



NORTH COAST COMMUNITY COLLEGE INC

RTO 90029

Student Handbook 2020

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Contents

Campus contact information	3
Introduction	4
About North Coast Community College.....	5
Programs & services.....	7
Pre-enrolment information	9
Enrolment eligibility	9
Unique student identifier	10
Fee, charges & terms of enrolment	10
Refund policy, fees & charges	11
Withdrawal & Deferment.....	15
Participation & assessment	17
Participation & assessment	24
Student support services.....	26
Results & awards.....	27
General rules & expectations	28
Code of practice	28
Student code of conduct	30
Privacy policy	31
Work, health & safety	34
Drug & alcohol policy	35
Records & information management	35
Online code of conduct	38
Disciplinary procedure	39
Consumer protection policy	39
Grievance procedure.....	40
Student services.....	41
Student acknowledgment	42



Campus contact information

Ballina Campus

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10/92 Tamar St
BALLINA NSW 2477
Tel: 02 6628 5426
Email: enquire@northcoastcc.edu.au
Website: www.northcoastcc.edu.au

Alstonville Campus

494 Bruxner Highway St (PO Box 222)
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



Introduction

Thank you for choosing to study with North Coast Community College (NCCC).

NCCC is a not-for-profit community-based Registered Training Organisation (RTO) supported by the Adult and Community Education (ACE) unit of the NSW Department of Industries.

We offer quality Vocational, Leisure & Life skills and Customised training to NSW North Coast Region communities located across the Clarence Valley Council, Richmond River Council, Ballina Shire Council & Lismore Shire Council.

We provide accurate and factual marketing information allowing prospective students to make informed decisions.

During enrolment we ensure that students have the skills, knowledge and experience require to successfully undertake studies.

Our intimate class sizes and student support services are structured to enable student progression, either to a job or to further study.

Our Trainers are qualified industry experts who adhere to required training standards.

Only students assessed as meeting course and/or training package requirement are issued with Australian Quality Framework (AQF) certificates.

Our organisation is governed by local industry leaders and experts that volunteer their time to ensure that our strategic direction meets the needs of local people and complies with an array of regulations and standards.

This Student Handbook provides students with insight to all aspects of study with NCCC.

NCCC require all enrolled students to carefully review and familiarise themselves with this Student Handbook and agree to adhere to our policies, procedure and standards.

If you have any questions about the contents of NCCC Student Handbook or studying with NCCC, please ask your Trainer, Student Support Officer or any of our friendly staff for assistance.

About North Coast Community College

At North Coast Community College, we are committed to the delivery of quality training that meets the needs of our communities and to advancing the skills and capabilities of our students.

We are a not for profit organisation and have been providing training since 1981.

NCCC serves students from Grafton to Goonellabah and beyond via online courses, with established training centres in Alstonville, Yamba and Ballina.

We continue to operate with a dedicated staff, employ a suite of quality trainers and are guided by a voluntary board of directors.

Our friendly team are happy to talk to you about your training needs.

You can call us on 02 6628 5426 or find the courses that suit you on our website.

There are outstanding possibilities created by government funded programs, specifically Smart & Skilled which is a part of the NSW Vocational Education and Training System. This initiative provides students with access to subsidised training (conditions apply).

This is an exciting and innovative time for community education and an opportunity to gain skills and training that works for you.

Our vision

To ignite futures and enrich lives through learning.

It is our aim to provide courses that enrich the lives of those in our community and spur them on to exciting futures.

Our mission

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

Our goals

Our goals over the next 3 years are:

- To develop and promote NCCC's identity.
- To deliver quality and compliant educational programs and learning experiences.
- To increase engagement with industry and the community to be responsive to identified learning needs.



- To develop our staff to be accountable, empowered and productive, ensuring quality customer service.
- To maintain a financially viable and compliant business.

Our values

Respect: We work together respectfully to deliver the best outcomes for our clients, the College and the community.

Integrity: We are accountable for our actions, honesty and for doing the right thing.

Passionate: We are passionate about learning and providing engaging courses that enrich the lives of our students.

