

north coast community college

Student Handbook

Campus & Contact Information

Alstonville Campus

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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.

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Welcome

Congratulations on enrolling with North Coast Community College (NCCC). We are pleased to welcome you and look forward to supporting you throughout your learning journey.

At NCCC, we aim to provide a welcoming, practical and supportive learning environment where every student has the opportunity to build their skills, confidence and knowledge. With small class sizes, experienced trainers and a dedicated support team, we are here to help you work towards your training and vocational goals.

Our trainers and staff are approachable and happy to assist you throughout your course. If you have questions, need additional support or are unsure about anything along the way, please reach out. We want you to feel comfortable asking for help when you need it.

This Student Handbook contains important information about studying with NCCC, including your rights and responsibilities, our policies and procedures, available support services and what you can expect during your training.

Please take the time to read this handbook carefully and ensure you understand the information, policies, procedures and standards that apply to you as an NCCC student. If anything is unclear, please speak with a member of our team.

We hope you enjoy your learning experience with us and thank you for helping us maintain a positive, respectful and supportive environment for everyone at NCCC...

Best wishes
NCCC Team

About 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.

Since 1981, NCCC has delivered Vocational Education and Training (VET) and customised training to communities across the NSW North Coast, including Ballina Shire, the Clarence and Richmond Valleys, and beyond. Our head campus is based in Alstonville, with regular courses delivered in convenient locations throughout the region, and we also reach students further afield through online courses.

NCCC is guided by voluntary Board members and operates with dedicated staff and a team of qualified trainers and assessors. Our trainers and assessors are qualified industry experts who meet the training standards required to deliver and assess your course.

Only students assessed as meeting the requirements of their course or training package are issued with Australian Qualifications Framework (AQF) qualifications.

Programs & services

NCCC provides vocational courses and training that lead to nationally recognised qualifications. As such NCCC complies with all standards and regulations relevant for being a RTO as regulated by the Australian Skills Quality Authority (ASQA) in alignment with the Australian Quality Framework (AQF). NCCC is a provider of funded programs under the Adult and Community Education (ACE) program and NSW Smart and Skilled Contract.

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 in accordance with the Standards for RTOs 2025. Course timetables are published quarterly and customised training solutions can also be arranged in consultation with local businesses.

The NCCC Learner Support Team

Acting Chief Executive Officer, Data & Operations Manager	***Chloe McGarry***
Student Engagement Officer	***Cat Harrison***
Community Engagement Officer	***Lara Leslie***
Learner Support Officer	***Jon Squire***
Trainers & Assessors	[See Timetable]

Learner Support and Wellbeing

Support to complete your course

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 Learner Support Team during your learning journey.

If you feel you need support completing your course at any stage, please discuss this with a member of the NCCC Learner Support Team. It is best if this is done before commencing the class or as early as possible once the course has started.

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

Wellbeing support

We understand that personal wellbeing plays an important role in learning. Your course is supported by learner-focused scheduling, delivery and support arrangements designed to help you participate in training, stay engaged and successfully achieve your goals.

If you are experiencing difficulties that may affect your studies, personal wellbeing or ability to participate in training and assessment, you are encouraged to speak with your trainer and assessor or a member of the Learner Support Team at any time.

Where assistance cannot be provided directly, you will be connected with an appropriate external support service. Any personal information you share will be managed in accordance with NCCC's Privacy Policy and will only be used to support you with your consent.

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)

Reasonable adjustment

All prospective 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 satisfactory outcomes in the course undertaken.

Reasonable adjustment and appropriate strategies will be provided as identified for participants with special learning needs (such as a disability or learning difficulty) without compromising the competency standard and evidence requirements. Any adjustment to the training program will be agreed with the student and will be recorded in the student file.

Reasonable adjustments are approved by NCCC's qualified Trainer and Assessor in consultation with the Quality Assurance Manager and CEO. Reasonable adjustments are made to ensure the participant is not presented with artificial barriers to demonstrating achievement in the program of study. It may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment, demonstrative performance of task required. The Learner Support team assists in the acquisition of any supports and resources for the learner and liaises with other disability support services as required.

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.

