

# Student Handbook



RTO 90304 also trading as Hunter V-Tec



# Welcome to the Central Coast Community College!

**Congratulations on your choice to undertake a course with us!**

## About Us

The Central Coast Community College (RTO 90304) are a community owned organisation providing educational programs for our community since 1982. We have grown to be one of the largest Community Colleges in NSW.

In July 2019 we amalgamated with Hunter Valley Training Company (RTO 90179) to provide a range of apprenticeship and traineeship courses that are customised for the industry and wider community. The Central Coast Community College now trades as Hunter-V-Tec.

Whatever your study goals are, we want to make your time at the College as enjoyable, safe and rewarding as possible.

Whether you are still deciding on what to study or have your career plan mapped out, we can help you with a range of options, guidance and flexible study.

At your first class, or during your orientation, your teacher will give you all of the important information that you need to know about the College and your course and will be able to answer your questions.

This Student Handbook provides you with the essential information that you need to know during your study with us.

## Our Vision:

A community with raised aspirations where people are empowered to achieve their potential and enjoy success.

## Our Mission:

Our College is a stepping stone for students and businesses to reach their full potential through a genuine and supportive person-centred approach.

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# Supporting Your Education

At the College we want to see you succeed. That's why we offer support every step of the way. Our values, our people, our facilities and our personalised support set us apart, ensuring you receive the highest quality education and training.

## Our Student Services Team

At the College we support the welfare of our students in a variety of ways. There are also many professional community organisations that are well equipped to offer services to help. If you are experiencing difficulties and require counselling/ personal support, please let your teacher or the Student Services Team know as soon as you can.

Central Coast Community College Student Services (Ourimbah)

E: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

P: 02 4348 4300

Central Coast Community College Student Services (Rutherford)

E: [courses@hvtc.com.au](mailto:courses@hvtc.com.au)

P: 02 4932 4222

Central Coast Community College Customer Protection Officer

Ashlea O'Sullivan (Office Manager)

E: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

P: 02 4348 4300

Ourimbah University Campus Student Support Unit

E: [counselling@newcastle.edu.au](mailto:counselling@newcastle.edu.au)

P: 02 4348 4060

## Work Health and Safety Team

At the College we have the support of our Work Health and Safety Team located at HVTC Rutherford, as well as campus WHS Officers. Please contact your Student Services Team above for more information if required.

## Disability Support Services

If you have a disability or medical condition, we may be able to offer you a range of services to assist you with your enrolment as well as your education and training.

Contact your local office and let us know what your needs are as soon as possible so that we can discuss the support that is right for you.

## Help with Learning

Sometimes you may need help with a particular subject or skill. Whether you have trouble with maths, reading or writing comprehension, or anything else, we can offer you tutorials or other forms of learner support to ensure that you succeed in your studies.

Learner support may help you with:

- Literacy
- Numeracy
- English as a second language
- Maths
- Science
- Computing skills
- Communication skills

Depending on your needs, we offer learner support:

- In small groups
- With a specialist teacher
- With one-to-one tuition
- Via the internet

During your enrolment you may be asked to complete our Readiness Assessment quiz, which is a tool that helps us to check your English and Maths skills and allows us to identify some personalised learning support that would benefit you during your studies.

## Reasonable Adjustment

The Central Coast Community College understands that not all students are able to demonstrate competency in their learning in the same way. The Disability Discrimination Act (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable students with a disability to participate in education on the same basis as students without disability. Sometimes we may be able to make a “Reasonable Adjustment” during your study to ensure that:

- Teaching materials are appropriate your needs
- Course learning activities are sufficiently flexible, allowing you to participate
- Study materials are available in an appropriate format
- Teaching strategies are adjusted to meet your learning needs
- Assessment procedures are adapted to enable the you to demonstrate the knowledge, skills or competencies being assessed.

Please ensure that you discuss any needs that you may have with the Student Services Team at enrolment; this will help us to support you to succeed in your chosen study, grow your skills and achieve your goals.

# On Campus

Whether you study part-time, full-time or online, our campuses are equipped to help you get the most out of your study. We can deliver training from many locations, however our main campuses are located at Ourimbah University and Rutherford.

## Facilities and Services

Please talk to our helpful Student Services team or visit our website for campus specific information regarding:

- Travel and transport
- Parking
- Campus facilities including cafes, library access, childcare
- Student membership to Yourimbah (Ourimbah Campus only)

Please note that each campus is different and may not have all of the facilities/ services listed above.