Professionalism: We are each responsible for performing our roles to the highest standard, developing new skills and displaying good judgement

Teamwork: We desire to build and assist quality teams through offering courses and modelling great teamwork.

Student support

NCCC provides a range of support services to students and referrals to other community support services. If you think you may have difficulty completing a training/course, discuss this with your Trainer, Student Support Officer or the Training Manager.

It is best if this is done before commencing the class or as early as possible once the class commences so your needs may be assessed and accommodated if possible. We can offer specialised support in the areas of Literacy, Numeracy and Language.

Continuous improvement

NCCC 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.

Our staff and management team routinely review opportunities for improvement seeking to



ensure that our training, systems and procedures meet all legislative standards.

Programs & services

As well as offering general education and lifestyle courses, NCCC provides vocational courses and qualifications that lead to nationally recognised qualifications. As such NCCC complies with all Australian Skills Standards Regulations and Legislations for RTOs as determined by the Australian Skills Quality Authority (ASQA) in alignment with the Australian Quality Framework (AQF). NCCC is a provider of funded programs under the NSW Smart and Skilled Contract.

Our Trainers, assessors and instructors

Nationally recognised qualifications and skill sets at NCCC are delivered by qualified trainers with extensive industry knowledge and experience. Our Trainers and Assessors maintain their engagement with their relevant industry area, hold formal and updated qualifications in training and assessment and continue to develop their industry related expertise ensuring high quality service. Instructors training for our non-accredited courses and programmes are knowledgeable and passionate about their field or specialisation. Participants who undergo these programmes are not required to undergo any formal assessment, instructors are not required to hold a formal training and assessment qualification.

Many of our vocational courses are conducted during a four-term year aligned with New South Wales public school terms. For more information about course dates please visit our website at www.northcoastcc.edu.au/

General training programme

NCCC consist of nationally recognised qualifications and skill sets in addition to additional vocational courses, workshops and an extensive selection of lifestyle leisure courses. NCCC training programme provides flexibility and offers training at all three NCCC campus. and/or at workplaces enhancing the content and meeting the requirements of the course. NCCC provides a vast range of options in delivery for our courses such as face to face tutorials, by distance or through a combination of delivery methods such as teleconferences and online workshops.

Certificate Courses

NCCC delivers a range of nationally recognised qualifications and short courses. We vary which courses we offer term by term and we may not offer all qualifications and short courses at any one time. To find the range of accredited training we are entitled to deliver are outlines in our scope of registration found at www.training.gov.au .

Qualifications are offered at various levels and may be undertaken in preparation for entry or re-entry into the workforce, to support or justify greater responsibility in a workplace, enhance promotion prospects, and for career and professional development purposes.



These courses are compiled of industry related core and elective units and competency can only be determined by a qualified assessor on a unit by unit basis. A qualification certificate is only issued once all units have been achieved to a satisfactory level.

Accredited short courses and skill sets

Accredited short courses and skills sets are made up of one or more units of competency from a nationally recognised training package. Accredited short courses focus on skills required by an industry and are transferrable to aiming to increase employability. Industry-defined skill sets may be linked to a job role, industry licence or regulatory requirement. A statement of attainment is issued listing the title and national code of each unit once competency has been achieved. These competencies may also be used towards gaining a full qualification upon completion of the required units of competency.

Leisure and lifestyle courses

We offer a range of non-accredited leisure and lifestyle course for those individuals who are seeking to better balance their work, home and social life whilst also making the most of their leisure time. Our leisure and lifestyle courses have been developed by our highlight regards trainers who deliver these courses reflecting their personal passion and interest in the field of training. All course proposals are reviewed by the college management prior to being accepted and offered in our course guide available on our web page

www.northcoastcc.org.au

Customised training solutions

Upon request and in consultation with local businesses we produced Customised training solutions. Customised training in most cases is sought by businesses and employers seeking specialised training for their staff to update skills, meet new standards and regulations and for professional development. We tailor training services to meet the specific needs of our client this can include contextualising the following: content and design, training materials, mode of delivery, venue, dates and times. We also provide training for individual learners seeking personal/professional skills development and/or to explore an exciting pathway into further study aiming to enhance their prospect of re-entering the workforce.