Smart and Skilled and ACE Consumer Protection Policy

As a provider of funded training under the Smart and Skilled and Adult and Community Education (ACE), NCCC follows the consumer protection obligations within the contracts. These are designed to protect the interests of subsidised students and cover matters such as your rights to accurate course information, fair fees, and access to a complaint process independent of NCCC.

If you have a concern about your funded training that has not been resolved through NCCC's own complaints process, you can contact Training Services NSW on 13 28 11.

Wellbeing of students under 18 and child-related screening

NCCC accepts enrolments from students aged 15 years and over. Where a student is under 18, NCCC applies additional wellbeing checks in line with Smart and Skilled requirements and the Child Protection (Working with Children) Act 2012 (NSW), including

- verifying parent or guardian consent where required
- monitoring attendance and engagement more closely
- ensuring staff and volunteers working directly with under-18 students hold a valid Working with Children Check.

Any concern about the safety or wellbeing of a student under 18 should be raised immediately with the CEO. NCCC meets its mandatory reporting responsibilities under the Children and Young Persons (Care and Protection) Act 1998 (NSW).

Training & Assessment

Units of Competency & Qualifications

NCCC delivers nationally recognised training which is based on Units of Competency. A Unit of Competency describes the skills, knowledge and performance required to carry out workplace tasks to an industry standard. Qualifications, skill sets and other nationally recognised training outcomes are made up of one or more Units of Competency.

Nationally recognised training uses a competency-based approach. This means students are assessed against the requirements of each Unit of Competency rather than being graded or compared with other students. Achieving competency leads to a nationally recognised qualification or Statement of Attainment.

Training Information

The training component of your course provides opportunities to develop and practise the skills and knowledge required for each Unit of Competency. This may include trainer-led learning, practical activities, workplace tasks, projects, discussions and other learning activities.

Assessment Information

The assessment component of your course requires you to demonstrate that you have achieved competency in each unit. To be assessed as competent, you must demonstrate that you can apply the required skills and knowledge and meet the performance standards specified in the unit. Assessment may include practical demonstrations, projects, written tasks, presentations, observations, workplace activities, portfolios, questioning or other assessment methods.

NCCC is committed to providing a fair, valid, reliable and flexible assessment process that supports students to demonstrate their skills and knowledge.

You will receive information about assessment requirements, timeframes and evidence requirements as part of your course. Trainers and assessors will provide guidance throughout the assessment process and students are encouraged to seek clarification whenever required.

Assessment outcomes

Assessment is not graded. Students are assessed against the requirements of the relevant Unit of Competency and are awarded one of the following outcomes

Competent (C) – the required skills, knowledge and performance standards have been demonstrated.

Not Yet Competent (NYC) – additional evidence or further assessment is required before competency can be achieved.

Students assessed as Not Yet Competent will generally be provided with an opportunity to undertake further assessment or provide additional evidence in accordance with NCCC policies and procedures.

Plagiarism and referencing

Your learner guide and other course materials are there to help you learn, but your answers must be in your own words. Copying directly from your learner guide, a book, a website or another student, or having someone else, including an AI tool, write your answers for you, is plagiarism. There is no acceptable level of plagiarism in an assessment.

When your assessor marks your work, they are judging whether you are competent. Answering in your own words shows your assessor you understand the content, not just that you can find or copy it. Using an AI tool, such as ChatGPT, to write your answers is also plagiarism, even if you reword it afterwards. Work generated by AI does not show your own competence and will not be accepted.

NCCC checks assessment work for authenticity. This may include software that checks for plagiarism, comparing submissions against other students' work and course materials, using tools that detect AI on typed or online work, and your assessor asking you questions to confirm your work reflects what you can actually do.

If a question asks you to research beyond your learner guide, answer in your own words and say where the information came from. This is called referencing. Ask your trainer or assessor if you are unsure how to do this.

NCCC checks assessment submissions for authenticity. This may include comparing submissions against other learners' work, using plagiarism and AI-detection tools, and asking learners questions to confirm that submitted work genuinely reflects their own knowledge and skills.

If you find it hard to put an answer in your own words, ask your trainer for help before you submit. They can help you practise this skill.

NCCC takes plagiarism and the inappropriate use of AI seriously. Where plagiarism, unauthorised collaboration, or AI-generated content is identified, learners may be required to re-enrol in the course at a later date or undertake reassessment. Reassessment fees and charges may apply in accordance with NCCC's policies and procedures.