## Student Beauty Salon (Ourimbah Campus only)

The College's Student Beauty Salon is located on the Ourimbah University Campus. Treatments are performed in our purpose-built training salon by our talented beauty students, while supervised by one of our qualified trainers.

To make a booking, call the salon on 02 4349 4938 between 9.00am – 2.30pm to schedule your appointment. More information can be found on our website at <https://cccc.nsw.edu.au/student-beauty-salon/>

## Public Transport and Concessions

College students may be entitled to concession or free travel on some public and private transport (The NSW Government eligibility conditions apply). Please contact your local Student Services team for more information.

## Smoking, Alcohol and Drugs

The College provides a safe and healthy workplace for staff, students and visitors to our campuses. Please abide by the smoking designated areas provided at your campus.

## Work Development Orders

Work and Development Orders (WDO) are made by Revenue NSW to allow eligible customers to reduce their fines through training. Visit the Revenue NSW website for more details <http://www.revenue.nsw.gov.au/fines/eo/wdo>. The College is an approved organisation and may be able to assist students with a WDO. Please contact Student Services to find out if you are eligible.

## Information Technology

Our learning environments have internet connections and wi-fi. You are encouraged to bring your own device, however the College may require you to use existing computer equipment as part of your course. We reserve the right to monitor and record all usage of our computer networks and to take disciplinary action when breaches of use occur, including –

- Personal use unrelated to study, including social media
- Attempting to gain unauthorised access to College information
- Use of equipment to access gaming or gambling sites, or material that is profane, obscene, promotes illegal acts or advocates violence, bullying or discrimination

Information technology must be used with respect, integrity and honestly. Failure to adhere to this may result in removal of your access to College networks and equipment.

## Mobile Phones

Mobile phones are not permitted in the classroom and must be stored in your secure locker or bag at all times. We understand that sometimes family or personal commitments may impact on whether you require access to your phone; please communicate at all times with your teacher if you are concerned, prior to class starting for the day.

## Social Media

Stay in the loop with the Central Coast Community College social media pages to find out about events, industry news, student achievements and important announcements.

Like, follow and join in the conversation on the pages below:

- <https://www.facebook.com/CentralCoastCommunityCollege/>
- [https://www.instagram.com/cc\\_c\\_college/?hl=en](https://www.instagram.com/cc_c_college/?hl=en)
- <https://www.linkedin.com/company/central-coast-community-college/>

## Student Portal

To be advised.

# Important Information About Your Enrolment

At the Central Coast Community College we aim to provide you with a smooth transition from enrolment, to your studies and your career beyond. Please make sure that you read the following information carefully and check with the Student Services Team or your teacher if you have any questions.

## Unique Student Identifier (USI)

The USI gives you access to a national register which allows you to see all of your nationally accredited training records and results in one place, from all training providers that you have completed study with after 1 January 2015. You only need one USI for all of your study, and it stays with you for life, ensuring your training records are not lost.

If you do not have a USI, you will need to apply for one prior to enrolment at <https://www.usi.gov.au/your-usi/create-usi>

The personal details you provide to us at enrolment must match your USI personal details as we are required to record and verify your USI before we can issue your student documentation, including your qualification testamur or statements of attainment.

## Privacy and Confidentiality

As an RTO we are required to collect personal information about you when you enrol in a course to enable us to maintain your study records. Your personal information is protected under the Privacy and Personal Information Protection Act 1998 and the Privacy and Personal Information Protection Regulation 2005. Any health information you provide is protected under the Health Records and Information Privacy Act 2002.

Any information you provide to us will be held securely and disposed of securely when we no longer need it. We will never share your information with others unless you give us permission to do so, or if absolutely necessary for your wellbeing or to support you in your studies. If you are under the age of 18 you will need also need permission from a parent, carer or guardian.

Your personal information (including the personal information collected during enrolment and training activity data) may be used or disclosed by the College for statistical, regulatory and research purposes.

## Credit Transfer

Credit Transfer is a form of recognition for previous study. Credit transfer can significantly reduce the time it takes to complete your study. Credit transfer may be applied to Units of Competency and related qualifications that you have been studied in the past. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and students will be advised to seek recognition.

Credit Transfers must be applied for at enrolment, prior to course commencement.

