



north coast community college RTO 90029



**North Coast Community
College
RTO 90029**

Student Handbook

Contents

Letter from the Executive Officer	4
Contact Details.....	5
Alstonville Campus	5
Yamba Campus	5
Ballina Campus	5
Introduction.....	6
Community Colleges	6
North Coast Community College (NCCC)	6
Our Vision	6
Our Mission.....	6
Courses Offered	6
Legislative Requirements.....	7
Code of Practice.....	7
Student Welfare	8
Statement of Organisational Principles	9
Continuous Improvement.....	9
Student Enrolment	10
Enrolment Procedure	10
Course Content.....	10
Student Induction.....	10
Industry Work Placement	10
Fees and Charges and Refund Policy	11
Special Learning Needs including Language Literacy and Numeracy	11
Welfare and Guidance	11
Grievance Process.....	11
Disciplinary Procedures	12
Access and Equity	12
Legislative Compliance	12
Recognition of Prior Learning (RPL)	12
Records and Information Management	12
Training and Assessment Plans.....	13
Certificates.....	13
Foundation Skills.....	13
Food, Drink and Litter	13
Mobile Phones/Personal Music Devices.....	14

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Copyright	14
Plagiarism and Referencing	14
Work Health and Safety	15
Privacy Policy	15
Enrolment Policy.....	17
Payments	18
USI Policy	18
Advice to Students	18
Obtaining a USI	18
Recognition of Prior Learning Policy (RPL) and Credit Transfer (CT)	19
RPL Procedures	19
Credit Transfer	19
Recognition of Current Competency	20
Assessment Process for VET Accredited Courses	20
Assessment Procedure	21
Student Assessment Policy	22
Rules of Assessment	23
Assessment Extensions	23
Assessment Appeals	23
Re-Assessment of Assessments	24
Appeals to Higher Authority	24
Assessment Appeals Procedures	25
Assessment Appeals	25
Related Forms	25
Student Code of Conduct.....	26
Computer Use Policy	27
Online Code of Conduct.....	28
Disciplinary Policy	28
Consumer Protection Policy	29
Client Grievance Procedure	29
Other Avenues for Complaints:	30
Student Feedback	30
Student Services	31
Re-Issuing Certificates and Testamurs	31
Office Services for Students	31
Assessment Appeal Form	32
Student Acknowledgement	34

Document Name:	Student Handbook	Version	4
Date Effective:	1 January 2017	Last Updated	18 January 2019
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Letter from the Executive Officer

Welcome and thank you for choosing North Coast Community College for your training needs.

North Coast Community College has been providing quality training on the Northern Coast for over thirty years with training facilities in Alstonville, Ballina and Yamba.

As a Registered Training Organisation, or RTO, (RTO ID 90029) we are committed to providing excellent learning opportunities. We operate as a not-for-profit community owned organisation. We are supported by the ACE Unit of the Department of Industries in conjunction with Training Services NSW.

North Coast Community College are a proud member of Community Colleges Australia, Cooperative Learning Limited and we are an approved provider of Smart and Skilled.

North Coast Community College provide quality training that is up to date and relevant to industry and business needs within our local communities. We do this by having modern and pleasant learning environments with the latest technology and equipment.

North Coast Community College offer nationally recognised qualifications and we employ highly skilled and qualified tutors. All of our trainers have fantastic industry experience and are very helpful in assisting you in reaching your training goals.

Our class sizes are small and therefore you can be assured of individual attention. Our training is customised for adults and we pride ourselves in being friendly and welcoming.

Yours sincerely

Kate Kempshall

Kate Kempshall
Executive Officer
North Coast Community College

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Contact Details

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ALSTONVILLE NSW 2477
Tel: 02 6628 5426
Email: enquire@northcoastcc.edu.au
Website: www.northcoastcc.edu.au

Yamba Campus

4/13 Yamba St
YAMBA NSW 2464
Tel: 02 6646 9094
Fax: 02 6646 9325
Email: reception@northcoast.edu.au

Ballina Campus

18 Grant Street
BALLINA NSW 2477
Tel: 02 6628 5426
Email: enquire@northcoastcc.edu.au
Website: www.northcoastcc.edu.au

Introduction

Thank you for choosing our college for your training and assessment. North Coast Community College Inc. (NCCC) is a not-for-profit community-based organisation supported by the Adult and Community Education (ACE) unit of the NSW Department of Industries. We supply adult community education to our local communities. We are committed to the provision of quality training and we welcome all constructive comments to improve our training, delivery and assessment service.

Here at North Coast Community College we endeavour to help you succeed in your studies. This Student Handbook describes some of the expectations of our students and 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 training with North Coast Community College, please do not hesitate to ask your trainer or any of our friendly staff.

Community Colleges

As a Community College we receive partial funding from the NSW Department of Industries. We are a community managed and not-for-profit organisation governed by a voluntary board of local community members and administered by paid employees. North Coast Community College Incorporated is a member of Community Colleges Australia and Cooperative Learning Limited.

North Coast Community College (NCCC)

NCCC has three campuses across the region, in Alstonville, Ballina and Yamba. NCCC also provides training to the communities of Grafton and Mid Richmond. Students also have the option of undertaking studies online as well as face to face or a combination of both in some cases.

Our Vision

To ignite futures and enrich lives through learning.