Assessment extensions

If at any stage a student (or Assessor) identifies that they will not be able to complete an assessment within the timeframe given, the student can seek an extension by speaking with their Assessor or Operations and Data Manager.

The student is required to identify the reason for the extension and email their request to the Assessor and or Operations and Data Manager. Assessors will be required to discuss the reason for extension and the suggested new submission date with the Operations and Data Manager to enable a transparent and fair decision. The student and Assessor will be notified of the outcome within five working days of the request for extension being submitted to the Operations and Data Manager.

Assessment appeals

As above, if a student disputes the result of an assessment, this must be based on an element of unfairness. If unfairly assessed, then this may give rise to a grievance leading to a formal complaint. A learner who considers they have an assessment grievance, or dispute should raise the matter with their Assessor or one of NCCC's Learner Support Team members. Further, see NCCC's Grievance, Complaints & Appeals policy and procedure in the Pre-Enrolment Information Guide.

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 Authority (ASQA) or Smart and Skilled.

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.

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. You can do this by email, over the phone on 13 28 11, or in person at a Training Services NSW centre.

License credentials and competency cards

NCCC also offers training and assessment leading to a range of licences credentials and competency cards required for work in specific industries. NCCC is an approved training provider for several NSW Government authorities, including Liquor & Gaming NSW, SafeWork NSW and the NSW Food Authority.

The requirements, certification outcomes and renewal periods for these courses are determined by the relevant authority and may differ from nationally recognised vocational education and training qualifications and statements of attainment.

Non accredited courses (pathway training)

NCCC also offers some non-accredited training programs, commonly referred to as **pathway programs**. These programs are designed to help students build confidence, develop foundation skills, explore career options, prepare for further study, or develop skills for work and community participation.

Unlike nationally recognised training, pathway programs are not based on Units of Competency and do not lead to a nationally recognised qualification or Statement of Attainment.

Pathway programs may include training in areas such as employability skills, digital literacy, language, literacy and numeracy, community participation, wellbeing, or preparation for further education and training.

Where a pathway program includes assessment activities, these are designed to support learning and measure individual progress against the program outcomes rather than assess competency against nationally recognised standards.

Students will be advised of the requirements, outcomes and any certificates of participation that may be issued for their particular program.

Course delivery and modes

NCCC delivers training through classroom-based sessions, workplace learning, online delivery, and blended combinations of these, depending on the course and training package requirements. The delivery mode and timetable for each course will be confirmed before you enrol and will not change without reasonable notice.

Support access points

You can access training support throughout your course, not just at enrolment. Contact points for each course are provided in your induction materials and include your trainer, and the Learner Support Team.

If you fall behind or are at risk of not completing your course, NCCC will identify this early where possible and offer additional support, which may include extra sessions, adjusted timelines or referral to specialist services. You are also welcome to raise a support need yourself at any time — you do not need to wait for NCCC to notice.

Attendance and participation

Regular attendance is required to meet the learning outcomes of your course and complete assessment requirements. If you are going to be absent, notify the office or your trainer in advance. Sleeping or being disengaged during a session will be recorded as an absence. Extended or repeated absence may affect your ability to complete the course and may be discussed with the Learner Support team.

Industry work placement

Where a course includes an industry work placement, NCCC will facilitate the placement with the student and Workplace Provider and confirm the required paperwork, including a Work Placement Agreement, before you start. Students are covered by NCCC's work placement insurance for the duration of an approved placement. You must complete and return all placement forms before your placement begins and follow the host organisation's workplace health and safety requirements.

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

If you can provide evidence that you already hold the skills, knowledge, experience or professional development required for a Unit of Competency, you may be eligible to apply for a RPL or CT instead of undertaking training for that unit.

RPL is an assessment-only process that recognises skills and knowledge gained through previous employment, study, volunteering, community participation or other life experiences. To be granted a RPL, you must provide evidence that demonstrates you currently meet the requirements of the Unit of Competency. RPL is not automatic recognition based solely on years of experience.

CT applies where you have previously completed the same nationally recognised Unit of Competency with another Registered Training Organisation (RTO). To receive a CT, you must provide verifiable evidence, such as a Statement of Attainment or USI transcript.

