)

[Student Services, Welfare and Guidance](#)

[Privacy Policy](#)

[Guarantee](#)

2.3 Sanction

The College recognises that registration as a Registered Training College may be withdrawn if it does not honour the obligations of the Code of Practice.

2.4 Quality Management Focus

The College is committed to providing a quality service with a focus on a continuous improvement. The College values feedback from students, trainers, and industry representatives. Where possible, the College designs diagnostic assessment instruments specific to student needs.

2.5 Marketing and Advertising

The College will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to prospective students and students will have no false or misleading comparisons with other providers or courses. The College's marketing strategies will not contravene legislation.

2.6 Guarantee

The College will honour all guarantees outlined in our Code of Practice.

3 Contact Information

3.1 Contacting Coffs Coast Community College

Level 1, City Square

(Above Specsavers Optometrist)

Phone us on 02 6652 5378

Fax us on 02 6651 7183

Write to us at PO Box 1930, Coffs Harbour NSW 2450

Send us an email at admin@coffscollege.nsw.edu.au

Visit our website at <http://coffscollege.nsw.edu.au/>



4 Admissions/Enrolment

4.1 Enrolment

When you enquire about an accredited course, you will be given written information which provides details about the content and what you can expect to achieve during the course. This will help you to decide if it is the right course for your needs. You can also talk to a member of staff.

Once you are sure the course is right for you, telephone our office to organise enrolment. Normally, enrolments are taken in order of receipt, that is, first come, first served. Sometimes, courses are provided for a specific group of people, and these people will then have priority in enrolling (for example - some courses are funded especially for unemployed people). By signing the Coffs Coast Community College Enrolment Form you have agreed to the enrolment and student information.

Please remember that your enrolment is not fully confirmed until you have paid your fees.

4.2 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The College is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

4.3 Enrolment Procedure

An enrolment form is to be completed at the college or returned to the college in person. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees, the student is allocated a student identification number. This student identification number is required for any certificates to be issued on completion of the course.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only, then the arrangements for the payment of the balance are made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook and Course Booklets are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the enrolment form.

4.1 Unique Student Identifier (USI)

All students undertaking nationally recognised training will need a USI from 1 January 2015. RTOs cannot issue a qualification or Statement of Attainment for training completed after that date without collecting a USI. Students can obtain their USI by visiting www.usi.gov.au. College staff are available to assist students with this process.

4.2 Orientation Day

It's okay to feel nervous - for many of our students it is the first time they have been in a classroom for many years. At your first session, your trainer will take time out to discuss a few important things with you all, including:

- emergency evacuation procedures, refreshment and toilet facilities and break times;
- any safety requirements for your course - e.g. protective eyewear etc.
- how your course will be conducted, what will be expected of you during the course and how your progress will be measured.

Your trainer is your first point of contact for any questions during your course. They want to help you succeed, so please don't hesitate to ask about anything you are unsure of.

4.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

5 Course Information, Content & Vocational Outcomes

5.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;

- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

5.2 Vocational Outcomes

When graduates have completed their studies with the College, a register of the skills of the graduate will be maintained for future vocational reference.

6 Fees and Charges, Refund Policy & Exemptions

6.1 Fees & Charges

Details of fees are supplied in the course information for each course. Please consult the Course Booklet or the course adviser.

If a student is deemed to be "Not Yet Competent" at the conclusion of a course then the student will be offered additional gap training for the units still to be completed at a reduced fee of no more than 50% of the unit cost.

Subject fees will be accessed only when the service is rendered on commencement of course. A maximum deposit of \$1,500 only can be paid in advance of commencement of the program.

6.2 Refunds

If we cancel the course, we will refund in full any fees already paid for this booking.

If you cancel your enrolment, a minimum of five (5) working days' notice is required in order to receive a full refund of fees paid. If less than 5 working days' notice is provided, an administrative fee of 10% of the total course fee (or \$50, whichever is the greater) will be deducted from your refund.

However, if you give less than 48 hours' notice (not including weekends), or the course has already been committed to proceed because of your enrolment, or the course has already commenced, we cannot refund your fees.

If there are exceptional circumstances which forced your withdrawal, you may write to the College Manager (PO Box 1930 Coffs Harbour 2450) within five working days of course commencement to request consideration for a refund. A partial or full refund may be approved or declined, and assessed on a case by case basis.

N.B. If you have agreed to, and signed a payment plan for your fees, and you withdraw from your course, you will still be liable for the total cost of the course as agreed on the payment plan.

