

north coast community college

Pre-Enrolment Information Guide

Campus & Contact Information

Alstonville Campus

494 Bruxner Highway Street
Alstonville NSW 2477
Tel: (02) 6628 5426
E: enquire@northcoastcc.edu.au
W: www.northcoastcc.edu.au

Our campus at Alstonville is set in a relaxing rural landscape.
The campus infrastructure includes both training rooms and conference facilities –
so there is always something happening.

Contents

Campus & Contact Information 2
Welcome 5
About NCCC 6
- Our vision 6
- Our mission 6
- Our values 6
- Learner Support Team 7
- Learner Support 7
- Continuous improvement 7
- Funded training 8

Access to training 8
- Suitability assessment process 8

Enrolment eligibility 9
- Access to funded training places 9
- Before you enrol 9
- Information and evidence you must provide 9
- Consents and declarations you must make 9
- Unique student identifier 10
- Training and assessment information 10
- Qualified trainers and assessors 11
- Recognition of Prior Learning (RPL) 11
- Credit Transfer (CT) 11
- Third-party arrangements 11
- Transition of training products 11

Participation 12
- Information and Orientation 12

Fees, charges & terms of enrolment 12
Refund policy, fees & charges 13
- Fee payments 14
- Payment plans 14
- Outstanding or overdue payments 14
- Re-enrolment 14
- Changes to services 14

Withdrawal and deferment....16
Refunds, withdrawals and cancellations for all programs....16
Recovery of outstanding fees....17
Withholding of certification where there are outstanding fees....17
Deferring training....17
Discontinue / withdrawing from training....17
Consumer protection policy and information....18
Grievance, complaints & appeals....18
Privacy policy....19

Welcome

Thank you for considering enrolling to study at **North Coast Community College** (NCCC).

NCCC is a not-for-profit community-based Registered Training Organisation (RTO 90029) supported by Training Services NSW through the Adult and Community Education (ACE) and Smart and Skilled funding programs under the NSW Department of Education.

We offer quality Vocational Education and Training (VET) and customised training to NSW North Coast regions located across the Ballina, Clarence and Richmond Valley shires.

We endeavour to provide accurate and factual marketing information allowing prospective students to make informed decisions. If you have any questions, please feel free to ask any one of the friendly NCCC Team members.

Before you enrol, we work with you to check the course is the right fit through the Suitability Assessment Process described in the Access to Training section below – this includes a language, literacy, numeracy and digital skills (LLND) review.

Our intimate class sizes and student support services are structured to support your progress through your course and, where relevant, your next steps towards employment or further study – outcomes will depend on your individual circumstances, engagement and the local job market.

Our Trainers & Assessors are qualified industry experts who adhere to required training standards. Only students assessed as meeting course &/or training package requirements are issued with Australian Quality Framework (AQF) qualifications.

Our organisation is governed by a volunteer Board comprising local industry leaders and community representatives. The Board provides strategic oversight to ensure NCCC remains responsive to the needs of local communities and operates with integrity, accountability and ongoing compliance with relevant regulations and standards.

This Pre-Enrolment Information Guide ('Guide') provides students with insight to all aspects of study with NCCC.

It is a necessity that all students carefully review and familiarise themselves with this Guide and agree to adhere to our policies, procedure and standards if willing to undertake studies with NCCC.

Again, please ensure to ask a staff member for clarification and assistance.

NCCC appreciates your interest in studying at our *safe and positive learning environment*.

Best regards
NCCC Team

About NCCC

We are a charity, not-for-profit, registered training organisation and adult & community education (ACE) provider. NCCC has been providing training for the community since 1981.

NCCC serves students from Ballina to Grafton and beyond via face-to-face and online courses, with an established campus in Alstonville.

We continue to operate with dedicated staff, employ a suite of industry qualified Trainers and Assessors who are guided by voluntary Board members. All operational systems adhere to the national Standards for Registered Training Organisations (SRTO) 2025 and contractual obligations for funded training.

At NCCC 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.

Our friendly Team is 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 NCCC's

- website www.northcoastcc.edu.au or on the
- National Register of VET https://training.gov.au/Organisation/Details/90029.

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 develop lifelong and industry skills for exciting career opportunities.

Our mission

To engage and provide learning opportunities that are life enriching and relevant for growing individuals and the community's future.