Foundation skills and general education

NCCC offers accredited and informal foundation skills training for clients which integrates general workplace skills, digital literacy and language, general literacy and numeracy support. These programmes can be tailored to the client's needs which can support pathways into further vocational training. These training options are also open to students enrolled in other accredited programs.

All accredited training programs contain employability and foundation ('life') skills embedded in their content. Students may access additional training support services where



their learning or performance is impeded by gaps in foundation skills such as reading, writing, oral communication, calculating with numbers or developing strategies/plans for enhanced learning.

Recognition of Prior Learning

NCCC recognises qualifications and statements of attainment issued by other RTO. Upon submission of required evidence to meet the RPL standard NCCC may provide credit transfer or implement our RPL procedure prior to student enrolment. All current qualification and competencies held by students that are verified shall be recognised by NCCC. Additional information about RPL is contained within this handbook.

Pre-enrolment information

Course information

Current course information is available from our website www.northcoastcc.edu.au/, in our published course guides and may be obtained by contacting any of our colleges campuses directly. Detailed course guides are available for all advertised courses and qualifications.

Course Guide

NCCC course guide are published twice a year. Our Course Guide lists all the Course qualifications, short courses & lifestyle and leisure workshops available. All NCCC Courses are promoted and distributed locally where the Course is on offer and may be downloaded from our website or obtained over the counter at our campuses.

Course Information Sheets

Course information sheets are available for our full qualifications which are current in our course guides. Course information sheets cover qualification components, eligibility requirements, enrolment information, delivery and assessment arrangements, fees, subsidies and other course relevant information.

Enrolment eligibility

In some cases, you may need to satisfy certain entry requirements to be considered eligible for admission into a course or programme of study. This can include prerequisites or specific condition relating to subsidised training programmes. Information on eligibility is contained within course information sheets with additional information provided at our campus prior to enrolment.



Access to funded training places

Students who receive a government subsidy under any training programme may not be able to access further training under the same programme or be eligible for other programmes. It is important you fully consider your training option before committing to enrolment in a subsidised course.

Before you enrol

Before you enrol into any course, skill set or workshop at NCCC suggest you read the remainder of this handbook taking note on the sections on fees, charges, terms of enrolment, general rules and expectations, complaints and appeals.

Unique student identifier

All students who undertake accredited training must have a Unique Student Identifier (USI). This requirement applies in both full qualifications and accredited short courses includes First Aid training. You need to provide your USI at enrolment.

Obtaining a USI

To obtain a Unique Student Identifier, you (or parents or guardian) can apply for one at www.usi.gov.au. To create a USI, you will need to have a form of identification and a valid email address. NCCC will also ask you to complete a consent form in order for us to verify your USI. Should you need us to create a USI for you, we will first verify your identity and collect personal information necessary to complete registration. You will also be asked on our enrolment form for consent enabling us to do this registration on your behalf.

USI security

NCCC will ensure that all your personal information, including USI, and will not retain any information collected solely for the purpose of applying for a USI on your behalf. Storage, disclosure, use and security of the USI will be in accordance with Commonwealth & NSW State Government Privacy and Security legislation.

Fee, charges & terms of enrolment

NCCC 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.

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).



All prospective students are required to complete an enrolment form, provide ALL essential personal details and evidence required to establishing prospective students eligibility for enrolment. Upon successful enrolment students are required to demonstrate that their language, literacy and numeracy capabilities are at an appropriate level suited to the course and its requirements prior to commencement. Applicants must pay the course fee (or a proportion thereof – see further sections below on fee payments and payment plans or obtain a purchase order from their employer or employment consultants so that an invoice can be created. An enrolment is NOT CONFIRMED until payment or an authorised purchase order is received by NCCC.

Payment options

NCCC offers the following payments options:

- In person – by cash, cheque or debit/credit card (Visa/Mastercard).
- Over the telephone – using a debit/credit card (Visa/Mastercard)
- Online – by electronic payment (PayPal)
- By post – cheque or debt/Mastercard
- Fax- using a debit/credit card (Visa/Mastercard)
- Payment plan (see further on for more details)

Payments involving purchase orders

Employers or Job Active Providers purchase orders must be on business letterhead, include the name and contact details of the staff member/accounts department to whom the invoice is address , and may be presented in person, post, fax or email to NCCC prior to confirming enrolment.