Refunds can only be made by credit card or cheque. Cheque refunds require approximately a two (2) week turnaround, for authorisation and posting.

6.3 Refund Policy

The policy of the College is at all times to be fair and equitable to registered students. Applications for refunds can be made to the College Manager.

If the course has not commenced and the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student. 10% will be retained as administration charges.

If a student is disadvantaged and cannot complete his/her course as a result of a situation that is instigated by the RTO then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment issued for units completed.

If the student does not complete the course or withdraws of their own volition then the normal refund policy of "no refund after commencement of course" applies.

7 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Language, Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via completion of an LLN assessment plus computer skills assessment and/or interview. Students may also be required to complete an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

8 Student Support

8.1 Student Support and Welfare

The staff and trainers of Coffs Coast Community College are here to help you achieve your learning goals. Help is available with reading, writing and mathematics. If you need extra support or help please contact the office or your trainer.

We can assist you with photocopying and faxing for a small fee to help cover costs. We may be able to facilitate additional support, make adjustments or provide equipment to assist you, as required

Whatever your needs may be, don't be afraid to ask us for help.

8.2 Student Services, Welfare and Guidance

The College uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant College documents carry a version number and date. Records of updated version numbers are kept on file.

The College has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The College has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

The College informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The College's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the College's expertise or control, the College will make every attempt to refer the student to the relevant agency or expert.

8.3 Procedure for Student Support/Counselling

The College is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

9 Flexible Learning & Assessment

9.1 Training and Assessment Standards

The College's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. The College complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

9.2 Flexible Learning

The College provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the College Manager.

9.3 Assessment Guidelines

To be deemed competent against a nationally accredited unit, you must be assessed as competent in all elements that comprise that unit. Assessment is carried out by qualified assessors using a range of knowledge and skill-based assessment processes and methodologies including:

- classroom activities
- case studies and role plays
- written and verbal questions and answers
- demonstration/observation
- written assignments and examinations
- work experience (where applicable)

A student will be assessed as either Competent or Not Yet Competent. If Competent, you will be issued with either a Certificate for the full qualification or a Statement of Attainment for units of competency within a qualification. If Not Yet Competent you will be advised of the areas where competency is yet to be achieved and given further opportunity to achieve competency.

Coffs Coast Community College undertake to ensure that all assessments of students in accredited courses will be done in accordance with the criteria laid down in the course curriculum or the assessment component of the training package.

Coffs Coast Community College regards plagiarism and cheating as serious offences. Students using answers or work other than their own will not be granted competency and may face disciplinary action.

In the event that a student is suspected or found to be copying other people's work for assessment purposes then the trainer has the right to request that the assessment be undertaken again at the student's cost.

Coffs Coast Community College has the right to withhold Certificates and Statements of Attainment where a student is found to be plagiarising assessment material.

The Training and Compliance Manager will attempt to send each student either their certificate or statement of attainment within two weeks of their results being lodged with the Training and Compliance Manager by the Trainer.

A \$50 fee is payable for re-issuing statements of attainments and certificates.

9.4 Assessment Methods

The assessment policy and procedures for each course are detailed in its Course Booklet. The College applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

10 Complaints & Grievances

10.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the College Manager;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the College will advise students of external organisations to which they can appeal.

10.2 Grievances

We aim to provide quality training in a comfortable, relaxed environment for the enjoyment of all our students.

If you have a complaint about your course or anybody involved with your course, or if you feel you have been treated unfairly, we will help you as best we can or will refer you to our Grievance Policy.

You can ask a friend or relative to be with you when you talk to us if you wish.

11 Appeals

11.1 Appeals

The College seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the College Manager, and appropriate improvements made to prevent recurrence of the problem.

Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or College Manager provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

11.2 Assessment Appeals

If you are unhappy with any aspect of your assessment during your course, you can appeal the decision of your assessor or trainer. You should firstly speak to your assessor or trainer about the problem. There may have been a misunderstanding or a simple mistake. If you cannot reach an agreement together, your trainer will advise the Training and Compliance Manager who will contact you. The Training and Compliance Manager will discuss the problem with you and will help you to lodge an appeal. You will be advised of appeal result in writing.

Remember, you have the right to request a re-assessment, and to ask for an alternative assessor, if one is available.

12 Disciplinary Procedures

12.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow the College's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the College Manager.

12.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, the College accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

12.2.1 Student Discipline

Students are expected to comply with the Students Rights and Responsibilities. Any breaches of this will be dealt with in accordance with the College's Student Behaviour policy.