Our Mission

To engage with you, our community, providing learning opportunities that are life enriching and relevant for growing your future.

Courses Offered

As well as offering general education and lifestyle courses, North Coast Community College provides vocational courses that lead to nationally recognised qualifications. The College fulfils all Standards for RTOs as determined by the Australian Skills Quality Authority (ASQA) and in line with the Australian Quality Framework (AQF). North Coast Community College Inc. is a provider of funded programs under the NSW Smart and Skilled Contract.

The majority of our vocational courses are conducted during a four-term year aligned with New South Wales public school terms.

Legislative Requirements

The College is bound by all Government Legislation and has compliant Policies and Procedures in place.

Relevant legislation includes (but is not limited to):

- Anti-Discrimination Act (1977) (NSW)
- Disability Discrimination Act (1992) (Cth)
- Board of Adult and Community Education Act 1990,
- Standards for RTO's (2015) (Cth)
- Privacy Act (1988) (Cth)
- Work Health and Safety Act (2011) (NSW), Work Health and Safety Regulation (2011) (NSW)
- Child Protection (Working with Children) Act (2012) (NSW)
- Equal Opportunity for Women in the Workplace Act (1999) (Cth)

This information, in addition to our Policies and Procedures Manual, are also available upon request from any of our offices.

Code of Practice

North Coast Community College believes that education is the basis of an informed, cohesive progressive community. Our community comprises people from all backgrounds and circumstances sharing access to education and training to assist them to participate fully and successfully in the community.

All people should have the greatest possible opportunity to use and participate in programs offered by North Coast Community College.

The College supports the NSW Charter for Equity in Education and Training principles, which are:

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
2. In the allocation of public resources, priority is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequalities.
3. All young people are entitled, as a minimum, to be able to complete their school education to Year 12 or a vocational equivalent (Certificate II or III).
4. The diversity of the population is recognised and valued by inclusive approaches to

the development, conduct and evaluation of programs.

5. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

These principles are supported by:

- Student enrolment conditions and any pre-requisites for enrolment will be clearly stated in the course details in promotional materials including the website.
- A variety of training delivery methods are available, these include classroom based learning, work based learning, distance and on-line or any combination of the above. Assessments will be carried out in accordance with the AQF standards.
- The College has staff and student grievance procedures and has provision for a grievance mediator. This is fully documented in the Staff and Tutor and Student Handbooks.
- Course fees will clearly be stated in the course program and an estimate of any additional costs will be given on inquiry. Legal regulations governing RTOs require the College to receive no more than \$1500 as payment prior to the commencement of any course.
- The College will refund student fees, as per the Refund Policy, where a course does not proceed for lack of numbers or any other reasons.
- Refunds will only be considered where notification of withdrawal from a course is received more than five days prior to the commencement of the course.
- Within five days prior to the commencement of a course the student fees are deemed to be off-set against the course budget and cannot be refunded except in exceptional circumstances. These should be stated in writing and a refund may be approved by the Executive Officer with an appropriate deduction for administration or materials costs.
- Students will be given every opportunity to achieve a satisfactory learning outcome including the development of educational pathways. Where North Coast Community College cannot assist, referral to other agencies will be made.
- Maintaining sound financial management practices.
- Complying with all relevant legislative and regulatory obligations.
- Operating under a system of continuous improvement at all time to ensure best practice in adult education and to satisfy clients' learning needs.

Student Welfare

North Coast Community College will make every effort to provide as much support as is reasonably practical within its policies and resources for students to achieve the required level of competency in accredited courses. Students may contact the Student Support Officer to discuss any difficulties they may be having, may be counselled and offered opportunities for remedial study. Other student support services include referral to counsellors, literacy coordinator, case managers or disability support services.

North Coast Community College is committed to helping students who have difficulties with Language, Literacy and Numeracy and assessment is available upon application to the Training Manager.

Statement of Organisational Principles

Equity – North Coast Community College will ensure that all adult persons have access to our education programs regardless of age, gender, sexuality, race, ethnic origin, political belief, religious belief, disability or disadvantage.

Empowerment – North Coast Community College will work to ensure the education programs and environment is conducive to self-determination and responsibility, and improvement in ability to make informed choices

Independence – North Coast Community College are independent, autonomous, community based organisations working for the local community.

Consultation – North Coast Community College will consult fully with all their stakeholders in planning, directions and service provision.

Co-operation – North Coast Community College will work closely and co-operatively with existing and future agencies within their communities

Flexibility – North Coast Community College will maintain flexibility in all operations and functions, ensuring appropriate responses to the changing education needs of the community.

Excellence – North Coast Community College will strive for excellence in all areas of educational service, accountability to the community and administration.

Continuous Improvement

North Coast Community College provides general education, vocational education and training, literacy and other learning programs to adults in response to community needs. The College recognises the varying expectations of its stakeholders across these programs.

The College is committed to providing education of the highest quality and have adopted systems of continuous improvement. This includes improving programs and services through:

- Continuous improvement of program quality using student and stakeholder feedback,
- Improved client service,
- Implementation and maintenance of the AQF standards for RTOs, and
- Continuous improvement beyond best practice across all areas of the organisation.

The management and staff of the organisation routinely review opportunities for improvement and ensure that systems and procedures meet all legislative standards.