## Applications for Recognition of Prior Learning (RPL)

RPL is the process by which someone's existing skills, knowledge and experience are recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through; training programs, work experience, voluntary work, school work, life or sporting experience.

You may be eligible to apply for RPL on one or more Units of Competency in your program. Please contact your campus Student Services Team for more information about how to apply.

## Medical Conditions

If you have an ongoing medical condition such as epilepsy or diabetes, it is important to make your Student Services Team aware of this at enrolment, in case you require sudden assistance. A safety management plan can be developed with our Work Health and Safety team, and with your permission, shared with the relevant staff who can then provide support if necessary.

We also recommend that you provide us with an emergency contact (either a family member or friend), and also provide them with a copy of your timetable and attendance details. This will help in case of emergency. This information will be kept confidential.

Please note that College staff reserve the right to phone an ambulance if your safety is in doubt.

For further information, please contact your campus first aid or WHS officer located in the office.

## Anaphylaxis

If you are at risk of anaphylaxis you must carry your own adrenaline auto injector ('Epi-Pen') while on campus or while attending activities such as events, excursions or work placements.

## Prescription drugs

Some prescription and over-the-counter medications may impair your judgement. While you are affected by medication, you may not be able to safely use equipment or handle chemicals. It is your responsibility to discuss this with your teacher. They have a duty of care to you and your fellow students and may need to know of your medical condition so that they can ensure safety arrangements. You have a right to privacy, and while your teacher may need to inform the WHS Team and RTO Manager, it is against the law for them to tell anyone else without your permission.

## Withdrawing or Deferring your Study

If you decide not to continue with your studies, you must notify your teacher or the campus in writing, by using the Withdrawal Form sent to you and submitting this form to [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

If you decide to withdraw from training prior to course commencement, you must advise the Student Support Team in writing at least ten (10) working days prior to course commencement using the Withdrawal Form available upon request.

If you withdraw your enrolment prior to course commencement, and within 10 working days of the course starting, the College will retain the non-refundable administration fee to cover the costs incurred for enrolment and course resources.

If you withdraw from your course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance.

You may request a deferral of your study at any time. If a you decide to defer, the deferral period will apply for a maximum of 12 months. After this time, you will not be entitled to continue with the course and no financial credits will be applicable. To request a deferral, you must advise the College in writing via email to [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au) .

## Course Cancellations

Courses run only if there are enough resources and demand. Classes may be discontinued or moved to a different location if attendance numbers fall below a set minimum. Advice will be given in advance of any changes.

If a course is cancelled by the College for any reason, you may be eligible for a partial refund of your course fees.

You may be given the opportunity to submit final evidence for outstanding assessments and you will be issued with a Statement of Attainment for any units of competency that you have completed. No extensions will be granted.

## Fees and Payments

The College is an approved provider of subsidised training under the Smart and Skilled government initiative. Students applying for funded training must meet the eligibility criteria. For more information visit <https://smartandskilled.nsw.gov.au/are-you-eligible>

If course fees apply, these must be paid at enrolment, and before you can access, participate, attend class or be provided with your learning materials. All course fees must be paid in full prior to the commencement of training.

If any fees are owing at the end of your course, you will not be issued with a testamur or transcript.

When you enrol into College courses with online delivery (e.g. Catapult, Energy Space “Lighthouse”, Futura) your commencement date is when the training materials are made available to you.

Additional fees may be incurred by you for:

- Essential equipment and other items that become your property for example, protective clothing, beauty kits, license fees
- Equipment, textbooks or field trips that form part of training – this information will be clearly communicated on the website and at enrolment
- Any textbook you require to undertake the qualification that becomes your property
- If students apply for Skills Recognition or Credit Transfer during the enrolment process, the student fee will be adjusted to reflect this
- A processing fee of \$50 applies if past students request a re-issue of a document that we have already provided. Document re-issue fees apply to:
  - Statement(s) of Attainment
  - Certificates and Diplomas
  - Record of Results

All College fees and charges are reviewed on a yearly basis and are subject to change. Smart and Skilled fees are reviewed annually by Training Services NSW.

### **Traineeships and Apprenticeships**

Registered NSW new entrant trainees accessing Smart and Skilled subsidised training, who commence their training on or after 1 January 2020, are eligible for Fee Free Traineeships.