Refund policy, fees & charges

NCCC 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). NCCC 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.

NCCC Customised Training charges are negotiated in consultation with businesses or individuals.

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).



Course fees

Course fees can be found in our course guides and on our website www.northcoastcc.edu.au. A fee schedule for the current term is available upon request from College administration. Course fees (or proportion of) are to be made upon enrolment and cover the following items:

- Participation in the course for the advised period of time including relevant classroom-based and online training and work placement.
- All course textbooks, learning and assessment materials, necessary facilities, resources and equipment unless stated otherwise in our current advertising material
- Processing of credit transfer applications for relevant units.
- Access to advertised support programmes
- Marking of assessments items up to a maximum of three submissions per item.

Payment of course fees does NOT entitle the student to:

- Select or vary elective unit or defined course components.
- Course extensions or extensions to submission deadlines for assessment items.
- Supplementary training or support not previously advertised or negotiated prior to course commencement.
- Unlimited or ongoing access to the trainer/assessor or to training equipment/facilities.
- Resubmission of assessment items following THREE unsuccessful attempts.
- Re-assessment, gap training or re-enrolment in a subsequent course following failure to complete a course to the required standard in the prescribed timeframe.
- Materials advertised as having an addition cost or to supplied by student.

Fee payments

All enrolments fees must be paid in FULL before commencement unless:

- A payment place is agreed prior to enrolment (below for more information)
- The applicant is eligible for an advertised concession.
- The applicant is eligible for a reduced/zero fee as a condition of government funding.
- If the total exceeds \$1500, in this case no more than that amount can be taken, remainder is to be collected over the duration of the course.
- Payment is being made by an employer or Job Active provider, in which enrolment will proceed once receipt of purchase order is received.

Payment plans

Payment plans are arranged where the full cost is greater than \$1500. For courses costing under \$1500, you may be able to arrange a payment plan if you are unable to pay the



amount in one payment, these plans are to be negotiated with college administration prior to enrolment and course commencement.

Outstanding/overdue payments

If your repayments become overdue or you have a financial debt to NCCC, you risk not being able to undertake any further assessment, continuing in the course and/or enrol into further study. Certificates and Statements of Attainments will not be issued until any financial debt has been cleared.

Re-Enrolment

If you require additional/remedial training or assessment as a result of failure to complete a course or meet the submission deadlines for assessment items, you must pay the appropriate fee.

Changes to services

NCCC works to minimise any disruption to students training. Where unforeseen or unavoidable changes occur NCCC will advise students of variations to our programs and confirm new arrangements with students as soon as possible. The nature of the change will determine how students will be notified. It is the student's responsibility to inform NCCC of changes to personal contact information.

Cancellation and refunds

NCCC has a 'No Refund' policy except in circumstances where NCCC cancels a course – in which case students are entitled to receive a full refund. Alternatively, NCCC will transfer the student into another course with no administration charge. Fees for cancelled classes may be transferred to another course of your choice (except where the course fees would need to be transferred from one calendar year to another).