Student Enrolment

Enrolment Procedure

North Coast Community College accepts enrolments in person, in writing, over the phone or online via the college website: www.northcoastcc.edu.au. Payment at the time of enrolment is the College policy. Where a third party is paying for a course the enrolment will not be confirmed until a purchase order or payment has been received.

Course Content

North Coast Community College provides training and assessment that leads to the achievement of competency in accredited units from training packages on the College scope of registration.

Courses will normally be delivered over a period of weeks to months, generally with a number of flexible training options available to meet the differing needs of each individual student. Some research and assessment tasks will require completion out of class hours.

Student Induction

North Coast Community College provides a Student Induction which involves a Pre Training Review to assess Language, Literacy and Numeracy requirements. In addition to the Student Handbook and a Motivation Manual. This is conducted with the Student Support Officer and gives the student the opportunity for any further questions.

Industry Work Placement

At North Coast Community College there are some courses that require compulsory industry work placement component to deem competent units associated with the qualification. The number of placement hours will depend on the qualification whereby there will be a joint effort in consultation with the Student Support Officer to arrange the placement with appropriate facilities for students. Students must meet the employment requirements the workplace they are entering into. Students that do not complete the full amount of required compulsory industry placement will not be issued with a full qualification as the practical hours form part of the assessment process.

Fees and Charges and Refund Policy

North Coast Community College will only enrol students who have paid all course fees in advance or have entered into an instalment agreement and made the appropriate deposit. Refunds are not available after commencement of course. Prior to course commencing a refund, or part thereof, can be given if suitable notice is received of intent to withdraw (a \$35 cancellation fee applies).

The North Coast Community College cannot accept payment in advance of more than \$1500 for any single accredited course. Any residual amount owing must be paid within one week of course commencement.

Customised training is negotiated at an hourly rate set by North Coast Community College.

Any additional time required for attendance at assessments beyond the two attempts included in each accredited course will be charged at an hourly rate set by the College (see Fee Schedule).

Special Learning Needs including Language Literacy and Numeracy

All students who advise North Coast Community College staff of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by North Coast Community College staff will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner. Students will complete a literacy and numeracy capability evaluation at course commencement of full qualification courses and elsewhere where notice of a learning need has been expressed at the time of enrolment.

Welfare and Guidance

All students experiencing any difficulty or concerns about their training experience should make contact with their Trainer, Student Support Officer, Training Manager or Executive Officer where a range of solutions may be discussed and provided.

Grievance Process

The complaints and appeals policy of North Coast Community College provides an avenue for students to address their complaints and appeals and have them dealt with in a constructive and timely manner. These are located at the end of this Student Handbook.

Disciplinary Procedures

Students who are unruly, offensive or conduct themselves in a disrespectful manner towards North Coast Community College staff or fellow students will be offered one warning to desist their behaviour after which continued behaviour will result in their enrolment being cancelled.

Attention is drawn to student rights and responsibilities located later in this Student Handbook.

Access and Equity

North Coast Community College are committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy. Students with a physical disability are required to inform the College when enrolling of any access issues they may anticipate.

Legislative Compliance

North Coast Community College management and staff conduct periodic reviews to ensure that the College is compliant with all state and federal legislative requirements for Registered Training Organisations including but not limited to Workplace Health and Safety, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.

Students undertaking work experience as part of their training may be required to submit a working with children or criminal records check at their own expense.

Recognition of Prior Learning (RPL)

North Coast Community College recognises qualifications and statements of attainment issued by other Registered Training Organisations. Where sufficient documentation is provided NCCC will provide credit transfer, or commence the RPL process, to enrolling students. All current competencies held by students are verified are recognised.

Records and Information Management

North Coast Community College are committed to implementing best practice in records management practices and systems, responding in a timely manner to all requests for

information from present and past students. All staff are required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act, 1998.

A fee is charged for reissuing certificates (see Fee Schedule).

Students should advise the College immediately of any changes to their contact details.

Training and Assessment Plans

Trainers will inform students of the session content for each course at the commencement of training and will advise dates for assessment task completion. Students will receive a copy of the completed Training Plan and update where necessary of student progress.

Students will have two opportunities to demonstrate competence.

Certificates

Certificates and Statements of Attainment will be issued within a reasonable period after the completion of the course and once all assessments have been finalised. The College will use the details recorded on the student management system. Certificate of attendance, participation or continuing professional development will be issued on request.

Foundation Skills

All accredited training programs contain employability and foundation ('life') skills embedded in their content. Students may be referred to support services where their learning or performance is impeded by gaps in related foundation skills such as reading, writing, oral communication, calculating with numbers or strategies for enhanced learning.

Food, Drink and Litter

A Student Lounge with kitchen facilities is provided for the consumption of food and drink. Students are welcome to use all facilities provided including the fridge and microwave.

Tea and coffee making facilities are provided.

Food and drink, with exception of water (in a sealed container), must not be consumed in any classroom as this may cause a health or safety hazard and risk to expensive equipment.

Please ensure all personal litter, such as food scraps, drink containers etc. are disposed of in the bins provided.

Mobile Phones/Personal Music Devices

Mobile phones and personal music devices are to be switched off (or in silent mode) at all times during classes. Students are to be considerate of the rights of others at all times whilst both on campus and at any off campus activity.

Any use of mobile phones or cameras which impinge on the rights of others may result in the suspension or exclusion of the student from the College for a specific period.