Students interested in applying for RPL or Credit Transfer should speak with the Learner Support Team during the pre-enrolment process to discuss their eligibility and evidence requirements.

Qualified trainers and assessors

NCCC employs passionate and experienced trainers & assessors who are committed to supporting student success. All NCCC trainers and assessors hold the vocational, training and assessment credentials required under the 2025 Standards for RTOs, as well as the industry competencies relevant to the training products they deliver. They maintain current industry knowledge and skills through ongoing professional development, industry engagement, and participation in relevant workplace practices.

Student feedback

NCCC seeks feedback from students throughout and at the end of each course to support continuous improvement. Feedback can be given via a course survey, directly to your trainer, or to a member of the Learner Support Team at any time. Feedback is used to review and improve training delivery, resources and support services.

Complaints and grievances

NCCC aims to resolve concerns quickly and fairly. Most concerns can be raised informally with your trainer or a member of the Learner Support Team. If your concern is not resolved, or you would prefer to make a formal complaint, you can do so by completing our online Continuous Improvement form.

To access the form, visit www.northcoastcc.edu.au and select the Student tab. Navigate to Student Information and Policies, scroll down to the Continuous Improvement section and complete the form. If you need assistance lodging a complaint, please contact our Learner Support Team.

All complaints are handled fairly, impartially and confidentially, as far as reasonably possible. NCCC will acknowledge formal complaints within five working days and aim to resolve them within 20 working days. If additional time is required, you will be informed of the delay and kept updated on the progress of your complaint.

You will be advised of the outcome, and a record of your complaint and its resolution will be kept on file. There is no cost to lodge a complaint, and you will not be disadvantaged in your training for doing so. If you are dissatisfied with the outcome, you can request a review of the decision. Where a complaint cannot be resolved internally, NCCC will provide access to an independent mediator.

Further review and external assistance

If you are not satisfied with the outcome of an internal complaint, appeal or reassessment, you can take the matter further to

- the Australian Skills Quality Authority (ASQA) – 1300 701 801, www.asqa.gov.au/complaints
- Training Services NSW, for Smart and Skilled or ACE funded training – 13 28 11
- the Anti-Discrimination Board of NSW or the Australian Human Rights Commission, for complaints about discrimination, harassment or vilification
- the NSW Ombudsman, for complaints about the conduct of NCCC.

Code of Practice

NCCC believes that education is the basis of an informed, cohesive progressive community.

Our community comprises of 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.

NCCC supports the NSW Charter for Equity in Education and Training principles, see following.

1. Everyone is entitled to quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning.
2. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
3. 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.
4. 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).
5. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
6. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

These principles are fully supported by NCCC Team through its operational systems.

- 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 relevant requirements and current standards.
- NCCC has staff and student grievance, complaints and appeals procedures and has provision for a grievance mediator. This is fully documented in the Pre-Enrolment Information Guide.
- 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 NCCC to receive no more than $1500 as payment prior to the commencement of any course.
- NCCC 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 CEO 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 times 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 always give due respect to trainers and other staff at NCCC. 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. The choice of clothing should reflect industry or community standards. Participants not suitably attired may be refused entry to class.
3. Students must attend training sessions free from the influence of alcohol or illicit drugs. Smoking, vaping or alcohol consumption, and the possession or use of illicit drugs are not permitted on NCCC premises or during NCCC activities. Breaches may result in removal from the training activity and disciplinary action, including suspension.
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 trainer has been informed.
5. Students have a right to have any special learning needs known and addressed by the trainer.
6. Trainers may choose to disclose phone numbers or email addresses if they wish to have students contact them out of class time. NCCC will not disclose trainer contact details unless specifically instructed by a trainer 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 NCCC's refund policy.
9. Students are responsible for personal possessions while attending the course.
10. Students 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. NCCC's 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 trainer promptly to the coordinator and ensure a written report is kept in the incident folder. Trainers have copies of the relevant form in their trainer 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. Regular attendance is expected for all scheduled training sessions, workshops, tutorials, practical activities, workplace learning activities and assessments. Consistent attendance supports student progress, successful course completion and achievement of learning outcomes. Students who experience difficulties attending should contact their trainer or the Learner Support Team as soon as possible.
19. If an assessment takes place during programmed class time and a student is absent, arrangements should be made with the trainer or the Learner Support Team to complete the assessment. Students may forfeit the opportunity to complete the assessment where alternative arrangements cannot be made.
20. Students must ensure they keep 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 classes according to the training schedule given to them at the beginning of the course (and updated when necessary).