Fee Schedule

As at 1st January 2020

NAME	FEE	DESCRIPTION
Course Cancellation	N/A	Where the College cancels a course due to insufficient numbers a full refund will be made.
Course Withdrawal	No refund	Where notice of withdrawal from a course is received less than 5 working days prior to course commencement no refund will be made.
Refund Administration Fee	\$35.00	The College cannot accept responsibility for changes in personal circumstances or work commitments or for course materials purchased prior to commencement. <i>Refunds will only be given when notice of withdrawal is received at least 5 working days before the scheduled commencement of the class, less a \$35 administration fee.</i>
Re-issue of Certificates (electronically)	Nil	Within 12 months from original issue.
	\$20	After 12 months from original issue.
Re-issue of Certificates (paper copy)	\$35.00	Certificates issued after 2015.
	\$50.00	Certificates issued between 2010 and 2015.
	\$90.00	Certificates issued prior to 2010.
Re-assessment – Second Attempt Applies when a student is assessed as NYC on first attempt or is absent on day of assessment	Nil	If assessment is undertaken within the course timetabled hours, or by negotiation with the College.
	\$91 for first hour. \$170 for two hours; then by negotiation	If the assessment is undertaken beyond the end of the course timetabled hours. May be conducted under invigilation and evidence submitted to assessor for judgement.
Re-assessment of Assessments on Appeal – must lodge appeal within 5 working days from receiving the notification of assessment outcome	Nil	If the original outcome of the assessment is deemed incorrect and the student is deemed 'Competent'.
	\$114.00	Per unit for re-assessment if the student is required to resubmit/undertake the assessment, if the appeal is lost.
	\$227.00	Per unit for re-assessment if the student is required to resubmit/undertake the assessment as a result of, but not limited to, e.g. cheating and/or plagiarism.
Instalment Agreement Administration Fee	10% of total course fee	Application may be made to pay course fees by instalment for courses leading to a full accredited qualification where course fee exceeds \$1,100. Instalment amount and frequency is negotiable – payable by direct deposit. This is subject to the payment of 10% of total course fee being a non-refundable administration fee and a deposit of at least 30% of the total course fee at enrolment.
Customised Training	Quote on application	Customised training one-to-one, with a minimum of 2 consecutive hours training. Customised training may incur additional charges for course materials.
	Quote on application	For group training please contact the College.
Note: Fees are subject to change		



Withdrawal & Deferment

Withdrawal without penalty

Students who withdraw from a course prior to five (5) working days before the scheduled start date are entitled to a refund of their fee, however this must be requested either by phone, email or in writing by contacting the office. A \$35 administration fee applies to processing a refund. Where notice of withdrawal from the course is received five or less days prior to course commencement no refund will be made.

Where a student withdraws after training commences, NCCC will:

- Provide the exiting student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to ensure that the withdrawal does or does not relate to the performance of NCCC
- Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 21 days of notification of the discontinuance
- Provide the exiting student with an updated Training Plan, results of outstanding completed training activities and/or assessments to the exiting student
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

Partial refund of fees for Credit Transfer, Recognition of Prior Learning (RPL) under Smart and Skilled and Community Services Obligations (CSO)

In the case that a student obtains Recognition of Prior Learning or Credit Transfer after enrolment, they may be eligible for a partial refund of their fee. Students must meet with the NCCC Student Support Officer or Training Manager to discuss successful completion of RPL or Credit Transfer, NCCC enrolment staff will use the Provider Calculator to determine any applicable fee refund.

Refunds, Withdrawals and Cancellations for all Programs

NCCC has a 'No Refund' policy except in circumstances where NCCC cancels a course – in which case students are entitled to receive a full refund. Alternatively NCCC will transfer the student into another course with no administration charge. Fees for cancelled classes may be transferred to another course of your choice (except where the course fees would need



to be transferred from one financial year to another (i.e. transferring from a course in Term 2 to a course in term 3).

The student may also be entitled to a refund of all or part of their course if the student has medical, serious hardship or another extenuating circumstance which prevents their attendance or completion in the course. Applications under these circumstances must be submitted in writing to the Executive Officer and will be considered on a case by case basis.

The refund in these circumstances would be less the cost of student resources purchased and the student contact hours already delivered if applicable. If the student were to re-enrol in the course at a later date they will be expected to enrol in and pay the fee for the full course.

Non-Refundable Circumstances

NCCC cannot accept responsibility for changes in student's personal circumstances or where students change their mind about the course they have selected or the qualification they are pursuing. NCCC will not usually refund course fees where the student requests the refund because they:

- change their mind about attending the course after the course commences;
- change jobs;
- change work hours;
- move out of the area;
- are made redundant or retrenched.

Recovery of Outstanding Fees

NCCC reserves the right to recover outstanding fees through legal means, including referral to a debt collection agency. NCCC will only refer to recover fees where all reasonable attempts have been made to contact and gain agreement with student debtors for recovery of fees, and where those attempts remain unsuccessful. In doing so, NCCC will ensure that it meets its obligations under its various legislative and contractual arrangements.