Copyright

North Coast Community College observe the requirements of the licence for copying documents under the Copyright Act, and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for a profit, a person may make multiple copies of:

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

Separate provisions relate to reproduction and communication in an electronic form and, if you are considering any such form of copying or are in doubt about any other aspect of the guidelines, you should consult the Executive Officer for a ruling prior to copying material.

Plagiarism and Referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from research sources or another student's work, including re-worded or paraphrased material without acknowledgement, is plagiarism. Plagiarised work will not be accepted and will result in disciplinary action.

All material gathered from other sources should be referenced accordingly. Please speak to your trainer if you are unsure of how to reference your work.

Work Health and Safety

The College is compliant in all policy and procedures with the Work Health and Safety Act, 2011 and the Work Health and Safety Regulation 2011.

North Coast Community College ensures the health, safety and welfare of its personnel. All employees, however, have a duty of care for the health and safety of the staff and students for whom they are responsible. All employees must take care that their own health and safety are not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times. The organisation will ensure all employees and volunteers have access to first aid equipment within the workplace in accordance with WorkCover requirements.

An incident folder is kept at the administration office site and all incidents and accidents must be recorded as soon as practicable with time, date, location, and description of the incident/accident. All tutors are issued with an Incident Report sheet to be documented in the event of an injury or when a health hazard is identified or when damage to property has occurred. This is then returned to the administration office for follow-up action as required. A copy is also available on the website at: www.northcoastcc.edu.au.

Worker's Compensation insurance must always be maintained. An appropriate insurance cover will also be maintained for volunteer workers and students. If staff are injured during the course of their work a WorkCover Small Business Rehabilitation Program will be initiated.

Students undertaking work placement as part of their training will be covered by legal liability insurance. Forms for this purpose must be completed and returned to the college prior to work experience commencing.

Smoking or the consumption of alcohol or other drugs is not permitted and will not be tolerated on any of its premises or during training.

Privacy Policy

Under the Data Provision Requirements 2012, North 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 North Coast Community College for statistical, administrative, regulatory and research purposes. North Coast Community College may disclose your personal information for these purposes to:

Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

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

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

Enrolment Policy

1. Please enrol early as classes fill quickly. Enrolments may be made in person, online or by post.
2. Classes are open to anyone over the age of 15 years. No child minding is available nor facilities for children.
3. Enrolment is confirmed once eligibility requirements have been met (p.
4. Enrolment is automatic upon payment. Until payment is received your name is on a waiting list. You will be sent an information sheet only for classes where materials are required for the first lesson. Receipts will only be emailed or made available for collection from the office.
5. If classes are cancelled, you will be notified and receive a full refund if required or you may transfer the fee paid to another course of your choice.
6. Classes will run as listed, subject to adequate enrolments, unless otherwise advised.
7. Application may be made to pay course fees by instalment for courses leading to a full accredited qualification. This is subject to the payment of a 10% non-refundable administration fee and 30% deposit of the total course fee at enrolment. Instalments will be by direct deposit over six equal fortnightly instalments or negotiated with the Finance Manager.
8. If you require disabled access to training facilities, please advise office staff when you enrol.
9. A completed enrolment form is required for each course and may be completed in person at one of our offices, downloaded and mailed or faxed, or completed online via our website.
10. For students undertaking a full certificate qualification, NCCC cannot accept a payment of more than \$1500 prior to commencement of the course. Any remaining amount must be paid before the second week of the course unless an instalment payment plan has been negotiated.
11. Where changes to scheduled courses are necessary the College will follow the sequence below to contact you:
 - a. Via your recorded mobile phone number. (If unable to contact you a text message will be sent.)
 - b. On the landline provided at enrolment.
 - c. Via your recorded email address.

Payments

Payments are to be made at time of enrolment. Payments may be made via direct electronic deposit, by cheque, cash or card, in person or over the phone (Payment in person is only available at Alstonville and Yamba campuses).

USI Policy

From January 1, 2015 all RTO's must collect and verify a Unique Student Identifier (USI) for each student studying a VET qualification or Unit of Competency (UoC).

Students are encouraged wherever possible to obtain their own USI. The college may assist where the student does not have the capacity or resources to obtain their own USI, please enquire if you request the colleges assistance.

Advice to Students

All students enrolling to study a VET qualification or Unit of Competency (UoC) must be informed of the need for a USI. Students can access information regarding USI requirements by:

- *In Person* - students are provided with the USI information sheet.
- *By Phone*
- *By Email*
- *Via the Website* – Information is provided on the North Coast Community College website www.northcoastcc.edu.au

Obtaining a USI

It is the responsibility of the student to obtain a USI.

Students need to provide their USI to the college preferably at enrolment, but it must be before the course start date.

If a student is having difficulty obtaining their USI on line they can contact the USI Office by phone on 1300 857 536 or www.usi.gov.au.

Recognition of Prior Learning Policy (RPL) and Credit Transfer (CT)

The College is committed to providing up to date and relevant RPL and CT information to all students at enrolment and whilst enrolled. Staff will provide support and guidance regarding any enquiries in a timely manner. The College recognises certificates from full qualifications (Certificates) and any Statements of Attainments (SOA), which are issued by any other training organisations.