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 work together with flexibility, respect and mutual support to foster a positive learning environment.

Learner Support Team

Operations & Data Manager	***Chloe McGarry***
Administration Assistant	***Cat Harrison***
Community Engagement	***Lara Leslie***
Learner Support Officer	***Jon Squire***
Trainers & Assessors	[See Timetable]

Learner Support

NCCC provides a range of support services to students and referrals to other community support services. If you think you may need support completing your course, please discuss this with an NCCC Support Team member.

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, Language and Digital (LLND) skills.

Our aim as a community college is to provide a warm, friendly and supportive environment in which students can learn. If you choose a course with us, you will be supported by our Trainers and Student Support team during your learning journey.

Hearing Support and Interpreter Services: Auslan Services, click **here** to contact Auslan for Support

Mental Health Support Services

- Lifeline Crisis Support (13 11 14)
- Beyond Blue (1300 22 4636)
- Black Dog Institute
- 13YARN (13 92 76)

Continuous improvement

NCCC provides general education, vocational education and training (VET), foundation skills, literacy and other learning programs designed to respond to the needs of individuals, employers and the wider community. NCCC recognises that learners and other stakeholders have diverse needs, expectations and goals across the range of programs we deliver.

NCCC is committed to providing high-quality, inclusive and learner-centred education and training. We maintain systems and processes that support continuous improvement and regularly review our programs, services and practices to ensure they remain relevant, effective and responsive.

Continuous improvement is informed by learner and stakeholder feedback, staff input, industry engagement, performance information and changes to regulatory and community requirements. This helps NCCC identify opportunities to strengthen the quality of our training, assessment, learner support and overall educational services.

Funded training

NCCC is a provider of funded training under the ACE Program, Smart and Skilled, as well as other training schemes as provided by NSW Department of Education. Where a student is eligible for subsidised training, fees are subsidised by the NSW Government.

Access to training

NCCC will provide all prospective students with reasonable opportunity to enrol and undertake learning opportunities and outcomes in an environment free from discrimination and harassment. NCCC will treat all students fairly and equitably in accordance with all relevant legislation.

NCCC will take all reasonable steps to identify, plan and support the additional needs of applicants who experience disadvantage.

NCCC provides prospective learners with clear advice and guidance to help identify the most suitable course or qualification, taking into account their goals, abilities, individual needs, requested training and appropriate training pathways.

Suitability assessment process

Before your enrolment is confirmed, NCCC will work with you to assess whether the course is suitable for your needs, goals and abilities. This process may include the following steps:

1. Course discussion – We explain the course content, delivery mode, duration, assessment requirements and any entry requirements or prerequisites, including online units that must be completed before training begins.

2. LLND skills review – Your Language, Literacy, Numeracy and Digital (LLND) skills are reviewed to identify whether you have the skills needed to participate successfully in the course. Some courses require prospective learners to complete a formal LLND assessment.

3. Needs and goals discussion – We discuss your learning and employment goals, any support needs, and your access to equipment or technology required for the course, such as a suitable device for online learning.

4. Enrolment outcome – Once course suitability has been confirmed, your enrolment will be finalised. If any gaps or additional requirements are identified, such as the need for LLND support or completion of a prerequisite unit, we will discuss the available options with you. These may include additional support, an alternative course or skill set, or finalising your enrolment once the outstanding requirement has been completed.

NCCC provides **reasonable adjustment** for learners with disability, learning difficulties or other identified support needs to enable equitable participation in training and assessment, without compromising the competency standards or evidence requirements of the training product.

Reasonable adjustments are determined in consultation with the learner and approved by the Trainer and Assessor, with support from the Quality Assurance Manager where required. Adjustments may include adaptive technology, additional learning support, modified learning resources or alternative assessment methods, such as oral assessment or practical demonstration.

Agreed adjustments are documented in the learner's file. NCCC's Student Support team can also assist learners to access appropriate resources and external support services where required.

NCCC will report concerns about the safety, welfare and well-being of students protected under the *Child Protection (Working with Children) Act 2012* to the NSW Department of Family and Community Services and Justice. NCCC will conduct the appropriate child related screening of employees, agents or individuals engaged by NCCC.

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 the relevant Course Guide 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, it is suggested you read the remainder of this Guide taking note on the sections on fees, charges, terms of enrolment, general rules and expectations, complaints and appeals.