The Student Behaviour policy provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged breaches of discipline. Where a trainer or a staff member believes that a student's behaviour poses a risk to other students, staff or the student him/herself, the trainer or staff member can direct the student to leave the premises. The process for dealing with alleged breaches of discipline will then be activated.

12.2.2 Mobile Phones

Mobile phone use should be restricted to scheduled breaks, unless an emergency situation arises and the trainer has been informed. Mobile phones should be switched off in the classroom as unnecessary calls become a distraction to learning.

12.2.3 Smoking

Coffs Coast Community College is a smoke free workplace. Smoking is not permitted in any part of the college buildings or in the designated 'No Smoking' areas outside the building.

13 Access and Equity

13.1 Access and Equity

Our policies and approaches ensure we are responsive to the diverse needs of all students and prospective students, and participation in our programs and courses is available to everyone on an equitable basis including women and men, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

As a Registered Training College (RTO) our College applies access and equity principles and provides timely and appropriate information, advice and support services which assist students and prospective students to identify and achieve desired outcomes.

13.2 Access and Equity Principles

The College will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The College increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The College prohibits discrimination towards any group or individuals in any form, including:

- 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)

13.3 Staff Responsibilities for Access and Equity

The College applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

14 Student Rights and Responsibilities

14.1 Students Rights and Responsibilities

As a student with Coffs Coast Community College, you have a responsibility to:

- Make sure you understand and accept the Enrolment Conditions for your course.
- Provide accurate information about yourself, and advise us of any changes during your study.
- Pay all fees and charges associated with your course.
- Treat other students and staff with dignity, respect and consideration
- Be open to and welcoming of the diversity of students at the Centre and respect the rights of other students and staff to have their own opinion.
- Attend your course regularly and arrive on time. Notify staff member if not attending. At least 80% attendance is recommended to achieve the outcomes of the course and meet assessment requirements
- Complete all assignments and set work. All work should be your own.
- Ensure mobile phones are turned off or to silent mode during class.
- Not be under the influence of drugs or alcohol, or engage in any behaviour which could offend, embarrass or threaten others.
- Make sure you attend your classes sober and drug-free, and
- Smoke only in open (outside) areas away from other people.
- Behave in a responsible manner by not littering, damaging, stealing, modifying or misusing property
- Take care of your personal possessions while attending your course.
- Report any incidents of injury or harassment to a member of the office staff.
- Respect our property and observe instructions given in the use of equipment.
- Follow any reasonable direction from College staff
- Adhere to any Workplace Health and Safety guidelines and respond appropriately to any request from staff or trainers to act regarding your immediate safety.

Where the above is not observed the trainer has the right to counsel the student involved. If the problem continues the student's involvement in the training and assessment process will be terminated.

Coffs Coast Community College has the right to withhold any applicable certificates wherever a student is requested to cease training or assessment for behavioural reasons. No refund will be provided.

As a student with Coffs Coast Community College, you have the right to:

- Expect us to provide high quality training that meets your individual needs.
- Learn in an environment free of discrimination, harassment, bullying or victimisation.
- Have your current competencies appropriately recognised in determining requirements for accredited courses.
- Be advised of the learning outcomes and assessment tasks for your course.
- Appeal the results of any test or assessment.
- Expect a competent trainer who will assist you to achieve the expected course outcomes.
- Learn in an environment that is safe and appropriate.
- Be treated with dignity and fairness.
- Access your personal records kept by Coffs Coast Community College
- Expect that we will be ethical and open at all times.
- Expect that we will observe our duty of care toward you.
- Efficient handling of administrative matters.
- Have your privacy and confidentiality respected.
- A prompt refund of course fees where applicable.

15 Recognition of Prior Learning (RPL)

15.1 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) are examples of the different types of evidence that may apply to the course that you are undertaking. These may be in the form of formal qualifications (Certificate/Statement of Attainment from other RTOs), life experiences and/or work history.

Please speak to your trainer or the Training and Compliance Manager if you feel you may be eligible to gain RPL or RCC, and we will advise you of the process required. This process is also designed to reduce your costs and your time for the course.

15.2 Recognising Qualifications Issued by another RTO

Coffs Coast Community College recognises certificates and statements of attainments that have been issued by other RTO's, in accordance with the requirements of the AQF Standards.

Students seeking recognition or credit transfer of units should talk to the Training and Compliance Manager prior to the commencement of their course.

A copy of the Certificate/Statement of Attainment and academic transcript will be retained by the College.