RPL Procedures

- On receipt of an RPL enquiry staff will direct the potential RPL client or enrolled student to the Training Manager who will issue an RPL application pack.
- The Training Manager ensures that the RPL application pack contains an RPL Application Form and accurate advice concerning the RPL process, cost and RPL assessment pathway to issuance of statements of attainment or qualifications.
- On receipt of an RPL application the Training Manager will issue a receipt for the RPL fee and provide the student with an RPL Evidence Guide related to the Units of Competency or Qualification sought by the RPL Applicant.
- On receipt of a completed RPL Evidence Guide and portfolio the Student Support Officer will record the date of receipt in the Student Management System and appoint an assessor to process the portfolio.
- Assessors will follow the Assessment Checklist.
- If the tutor finds the student competent, assessment outcomes are recorded, and a Statement of Attainment or Certificate is issued.
- If the student is NYC a meeting will be arranged with the assessor to explain areas requiring further evidence.
- All relevant documentation including results and evidence of the RPL will be filed in in the Student Management System.

The RPL kit is available from the Training Manager.

Credit Transfer

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

- Completed units of competency from a relevant Training Package
- Approved units of competency from a Training Product

Recognition of Current Competency

If a student can supply evidence of previously being assessed as competent in a Unit of Competency, then they are awarded Credit Transfer and do not have to complete the unit again. The evidence is usually in the form of a Certificate or Statement of Attainment. Credit transfer will only be granted where the unit named on any testamur has equivalence into the course being undertaken.

The Student Support Officer should be informed prior to commencement of the unit or course for credit transfer to be considered. Any Credit Transfer will be reported to the student in writing once a certified copy of any evidence has been presented and verified.

Similarly, a student who has broad and extensive experience in content covered by a unit of competency may request an 'assessment only' enrolment in that unit and demonstrate current competency by completing a challenge test/assignment.

Assessment Process for VET Accredited Courses

North Coast Community College undertakes 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.

North Coast Community College will attempt to send each student either their Certificate or Statement of Attainment promptly once their results have been lodged by the Tutor.

All assessments and evaluation will recognise equity issues without compromising the integrity of the assessment or evaluation. Originals will be retained by the College for the statutory period of **six months**. After **twelve months** from issue date of the testamur, if the original assessment evidence has not been collected, the material will be destroyed.

It is the responsibility of the student to ensure they have a copy (electronic or hard) of any assignments they submit for assessment.

Assessment Procedure

1. It is the responsibility of the Training Manager/Executive Officer to ensure:
 - all assessment and evaluation processes are fair and transparent;
 - all assessment and evaluation processes strictly adhere to the criteria in the curriculum or training package; and
 - that the College Access and Equity policy is followed and provides an assessment process that is fair and recognises any particular equity issue.
2. The Training Manager must consult with the tutor/s regarding the assessment and evaluation process prior to the course commencing.
3. At the commencement of the course students will be advised of the general assessment criteria and requirements they will need to meet as well as most dates for submission.
4. The Executive Officer can seek the advice of independent or industry experts for any aspect of the process.
5. If a student disputes the result of an assessment the following procedure will commence:
 - a) an appeal should be lodged within two weeks of the student receiving the results. On receipt of the written appeal, the Executive Officer will view the assessment tool and examples of assessment by other students to ascertain the fairness of the process. The Appeal Form is contained in the Student Handbook.
 - b) the Executive Officer will consult with the tutor and/or assessor for his/her view of the issue and maintain a record of any comments they may wish to make.
 - c) if the Executive Officer feels the student has a case for a review, then a suitably qualified independent person will be employed to conduct another assessment.
 - d) if the Executive Officer does not think there is need for an independent review the student will be notified within five working days of the appeal being lodged.
6. In the event of the Executive Officer refusing a review the student will be given a copy of the College's grievance procedure.
7. If a student fails an assessment or evaluation they will be offered an interview to explain the reasons for the decision. If the failure leads to non-issuance of a qualification written advice must be given to the student within five working days.
8. The student has the right to take an appeal related to a VET qualification to Australian Skills Quality Authority when other avenues have failed.

Student Assessment Policy

Student assessments at North Coast Community College comply with the methodologies of competency based training and assessment. The assessment process is to be transparent and not hinder or impede any student's ability to undertake and complete assessment tools/activities with reasonable adjustment if required.

At the commencement of all accredited courses students will be required to complete a formal "Assessment Agreement" (Training Commencement Form).

All students undertaking assessments regardless of type including but not limited to the following;

- Written questions / project
- Group discussions
- Verbal questioning
- Observation
- Third party report

students are to be notified of the intention of the assessment, the date of the assessment / submission date and requirements of the assessment within a reasonable timeframe to enable the required learning to be undertaken to appropriately respond as expected at the required Australian Qualification Framework (AQF) level.

Assessments are to be assessed and feedback is to be provided to students within one week of the submission/completion of any assessment whenever possible. Assessments will not be marked against a score but as to whether they have or have not met the performance criteria of the unit and recorded on the 'Individual Assessment Coversheet' and marking guide for the unit.

Students who are deemed 'not yet competent' or who have not completed all the requirements for assessment by the end of the course will be given one further opportunity to demonstrate their competence; no more than two weeks after the original assessment/submission date. This second attempt may be conducted under invigilation. Second attempts at demonstrating competence should be undertaken within the duration of the scheduled course dates unless specifically negotiated with the Tutor and Training Manager. Any further attempts may incur an additional assessment fee. See separate fees schedule.