Trainees who commenced their training before 1 January 2020 are required to pay the capped qualification fee.

Registered NSW Apprentices accessing the Smart and Skilled subsidised training, who commence their training on or after 1 July 2018, are eligible for the Fee Free Apprenticeships.

Apprentices who commenced their training before the 1 July 2018 are required to pay the capped qualification fee.

An existing worker trainee is a person who has been working full-time in a business for longer than three months before being offered a traineeship, and is not eligible to access the Smart and Skilled subsidised training.

### **Fee Protection**

Central Coast Community College is aware of its obligation as an RTO to protect student fees paid in advance.

To this effect, we have the following fee protection policy in place:

- The College is required to protect fees paid in advance for nationally recognised training. To meet this regulation, the College may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.
- At course commencement, the College will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

# Important Information about Work, Health and Safety (WHS)

The College have a duty to ensure a safe and healthy workplace for staff, students and visitors to our campuses. At enrolment, you will be informed of any course requirements that you will need to provide, e.g. protective clothing and equipment (PPE). Close-toed footwear should be worn on campus for all courses.

During your orientation session at your first attendance, you will be given information on what to do in case of an emergency or if you are injured and require first aid. All campuses have emergency management plans in place and are well equipped with trained First Aid Officers, first aid rooms and appropriate first aid equipment. It is important to let your teacher know if you will require assistance in the event of an evacuation, due to a temporary or permanent disability so that appropriate support can be provided.

To help us provide a safe environment, work health and safety legislation also reinforces your duty to take reasonable care of yourself and the health and safety of others. This includes –

- You must not enter classrooms or workshops without permission and supervision
- Wear full uniform and PPE while attending your studies (eg long pants and long-sleeved shirts, steel capped boots must be worn for all trade courses)
- Cooperate at all times with health and safety directives given by staff and teachers, including the completion of Take 5 checks prior to every task, which must be signed by your teacher
- Do not interfere with or misuse anything provided for you in the interest of health and safety

All incidents or injuries must be reported immediately to your teacher. In the event that you need ambulance transportation, the cost will be your responsibility. You will be provided with instruction and training on work health and safety relevant to your course at your Induction..

## Personal Protective Equipment (PPE)

Certain courses require the wearing of a uniform and/or Personal Protective Equipment (PPE) and clothing during class. You may be provided with PPE by your Apprenticeships/ Traineeships or Employment Services provider, or you must supply your own.

Entry to the class will be refused unless specified protective clothing/ uniform is worn.

Some courses may also specify equipment requirements and students must obtain these to enable participation in classes and/or completion of the course. Information as to the requirements in this area will be given during enrolment.

## COVID-19 Impacts

The College has implemented a range of proactive measures to limit the impact of COVID-19. These measures allow us to deliver controlled in person learning to provide you with the best possible experience and educational outcomes. We have state-wide guidelines and risk management practices in place, to ensure the safety and wellbeing of all College staff and students. For general questions about starting your study, please call our Student Services team on 02 4348 4300.

# Important Information About Your Study

## Participation

To make the most of your studies you are expected to participate and engage in your assessments and training, including attending all classes and workshops and submitting work in accordance with the assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify your teacher or the Student Services Team as soon as possible.

If you are sick, unable to attend class, unable to complete an assessment or have missed an assessment due to unforeseen circumstances, please advise your teacher as soon as possible.

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies. You will be assisted to re-commence your studies, if this is what you request.

## Attendance and Punctuality for Apprentices

Training times are generally between 8am to 4pm daily, depending on your course.

You are requested to be on site and prepared for class at least 10 minutes prior to class starting. If for any reason you are going to be late please notify the Student Services Team who will advise your trainer.

If you fail to notify the team by 8:30am about your absence, staff will make one telephone call to you, and then follow up with your employer.

All Apprentices must clock in and out daily using allocated Bundy cards, as well as filling out the daily attendance sheets provided (including all meal break times).

Please endeavour to try and book holidays or time off outside of your scheduled course time. Non-attendance on assessment days may require additional supporting documentation, and you may be required to attend the College in your own time to catch up on your study.

## Training Plans

You will be issued with a Training Plan prior to or at course commencement. This document outlines the details of your training including what topics/ Units of Competency you will be completing and a timetable of learning and assessment.

If you are a Trainee/ Apprentice, you and your employer will be involved in what you will learn and how your training will be delivered, and this document is usually completed prior to you commencing your study.