Withholding of Certification where there are Outstanding Fees

In accordance with the Standards for Registered Training Organisations 2015, Standard 3.3, NCCC reserves the right to withhold issuance of a Certificate or Statement of Attainment where the student has fees outstanding to NCCC, regardless of what method of payment or fee program they organised their fees through.



Deferring Training

Students enrolled with NCCC in a subsidised qualification may wish to defer training owing to personal or professional difficulties impacting on their training and may apply to defer studies for up to (maximum) 12 months.

Students choosing to defer training must complete and return the following the NCCC Application Form: Withdrawal, deferment and transferring and refund form. All deferments for subsidised course deferment are subject to deferment fees and charges. NCCC shall advise student of payable fees prior to course deferment application submission. NCCC aims to provide full student support seeking to ensure all students are able to continue and complete their studies.

It is essential that you recommence your training within the 12 months period from the date of commencement of your deferment period. If you fail to do so, we have an obligation to advise relevant regulatory bodies, authorities, employers, Job Active Providers and funding sources including NSW Department of Industries & State Training Authority about your decision to discontinue the subsidised training.

Discontinue/Withdrawing from Training

A student may withdraw/discontinue from a course for at any time for any reason in writing by completing the NCCC Application Form: Deferment, withdrawal, transferring and refund form.

For more details about receiving a refund, please refer to NCCC Student Handbook or NCCC Refund Policy and Fee Schedule. Students that have successfully completed at least one unit of competency within a qualification may be eligible for a Statement of Attainment.

Participation & assessment

Orientation and Induction

NCCC 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.

Course induction provides students with a comprehensive overview of the course which includes the course structure, components and pathways, delivery arrangements, assessment provisions and any relevant industry-specific legislation/participation and assessment. The induction will also highlight the range of learner support services offered by the college and how they can be accessed.

NCCC 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 several 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 welfare

NCCC 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.

Industry work placement

At NCCC 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. 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.

Attendance and participation

Students are asked to be punctual and attend each class/training session on time. 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. If a student is experiencing ongoing difficulties affecting their participation or impacting on their ability to complete the course, it should be discussed with college administrations or trainer as soon as possible.

Students who are undertaking any nationally recognised training MUST satisfy the participation and assessment requirements in order to be eligible for the award or Statement of Attainment. Students are expected to actively participate in all aspects of the training this is achieved through regular attendance and engagement with all learning activities and the completion of requisite tasks, work placement and course work. All student participation is monitored through class roles, timesheets and participation tasks such as student glossaries to ensure expectations are being met and to support students to complete their training with a successful outcome.



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.

Special learning needs including Language Literacy & Numeracy

All students who advise NCCC 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 NCCC 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.

Student welfare

NCCC 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.

NCCC is committed to helping students who have difficulties with Language, Literacy and Numeracy and assessment is available upon application to the Training Manager

Recognition of Prior Knowledge (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.

NCCC 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.

Competency based assessment

This section provides information for those students who are enrolled in accredited programmes. All our accredited courses are nationally recognised, which allows you to take



a qualification or Statement of Attainment in which you have achieved to any registered training organisation (RTO) in Australia and you won't have to repeat the units of work.

Assessment process for VET Accredited Courses

NCCC 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.

NCCC 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 methods

All assessments of accredited courses are competency based. The competency is assessed to confirm that you can perform to the standards which are expected in the workplace. It is important to remember that you may meet the requirements of competency by having you existing skills and knowledge assessed through the RPL process or credit transfer

The trainer will advise you prior to the commencement of training how your competency is to be assessed. Assessment will be progressive and involve more than one assessment task for each unit of competency. Assessment methods can include however, not limited to; projects, case studies, oral questions, observations, assignments, portfolios, role plays, practical demonstrations and portfolios.

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) 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) 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) 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 NCCC 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.

Participation & assessment

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.

Assessment appeals procedures

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 plan 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
- Complaints form
- Recognition of Prior Learning (RPL) kit



- Withdrawal & deferment form

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.