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 damage to college administration staff.

You are required to leave the classroom or training area neat and tidy, clearing any rubbish, tucking chairs in and returning resources to their appropriate area.

NCCC is an education and skills facility for sharing and learning. It is not appropriate to bring children to training rooms. Students should make alternative plans regarding children under their responsibilities.

Disciplinary procedure

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

Attention is drawn to student rights and responsibilities as expressed herein, the Student Handbook.

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 NCCC's property, 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 NCCC into disrepute, on its premises or at a workplace.

Legislative compliance

NCCC is bound by all government legislation and has compliant policies and procedures in place. Relevant legislation includes (but 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 (2017) (NSW)
- Child Protection (Working with Children) Act (2012) (NSW)
- Equal Opportunity for Women in the Workplace Act (1999) (Cth).

This information, in addition to NCCC's Pre-Enrolment Information Guide, 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.

Work, health & safety

NCCC is committed to providing and maintaining a safe, healthy and supportive learning environment for all students, staff and visitors. We promote a strong culture of health and safety by proactively identifying and managing risks, responding to incidents, and supporting the wellbeing of everyone involved in our training and assessment activities.

As a student, you are responsible for taking reasonable care of your own health and safety and ensuring that your actions do not adversely affect the health and safety of others. You must follow all safety instructions, policies and procedures and promptly report any work health and safety (WHS) hazards, incidents, injuries, near misses or unsafe situations to your trainer and assessor.

Your Trainer and Assessor is the designated First Aid Officer during training and assessment activities and should be contacted immediately if first aid assistance is required. First aid equipment is available at training venues, and NCCC has procedures in place to respond to emergencies, accidents and incidents.
All incidents, injuries, near misses and hazards are recorded and managed in accordance with NCCC's policies and procedures to help maintain a safe learning environment and prevent future occurrences

All incidents, injuries, hazards and near misses should be reported promptly to your Trainer and Assessor and will be managed in accordance with NCCC policies and procedures.
www.northcoastcc.edu.au.

Illness and attendance

If you are unwell and unable to attend training, notify your Trainer and Assessor or the Learner Support Team as soon as possible. Alternative arrangements may be available depending on course requirements.

Most NCCC training programs provide blended delivery options. This may include modified face to face delivery where necessary, with the provision of adequate physical distancing measures.

Drug and 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 training under the influence of drugs or alcohol will be asked to leave the premises and may face disciplinary action including removal from all subsequent sessions.

Smoking is not allowed in NCCC's learning sites – there is no designated smoking areas.

Access and equity

NCCC is 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 NCCC when enrolling to anticipate any access issues.

Safe, respectful and inclusive learning environment

NCCC is committed to providing a safe, respectful, inclusive and culturally responsive learning environment where all students feel welcome, valued and able to participate fully in their training, regardless of their background, culture, religion, identity or personal circumstances.

We promote equal opportunity and value diversity. Every student has the right to be treated with dignity, courtesy and respect and to learn in an environment free from discrimination, harassment, bullying, vilification, intimidation and hate-based behaviour.

For Aboriginal and Torres Strait Islander students, this includes recognising and respecting cultural protocols, knowledges and ways of learning, and engaging with local Elders and community organisations where appropriate.

Conduct that isolates, humiliates, intimidates or excludes a person or group because of who they are is not acceptable. This includes racism, antisemitism, Islamophobia, religious intolerance, cultural hatred, discrimination and other forms of unlawful or inappropriate behaviour.

If you experience or witness harassment, bullying, discrimination, vilification or any behaviour that makes you feel unsafe or excluded, you should report the matter to your trainer and assessor or the Learner Support Team as soon as possible. Reports will be treated seriously and managed in accordance with NCCC's policies and procedures. Information will be handled confidentially where possible, and students who raise concerns in good faith will be supported throughout the process.

Food, drink and litter

Student kitchen facilities and seating are provided for the consumption of food and drink. Students are welcome to use the facilities provided including the kettle, fridge and microwave.