Tutors are to use their discretion as to any reasonable adjustments that will be made and the number of resubmission occurrences that a student is allowed in consultation and approval from the Training Manager.

Trainers are required to notify the Training Manager if at any stage they believe that a student may not be able to reasonably attempt the required assessment as scheduled in the assessment plan of the Training and Assessment Strategy. Additional support services will be provided on a case by case basis to support any student to reasonably attempt the planned assessments.

Final outcomes of assessments will contribute towards the unit of competency outcome and will be assessed against the AVETMISS requirements and recorded on the individual assessment coversheet and in the Job Ready Student Management System.

By and large most assessments require performance on more than one occasion or demonstration of competence over time for a 'competent' judgment to be made. All assessments will be judged according to the rules of assessment:

Rules of Assessment

If the assessment process has been **valid, reliable, fair, and flexible** and the evidence is **sufficient, consistent and authentic** then the professional decision on a candidate's competency should be a straightforward appraisal of the evidence.

Assessment Extensions

If at any stage a student or Trainer identifies that a student will not be able to complete an assessment within the timeframe given, the student can seek an extension by speaking with their tutor.

The student is required to identify the reason for the extension, and then forward the form to the Trainer for their feedback. The Trainer will then complete the required sections of the form and forward it onto the Training Manager for approval. Trainers will be required to discuss the reason for extension and the suggested new submission date with the Training Manager to enable a transparent and fair decision. The student and Trainer will be notified of the outcome within five working days of the request for extension being submitted to the Training Manager.

Assessment Appeals

A student is entitled to appeal against an assessment decision made by a Trainer. Appeals must be documented using the 'Assessment Appeals Form' and referred to the Training Manager for consideration.

Students seeking an appeal must lodge it within five working days from receiving the notification of the assessment outcome. All appeals are taken seriously and on a case-by-case basis. Students will be required to provide a reason for the appeal. Discussions will be held with the student, Tutor, Training Manager and Executive Officer to identify an outcome that is transparent and fair, within five working days of the appeal being submitted. The Executive Officer will be kept informed throughout the appeal process and will sign off on the form once an action and outcome has been agreed upon. Additional costs will apply if seeking re-assessment of assessments.

Re-Assessment of Assessments

If a student is deemed not yet competent and believes that the assessment outcome does not fairly reflect their competency in the unit, they can lodge an appeal to seek re-assessment. Students seeking re-assessment are required to use the 'Assessment Appeals Form' identifying the re-assessment that they would like to undertake. Students seeking an appeal / re-assessment must lodge it within five working days from receiving the notification of the assessment outcome. The completed form is to be forwarded to the Training Manager.

Charges that will apply for re-assessment;

- Nil cost – if the outcome for the student is deemed incorrect
- See separate schedule of fees for re-assessment if the student is required to resubmit / undertake the assessment
- See separate schedule of fees for re-assessment if the student is required to resubmit / undertake the assessment for cheating and plagiarism

Prior to re-assessment the student will be contacted by the Training Manager, of the outcome of the review undertaken and the relevant charges for re-assessment.

Appeals to Higher Authority

Where a student is not satisfied with the outcome of the assessment appeal or re-assessment outcome, or they are not satisfied with the quality of service or training being provided they may lodge a complaint to Australian Skills Quality Association (ASQA).

Information regarding the ASQA complaints process can be found at www.asqa.gov.au/complaints/making-a-complaint.html or by contacting the ASQA information line on 1300 701 801.

Assessment Appeals Procedures

Assessment Appeals

From time to time a student may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible.

1. Resubmission or a second testing

In the first instance, the Assessor will provide you with an opportunity to re-do the assessment task or submit supplementary evidence for assessment. It will then be re-marked by the Assessor.

2. A second Assessor will be asked to re-mark the work.

The Assessor should immediately inform the Training Manager/Executive Officer of the disagreement or dispute or appeal of the results, record the issues in writing and we will make arrangements for re-assessment by another Assessor.

3. A written assessment appeal process

If the student is still not satisfied with the re-submission process and second marking the student must put their appeal in writing and then meet with the Training Manager/Executive Officer and the Assessor to discuss the assessment appeal. Details of the meeting will be recorded in writing and the student informed. The student will be given a written statement of the final appeal outcomes, including reasons for the decision within 14 days.

4. External access to alternative appeal

The student has the right to take an appeal related to a VET qualification to the Australian Skills Quality Authority when other avenues have failed.