Student support services

Qualification enrolments

Using the information provided by the student during the enrolment process, qualified staff at the college will be able to identify language needs, literacy and numeracy levels and gaps in digital literacy. This helps to determine if any support requirements are needed upon enrolment.



During induction and course commencement enrolled students will participate in activities designed especially for the course and its workplace requirements. Materials completed within these activities are used to plan any relevant study workshops for students who may require additional study skills for the core skills, timetabling adjustments and reasonable adjustments to assessments where appropriate.

Students are required to undertake a mid-course review this provides the opportunity evaluate the participation and progress of students regarding assessments. It allows the college to gain an essential feedback from students and determine any additional support requirements.

All enrolments

All students have access to a Student Support Officer who can assist in course consultations and study plans. The Student support officer will co-ordinate the conduct of induction meetings, training plans, LLN assessments and goal setting. The Student Support Officer may also be able to recommend study pathways into either accredited or non-accredited programmes.

Training and assessment plans

Student Support Officer 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.

Results & awards

Qualifications

Upon successful satisfactory completion, a qualification, containing a testamur and transcript will be issued. A qualification transcript is a record of results listing the units of competency which are embedded within the studied qualification.

Statements of attainment

A statement of attainment is issued only once the successful completion of assessment requirements in one or more units of competency where these form part of an accredited short course or skills set which represent partial completion of a qualification.



Issuance of awards

Students who satisfactorily complete all the requirements of an accredited or non-accredited programme will be issued with a qualification or statement of attainment will be provided however, if the student holds a financial debt to the college the award may be withheld until the debt has been cleared. If no debt is owed to the college issuance will normally occur within 30 days of when relevant course documentation is received.

Replacement of awards

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.

General rules & expectations

- Students are to wear clothing that is clean, tidy, appropriate to the classroom or training environment.
- We ask you to assist in the maintaining and serviceability of our facilities and equipment by reporting any breakages, faults and equipment to college administration staff.
- You are required to leave the classroom or training area's neat and tidy, clearing any rubbish, tucking chairs in and returning resources to their appropriate area.'
- NCCC is not a child-minding service, students should make alternative.

Code of practice

NCCC 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 NCCC.

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, workplace 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 NCCC 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 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 NCCC 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 NCCC.
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 NCCC to conduct courses.

Privacy policy

Under the Data Provision Requirements 2012, NCCC is required by law 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 NCCC for statistical, administrative, regulatory and research purposes. NCCC 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 NCVER 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 NCVER policies and protocols (including those published on NCVER'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.

Legislative Compliance

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.



Periodic Compliance Reviews

NCCC 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.

Work, health & 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.

NCCC 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.



Drug & alcohol policy

The consumption of alcohol or drugs is not permitted and will not be tolerated on any of NCCC premises. The consumption of alcohol or drugs will not be tolerated prior to or during training delivered by NCCC. Students attending NCCC Campus under the influence of drugs or alcohol will be asked to leave the premise and may face disciplinary action including removal from all training.

Smoking is allowed in designated areas at our Alstonville Campus. Ballina and Yamba Campus do not have designated smoking areas.

Disciplinary procedure

Students who are unruly, offensive or conduct themselves in a disrespectful manner towards, NCCC staff and/or fellow students or breach NCCC Policies will be offered one warning. Should such action/behaviour continue this may result in enrolment cancellation with no applicable fee refund.

Attention is drawn to student rights and responsibilities located NCCC Student Handbook.

Access and equity

NCCC 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.

Records & information management

NCCC 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.



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 device usage

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

NCCC 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.

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).

Computer usage policy

NCCC 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 to 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. NCCC 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 procedure

Student responsibilities are detailed previously.

NCCC 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

NCCC 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 Manager: Training, Operations and Compliance Mik Smith: tm@northcoastcc.edu.au.

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

Grievance procedure

The complaints and appeals policy of NCCC 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.

Client Grievance Policy

NCCC 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.

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 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.

Student acknowledgment

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

Student Name	
Student Signature	
Date	

NCCC Representative	
NCCC Representatives signature:	
Date	

Note: Please return this signed acknowledgement to NCCC.