Information and evidence you must provide

When applying to enrol in an accredited course or subsidised training you must provide the following personal information with evidence, your

- Full legal name
- Date of birth
- Town, state and country of birth
- Gender
- Contact details.

Consents and declarations you must make

- Pre-Enrolment & Eligibility form
- Consent to use and Disclosure of Personal Information
- Privacy Policy
- Consumer Protection Policy
- Media Release
- Enrolment Form
- USI Privacy Notice

Unique student identifier

All students who undertake accredited training must have a Unique Student Identifier (USI). This requirement applies in all VET courses and qualifications training.

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. When creating your USI number you will need to ensure you have set the access controls that allows the Department and ACE Provider the appropriate levels of access to your USI records. 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 securely store your personal information, including your USI, in accordance with our obligations under the Student Identifiers Act 2014 and its associated legislation. Your information will not be used or disclosed for any purpose other than those permitted under this legislation. Storage, disclosure, use and security of your USI will be handled in accordance with Commonwealth and NSW State Government privacy and security legislation, and the security requirements of the USI Registrar (usi.gov.au).

Training and assessment information

Prior to enrolment, prospective students should refer to the relevant Course Guide for the course or qualification they intend to undertake for specific information on, among other things,

- training and assessment of the units of competency
- estimated duration
- expected locations where training will be provided
- expected modes of delivery
- any work placement arrangements.

Also, the Learner Support Team will inform students of the above and other relevant content of the course prior to the commencement of training and will advise the start date of training and will be provided with their schedule including assessment task completion dates.

Students will receive a copy of their Training Plan, which is updated when necessary to reflect the student's actual individualised schedule of training.

NCCC has intervention strategies to enable learners to complete the qualification or course of study in the expected timeframe. *Learners at risk* of not completing within this timeframe are identified as early as possible, through self-identification or trainer's observations. A Learner support team member meets with students at risk, to establish strategies enabling the learner to access identified learner supports. The strategies are recorded on NCCC's aXcelerate student management system.

Qualified trainers and assessors

At NCCC, nationally recognised qualifications and skill sets are delivered and assessed by trainers and assessors who hold an approved training and assessment credential under the 2025 RTO Credential Policy, together with the vocational competencies, industry knowledge and experience relevant to the training products they deliver. NCCC maintains a Trainer and Assessor Matrix for each qualification and reviews trainer currency on an ongoing basis.

Recognition of Prior Learning (RPL)

NCCC offers students the opportunity to apply for a **RPL**. RPL is an assessment-only process for applicants who can provide evidence to demonstrate they already meet the requirements of a unit of competency.

If you have evidence of existing skills, knowledge and experience relevant to one or more units of competency, please contact us to request an RPL Application Form.

Credit Transfer (CT)

NCCC recognises Australian Qualification Framework qualifications and statements of attainment issued by another RTO, this includes superseded but equivalent units of competency. Candidates must present evidence of previous academic transcripts prior to their formal enrolment process.

Third-party arrangements

NCCC discloses any third-party arrangements relating to the delivery or assessment of training. NCCC currently delivers and assesses all training directly and does not engage third-party organisations to deliver or assess training on its behalf.

If NCCC enters a third-party arrangement in the future, the third party will be identified, its role clearly explained, and prospective and enrolled students notified in writing before the relevant training or assessment begins.

Transition of training products

Nationally recognised training products are reviewed from time to time and may be updated, superseded or replaced by the relevant national authorities, training package developers or accredited course owners. Any changes are published on the National Training Register at training.gov.au.

If a training product in which you are enrolled is superseded or replaced while you are completing your studies, NCCC will

- notify you in writing as soon as practicable
- explain your options, which may include completing your current training product within the applicable transition period or transferring to the replacement training product
- recognise completed units of competency where they can be transferred to the replacement training product
- work with you to develop a transition plan that supports completion with minimal disruption and no additional cost where the transition is initiated by NCCC.

If you have any questions about a training product transition affecting your course, please contact the NCCC Support Team on (02) 6628 5426 or enquire@northcoastcc.edu.au.

Participation

Information and Orientation

Course information and orientation sessions provide students with a comprehensive overview of the course prior to commencing their class. It includes details of the course structure, components and pathways, delivery arrangements, assessment provisions and any relevant industry-specific legislation/participation and assessment.