Related Forms

- Assessment Appeal form
- Grievances Form

Student Code of Conduct

1. Students have a right to learn in an appropriate environment and that all people using the services provided by the colleges have a right to be free from any form of harassment and/or discrimination. Students must give due respect to tutors and other staff at the College and at all times. Students under 15 years of age cannot enrol in North Coast Community College courses or attend classes.
2. Students must dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards. Participants not suitably attired may be refused entry to class.
3. Students should come to class sober and drug free and smoke only in designated outdoor areas away from other people, maintaining a buffer of at least five metres from buildings. Alcohol consumption on the premises will not be tolerated and will lead to immediate suspension from classes.
4. Mobile phones should be turned off or to silent mode during class. Mobile phone use should be restricted to scheduled breaks, unless an emergency situation arises and the tutor has been informed.
5. Students have a right to have any special learning needs known and addressed by the tutor.
6. Tutors may choose to disclose phone numbers or email addresses if they wish to have students contact them out of class time. The College will not disclose tutor contact details unless specifically instructed by a tutor to do so.
7. Students are to pay all fees and charges associated with the course. Should this cause hardship this can be discussed with the coordinator to arrange a payment plan.
8. Refunds will only be given in accordance with the College refund policy.
9. Students are responsible for personal possessions while attending the course.
10. Student are expected to take responsibility for cleaning and tidying their work area at the end of each session. No eating is permitted in the training areas. Kitchen and coffee making areas are to be left clean and tidy.
11. The use of the telephone and photocopier is to be approved by the office staff. Costs may be passed on to students for use of telephone, fax or photocopier.
12. Students have a right to normal privacy afforded all citizens in personal matters. No personal information will be divulged to third parties and student and staff information will be kept confidential except where a legal obligation exists.
13. Students have the right of access to all of their own personal records kept by North Coast Community College.
14. There is no provision for child-minding and children are not permitted in class.
15. The College policy is to ensure the health, safety and welfare at work of all personnel. All employees and students have a mutual responsibility for their own health and safety and the welfare of other staff and students. Due care must be exercised at all times by all while on the premises.
16. Students are to be made aware of all safety provisions and location of the First Aid equipment and evacuation procedures.
17. Students should report all injuries or incidents of harassment by another student or tutor promptly to the coordinator and ensure a written report is kept in the incident folder. Tutors have copies of the relevant form in their tutor pack. This record is kept in the office and all incidents are to be reported giving time, date, location and description

of the incident.

18. At least 80% attendance is recommended to achieve the outcomes of any course and meet assessment requirements. Students should notify the office or tutor in advance of any absence and any notes or handouts missed may be collected from the office. Sleeping during class time will be regarded as an absence from training.
19. If an assessment takes place during programmed class time any student who is absent will have to make arrangements with the tutor or Training Manager to do that assessment or forfeit the result. Rescheduling of assessments may incur additional expense to the student concerned.
20. Students must ensure they have a copy (electronic or hard) of any assignments they hand in for assessment.
21. Students who work are to advise their employers to ensure that they are free to attend the College according to the training schedule given to them at the beginning of the course (and updated when necessary).
22. The Course Guide, website and/or staff member will indicate where and when each course is being conducted.
23. Students and staff have access to toilet facilities at all venues being used by North Coast Community College to conduct courses.

Computer Use Policy

North Coast Community College provides a wide range of computer resources to its students and encourages students to take full advantage of the technology. As a user of the college computers, you are expected to review and understand the below rules and guidelines.

The following rules apply to all students:

1. The College computer network is to be used only for legitimate educational purposes. It should be noted that the computer are not private and authorised staff may access accounts to monitor, view and delete inappropriate files.
2. Downloading, distribution and storage of obscene or illegal material is forbidden. Students who encounter such material must report the matter to the Student Support Officer. Students must accept full responsibility for all material associated and for any data transferred over the network using their account.
3. Each student is responsible for any damage, missing parts, computer malfunction, or evidence of these rules being broken, must be reported to a Student Support Officer.
4. Students are to pay for excessive usage of printing.
5. Students are never allowed to: Plagiarise someone else's work; Use unapproved social media network sites; Create, place or spread a virus on the network; Make copies of copyright protected material.
6. Students are not permitted to send digital communications that: Do not meet the College's expectations; Could be considered offensive in any way, eg. racist, sexist, obscene, inflammatory or defamatory;
7. Students are to not provide personal information which others may use inappropriately or provide any other person's email address, postal address or phone number.

Personal devices will be allowed access to the Colleges network under the following conditions: The College cannot and will not be responsible for loss, repairs and maintenance to student owned devices. The College does not have insurance that covers personal equipment and will not be responsible for its loss.

Online Code of Conduct

In the same way that there is a code of conduct for behaviour in a classroom there is also a code of conduct for the way that we communicate online. Students must adhere to the following guidelines. If you have any questions about the Code of Conduct, please contact your tutor.

1. Acknowledge the opinions of others and always provide clear and thoughtful support for your views.
2. Respect the right of others to participate in ways which are free from harassment and intimidation. Flaming (comments intended to abuse or insult) and personal abuse are entirely inappropriate.
3. Always assume good intent and respond accordingly. If you are unsure of or annoyed by a message, wait 24 hours before responding.
4. When posting a message, you must choose your words carefully to communicate what you intend. It is difficult to convey subtle meaning in online communications. Don't assume that others will interpret your message in the same way that you do. Consider rewording your message if you think there is a chance that others will misunderstand your message and be offended by it.
5. Avoid typing in all capitals (UPPER CASE) because it is difficult to read and is considered the electronic version of 'shouting'.
6. Give your postings and replies to postings meaningful Subject Titles related to what you are saying so others can easily locate and read your messages.
7. Quote the relevant message or excerpt when responding so other participants can see which point you are responding to in a complex multi-level discussion thread. If you include an attachment to your message, please ensure that it is free of any viruses before posting it.
8. Do not post or provide links to any pornographic content.
9. Web and email access provided by the college to tutors and students is for the exclusive use of tutors and students while at the college. Access must not be linked to or shared with others outside the college including social media sites.
10. North Coast Community College reserves the right to ban anyone from access who engages in inappropriate behaviour.
11. Students must agree to abide by this code of conduct by signing the agreement before access will be provided.
12. It is against the law to stalk or harass a person using electronic media.