Students should note that verification from the issuing RTO of the Certificate or Statement of Attainment will be requested.

15.3 Recognition of Other Qualifications / Credit Transfer

The College recognises Australian Qualification Framework qualifications and Statements of Attainment, which are issued by any other Registered Training College.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

15.4 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

The College advises all applicants of RPL opportunities and procedures on enrolment. The performance criterion of the course unit sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee of \$50.00 per Unit when making application for RPL assessment.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the College Manager or a panel consisting of a course/subject expert and the College Manager.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

16 Human and Physical Resources

16.1 Human Resources

The College is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

16.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials

3. Refreshment Facilities

17 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only some units, not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the College Manager verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the College Manager issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

18 Legislation

The College identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Work Health and Safety Act 2011
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1977
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Commission for Children and Young People Act 1998
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Education Services for Overseas Students Act 2000
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at www.legislation.nsw.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

18.1 Legal and Other Requirements

Coffs coast Community College's operations are affected by a range of legal and other requirements including Commonwealth or State / Territory legislation. These include, but are not limited to:

- *Workplace Health and Safety*
- *Workplace harassment, victimisation and bullying*
- *Anti-discrimination, including equal opportunity, racial discrimination, disability discrimination*
- *Vocational Education and Training (VET)*
- *Apprenticeships and Traineeships*
- *Copyright*
- *Corporations*
- *Privacy and Personal Information*
- *Children and Young People*
- *Employment*
- *Taxation*
- *Workplace conditions*
- *VET Quality Framework*

Relevant requirements are built into the content of the Student Handbook to ensure compliance by students.

18.2 Work Health and Safety

Please help us to keep our classrooms and centre a safe place to study and work. If you see something that you think is not safe, please let us know. We aim to prevent accidents and make sure that everyone is safe.

In the event of an accident, see your trainer or a member of the office staff as soon as you can. Please follow any safety instructions given to you by any member of our staff.

A First Aid Kit is located in the student tea area.

Your trainer is responsible for making sure you know where the emergency exits are and what to do in case of an emergency. There are also posters in every classroom in our centre that show you how to exit the building.

Participants are required to:

- Be responsible for their own personal property whilst attending to training
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the trainer when s/he is informing you of WHS matters
- Inform the trainer of issues relating to WHS regulations or any practices you believe to be unsafe
- Abide by WHS rules
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment

Coffs Coast Community College is required to:

- Provide an environment that ensures student's and volunteers health and safety is not affected by anything occurring or not occurring within the college environment.
- Ensure all students and volunteers have access to First Aid equipment within the college environment in accordance to WHS Act.

19 Privacy Policy

The College complies with the Federal Privacy Act 1998 and the New South Wales Privacy and Personal Information Protection Act 1998. Any information collected on our clients is only used for the purpose of our delivery of services.

The information that is collected will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Manager.

19.1 Privacy

The College is committed to maintaining confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. We will not give out personal information to any person, body or agency without your permission, unless we are required to do so by law. We will not use your personal information for any purpose other than that for which it was collected, unless we are required to do so by law.

We are required to provide some statistical information about our students to the Government, to help with the future planning of education. Your enrolment is allocated a special coded number to protect your privacy.

Records of student VET training and assessment are held for a minimum of 30 years as either hard copy (securely stored) and/or electronic files

If you wish to access your records you should inform the Training and Compliance Manager.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within the College and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for the College's market analysis and course development.

The College does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Manager.

Information about students from third parties

The College may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, the College will inform the student when such information is collected.

Receiving marketing information

With students' consent, the College may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify the College that they do not wish to receive this information. You may do this by advising the College Manager that you do not wish to receive marketing information.

Security of personal information

In line with new technology, the College continually improves the security of personal information collected. The College takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require the College to amend the information.

To access this information students are required to contact the College Manager and complete a request for access form. The College Manager must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the College Manager as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Manager.

Staff Confidentiality

The College complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The College Manager is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The College Manager and the student must both sign the request form as an official record of identification. The College Manager may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The College Manager is to notify the student when access is available. The College Manager and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the College Manager who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The College Manager will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

20 Policies and Procedures

For further information on the following Policies and Procedures please contact the college.

- Access and Equity Policy
- Assessment Policy and Appeals Against VET Assessments Procedure
- Code of Conduct Policy
- Code of Practice Policy
- Workplace Health and Safety Policy
- Grievances Policy and Procedure

***Good Luck
With
Your course***