The information and orientation session will also formalise the range of learner support services offered by NCCC and clarify any questions from students.

Attendance requirements, industry work placement arrangements and how to give course feedback once you've started training are covered in full in the Student Handbook, provided to you at enrolment.

Fees, charges & terms of enrolment

NCCC accepts enrolments in person, in writing, over the phone or online via NCCC's website www.northcoastcc.edu.au.

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 the 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 in Alstonville).

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. As part of the Suitability Assessment Process described in the Access to Training section, students are required to demonstrate that their language, literacy and numeracy capabilities are at a 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
- 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 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 $100 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 NCCC. 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 plan 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 or 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 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.

Fee Schedule – as **at 1 January 2026**

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 that 48 hours prior to course commencement no refund will be made.
Refund Administration Fee	$100.00	The College cannot accept responsibility for changes in personal circumstances or work commitments or for course materials purchased prior to commencement. *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 $100.00 administration fee.*
Re-issue of Certificates (electronically)	Nil	Within 12 months from original issue.
	$50	After 12 months from original issue and after 2015
	$100 per hr	If issued prior to 2015
Re-issue of Certificates (paper copy) additional $30.00		
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 for full accredited qualification	30% deposit required	Application may be made to pay course fees by instalment for courses leading to a full accredited qualification. Instalment amount and frequency is negotiable – payable by direct deposit. A deposit of at least 30% of the total course fee at enrolment is required.
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 and deferment

Refunds, withdrawals and cancellations for all programs

Students who withdraw from a course prior to 48 hours 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 $100.00 administration fee applies to processing a refund. Where notice of withdrawal from the course is received 48 hours or less prior to course commencement no refund will be made.

Where NCCC cancels a course due to insufficient numbers a full refund will be made 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).

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 30 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.

<u>Partial refund of fees for CT, RPL under Smart and Skilled and ACE Program</u>

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 Learner Support Team or Trainer to discuss successful completion of RPL or Credit Transfer, NCCC enrolment staff will use the Provider Calculator to determine any applicable fee refund.

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 completion in the course. Applications under these circumstances must be submitted in writing to the Chief 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.

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

Where permitted under applicable regulatory, funding and contractual requirements, NCCC may withhold the issue of certification documentation where a learner has outstanding fees or other amounts owing to NCCC. Learners are responsible for ensuring that all applicable fees are paid in accordance with NCCC's Fees and Refunds Policy and any relevant funding or payment arrangements.

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, NCCC's Withdrawal, deferment and transferring and refund form. Students can request access from our Support Team.
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 via completing the NCCC Withdrawal, deferment and transferring and refund form or notify us via email.

For more details about receiving a refund contact student services officer.

Consumer protection policy and information

NCCC is committed to protecting students' rights and providing clear, accurate and accessible information about its training and services.

Students have the right to

- receive accurate information about their course, fees and funding arrangements
- receive quality training, assessment and support
- be treated fairly and respectfully
- have their personal information managed appropriately
- provide feedback and access a fair and accessible complaints and appeals process.

Students are responsible for providing accurate information, meeting course and assessment requirements, communicating any support needs and treating staff and other students respectfully.

NCCC's designated **Consumer Protection Officer** is

Ted Nabung, CEO
Email: ted.nabung@northcoastcc.edu.au
Phone: 02 6628 5426

Students enrolled in subsidised training are also protected under the Smart and Skilled Consumer Protection Strategy.

Grievance, complaints & appeals

NCCC is committed to an environment of integrity, respect, openness and fairness. If you have a concern before or during enrolment, raise it with NCCC's Consumer Protection Officer, Ted Nabung (CEO) — ted.nabung@northcoastcc.edu.au, 02 6628 5426.

Once you are enrolled, the full grievance, complaint and appeals process – including response timeframes and external review options such as ASQA and Training Services NSW – is set out in the Student Handbook, which you will receive at enrolment.

Privacy policy

Under the Data Provision Requirements 2020, NCCC is required by law 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 in your 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) and the Australian Privacy Principles, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au). No personal information will be disclosed to unauthorised agencies and will be treated with the strictest confidence.

NCCC has taken all necessary steps to protect the personal information it holds from any misuse, unauthorised access, modification, or disclosure. Personal information is held in both computerised databases and in hard-copy files.