Disciplinary Policy

Student responsibilities are detailed previously.

North Coast Community College retains the right to refuse enrolment as permitted by law and to remove from class students who disrupt the learning experience of other students, who do not behave in an acceptable and appropriate manner towards staff of students, who fail to respect the property of the College, the staff or other students, or the premises in which courses are conducted.

Students may have their privileges revoked or their place in a course terminated if their behaviour is classified as contributing in a negative way to the progress of themselves or others in the course or brings the College into disrepute, on its premises or at a workplace.

Consumer Protection Policy

North Coast Community College Inc ('NCCC') maintains compliance with the national Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair-Trading Act 1987 & Fair-Trading Regulations 2012 (NSW). The ACL protects clients and ensures fair trading in Australia.

Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

NCCC has implemented a Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients. These arrangements are in line with the NSW Consumer Protection Strategy:

www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf.

NCCC's Training Manager will perform the role of the designated Consumer Protection Officer:

NCCC Training Manager Scott Dunlop: tm@northcoastcc.edu.au.

For further information on NCCC's Consumer Protection Policy, please visit our website.

Client Grievance Procedure

North Coast Community College listens to clients and stakeholders and accepts (and takes seriously) feedback and grievances about the College, its marketing, administration, programs and staff.

All client grievances will be dealt with in a constructive and timely manner. If you have a grievance, please follow these steps:

1. Talk to us as soon as there is a problem.

In the first instance you should talk to the Tutor. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow up appropriately.

2. Meet with the Training Manager/Executive Officer to explain your grievance

If the problem continues or is not easy to resolve informally, please ask for a meeting or e-mail the Training Manager/Executive Officer. If it helps, you can bring a friend along with you or we can help with an interpreter. You will be given the opportunity to present your case. We will make notes of the meeting, the grievance and the proposed solution that is hopefully agreed at the meeting. We undertake to investigate the matters you have raised and respond within a reasonable time. We will keep a record of your grievance and the outcome in our register and on file. We may ask you to sign this record, acknowledging your involvement in the grievances process.

3. If you are still not satisfied, you may write a formal grievance to the Executive Officer.

There is a Grievance form at the back of this Student Handbook or please ask for a form at the office. Your grievance will be heard by an internal panel that will provide you with the opportunity to put your case. The panel's decision including the reasons will be provided in writing within 14 days of the panel meeting.

4. Mediation

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through local community organisations.

Other Avenues for Complaints:

If you are not satisfied with the outcome of the above process you can contact other agencies as follows:

1. VET training delivery and assessment matters can be taken to ASQA.
2. If the unresolved matter is not related to training delivery, you could take your grievances to the NSW Department of Fair Trading or the NSW ombudsman. Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your complaint is substantiated, it is the College's responsibility to follow up on the issues, modify policies and procedures if required and record this action.

Student Feedback

Towards the end of the course each student will be asked to complete an evaluation/feedback form that reviews student course satisfaction and ways of improving our service. Please take

time to complete this form accurately so that we can improve our training for the future students.

Student Services

Re-Issuing Certificates and Testamurs

See Fees Schedule for charges associated with re-issuing Testamurs (Statements of Attainment or Certificates). Charges apply.

Additional charges will be incurred for archive searches when the issue date is pre-2005.

Office Services for Students

NCCC is pleased to offer the following services to students. Booking in advance is essential.

- Photocopying: 10 cents per copy
- Laminating: A4--\$3, A3--\$6
- Binding: \$10 for up to 30 pages.
- Sending a fax: 50 cents per page

Students can use the computer laboratories at both Alstonville, Ballina or Yamba campuses when classes are not in progress. Please book in advance with the respective office at reception.



Assessment Appeal Form

Date			
Name			
Address			
City		Postcode	
Phone Home		Mobile	
Course Name			
Unit Code			
Unit Name			
Start Date of Course			
End Date of Course			
Tutor / Assessor			

Have you requested that the Assessor review their decision?			
Yes		No	

Reason for Appeal

Student Name		Date	
Student Signature			

Please return the completed form together with any additional evidence or information to:
 Address: 494 Bruxner Highway (PO Box 222), Alstonville NSW 2477
 Email: tm@northcoastcc.edu.au
 Website: www.northcoastcc.edu.au
 Telephone: 02 6628 5426



Complaints Form - Confidential

Date			
Name			
Address			
City		Postcode	
Phone Home		Mobile	
Course Name			
Tutor/Assessor			

Grievance	
Please highlight any relevant information and the specific event	

Desired Resolution	

Student Name		Date	
Student Signature			

Please return the completed form and any further evidence or information to:
 Address: 494 Bruxner Highway (PO Box 222), Alstonville NSW 2477
 Email: tm@northcoastcc.edu.au
 Website: www.northcoastcc.edu.au
 Telephone: 02 6628 5426

Office Use Only			
Received By		Date	
Action			



Student Acknowledgement

I acknowledge that I have read and understood the North Coast Community Student Handbook which contains relevant information regarding enrolment, workplace health and safety, student welfare, grievance processes, complaints and appeals, refund policy and student code of conduct.

Student Name		Date	
Student Signature			

Note: Please return this signed acknowledgement to North Coast Community College.