Except for water in a sealed container, food and drink 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 appropriately in the bins provided.

Mobile device usage

Mobile phones and personal music devices are to be always switched off or in silent mode 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.

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 NCCC immediately of any changes to their contact details.

Privacy policy

NCCC collects, holds and uses personal information about students in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and the Privacy and Personal Information Protection Act 1998 (NSW) where it applies to NCCC's funded training activities.

NCCC collects personal information to manage your enrolment, training and assessment, and to meet reporting obligations to NCVER, Training Services NSW and ASQA. Your information will not be disclosed to any other third party without your consent, except where required or authorised by law.

You have the right to access and request correction of your own personal information held by NCCC. Requests can be made to the Operations and Data Manager. NCCC retains student records for the periods required under the Standards for RTOs 2025 and destroys records securely once retention periods have passed. A full copy of NCCC's Privacy Policy is available on request.

Copyright

NCCC observes 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 newspaper page 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.

Computer usage and policy

NCCC provides a wide range of computer resources to its students and encourages students to take full advantage of the technology. Students can use the computer laboratories in Alstonville when classes are not in progress. 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 using NCCC computers and network.

1. The college computer network is to be used only for legitimate educational purposes. Note the computers are not private and authorised staff may access accounts to monitor, view and delete files.
2. Downloading, distribution and storage of obscene or illegal material is forbidden. Students who encounter such material must report the matter to a NCCC staff. Students must accept full responsibility for all material associated and for any data transferred over the network using their account.

3. The student user is responsible for any damage, missing parts, computer malfunction, or evidence of these rules being broken, must be reported to the Learner Support Team.
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 NCCC's expectations; could be considered offensive in any way, for example, being a 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 may be permitted to access NCCC's network under the following conditions, that NCCC

- Cannot and will not be responsible for loss, repairs and maintenance to student owned devices
- 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 rules and guidelines.

1. It is against the law to stalk or harass a person using electronic media.
2. Acknowledge the opinions of others and always provide clear and thoughtful support for your views.
3. 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.
4. Always assume good intent and respond accordingly. If you are unsure of or annoyed by a message, wait 24 hours before responding.
5. When posting a message, you must choose your words carefully to communicate what you intend. It is difficult to convey subtle meaning in online communications. Don't assume that others will interpret your message in the same way that you do. Consider rewording your message if you think there is a chance that others will misunderstand your message and be offended by it.
6. Avoid typing in all CAPITALS because it is difficult to read and is considered the electronic version of 'shouting'.
7. 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.
8. 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.
9. Do not post or provide links to any pornographic content.
10. Web and email access provided by the college to trainers and students is for their exclusive use while at the college. Access must not be linked to or shared with others outside the college including social media sites.
11. NCCC reserves the right to ban anyone from access who engages in inappropriate behaviour.

12. Students must agree to abide by this Code of Conduct by signing the agreement before access will be provided.

If you have any questions about the Code of Conduct, please an NCCC staff.

Office services for students

Re-issuing testamurs

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

Re-issue of Certificates (electronically)	**Nil**	Within 12 months from original issue.
	$50	After 12 months from original issue and before 2015.
Re-issue of Certificates (paper copy)	**$50**	Upon request
Additional charges will be incurred for archive searches when the issue date is pre-2015. This will be calculated at $100 per hour rate.		

Copy works

Photocopying – per one sided A4 copy	**$0.10**	Black & White (A3 is x2 of cost)
	$0.60	Colour (A3 is x2 of cost)
Laminating – A4	**$3**	(A3 is x2 of cost)
Binding – A4	**$10**	For up to 30 pages.

Qualifications, Statements of Attainment and Certification

Upon successful completion of all required training and assessment, and once any applicable fees have been paid, NCCC will issue the appropriate AQF qualification or Statement of Attainment. Students who partially complete a qualification may be eligible to receive a Statement of Attainment for completed units. A Unique Student Identifier (USI) is required before certification can be issued. Requests for replacement certification may incur a fee in accordance with the current fee schedule.

Learning Support

Support may include language, literacy, numeracy and digital skills support; assistance accessing learning resources; study and assessment support; reasonable adjustments; and referral to specialist services where required.