Please make sure that you keep a copy of this important document.

## Assessments and Formal Tests

You will be required to complete a variety of assessments for each unit of competency to show that you have the required skills and knowledge to perform effectively in the workplace. Please ensure that you notify your teacher of any adjustments or support that you may require, prior to the commencement of an assessment or formal test.

### Submitting Assessments

You are expected to complete all assessments for the units that you are enrolled into. All assessments must be submitted directly to your trainer or lodged online by the due date for a result to be recorded. Full and detailed instructions on the requirements for each assessment will be provided by your trainer and in the Student Instructions for each task.

You will receive feedback regarding the outcome of each of assessment item submitted and an assessment judgement recorded based on the evidence that you have provided.

### Formal tests

Some courses, such as Electrotechnology, have formalised testing which form part of the assessment evidence we are required to collect. These sessions are mandatory and will be conducted under “exam conditions”.

You must submit assessment work and attend scheduled assessment events on the required dates.

### Online assessments

If you are completing your assessments online, you may be required to provide supporting evidence such as reports from your workplace supervisor. Your trainer will help you to collect and upload this evidence into your student portal.

### Resubmitting Assessments

If you receive a “Not Yet Competent” result in an assessment or a unit of competency, you will be given the opportunity to provide additional evidence or demonstrate a task again. If after 2 additional attempts, your assessor still deems that you are “Not Yet Competent” you will be given the option to repeat that part of your studies by re-enrolling in that particular unit; a re-enrolment fee will apply.

### Plagiarism

Plagiarism is taking the ideas, writings or work of others and presenting them as if they were your own work without acknowledging the original author. To pretend that another person’s work is your own, is unethical and dishonest. Plagiarism is a form of fraud and is violating someone else’s property. It is a breach of student conduct and may receive disciplinary action.

## Assessment Appeals

You have the right to appeal an assessment decision if you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence or the grade of achievement.

Grounds for appeal may include the College's failure to:

- Provide appropriate advice to you before and during the assessment
- Provide reasonable adjustment where necessary
- Take your literacy, numeracy and language requirements into consideration
- Consider all the available evidence you have submitted and/or demonstrated, and make an assessment decision consistent with the evidence provided

Appeals against an assessment process must be lodged directly with the RTO Manager within three (3) weeks of being formally notified of the result of the assessment. You can email your request to the Student Services Team at your campus.

## Issuing Credentials

Upon successful completion of all of your coursework, providing all of your fees are paid, a Certificate or Statement of Attainment will be issued to you via the post or email address held on file. This will be done within 30 calendar days of your final assessment submission and providing you have met all requirements for the course.

We are not allowed to provide your certificate to another person or service, including your employer, without your permission.

# Rights and Responsibilities

Knowing your rights and responsibilities while you study with the College is very important, please ensure you read the following information carefully.

## Code of Conduct

As a student completing any study delivered by the College, you have a responsibility to treat others with fairness and respect. The College will not condone any behaviour that impairs another person's right to pursue their studies, research or work at the College. We expect these standards of behaviour to be upheld regardless of the location in which you complete your study, whether you are utilising online/ digital platforms, and when you are participating in any activities associated with the College.

## Student Rights and Responsibilities

The Central Coast Community College aim to provide you with the opportunity to study, learn and develop your skills in a safe and supportive environment.

### Your Rights

You have the right to:

- Be treated fairly and with respect
- Be provided with a safe training environment free from harassment and discrimination
- Have your personal information stored, maintained and protected in accordance with the National Privacy Principles and have access to that information on request
- Receive the training and support necessary to achieve educational goals
- Be provided with sufficient information regarding the requirements of your training program to enable you to make informed decisions regarding your enrolment
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to your enrolment
- Be fully informed of fees and charges to complete your training, including charges for equipment and other resources as required
- Be consulted to modify your Training Plan if required
- Receive quality training and assessment that meets the Standards for RTO's 2015
- Have opportunity to present recognition of prior learning (RPL) and credit transfer (CT) at enrolment
- Receive information relating to deferring or discontinuing studies
- Receive an accurate Certificate and/or Statements of Attainment on successful completion of an accredited training program
- Have access to the College consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- Provide feedback or lodge a complaint or suggestion for improvement without fear of victimisation or retribution

## Your Responsibilities

You have a responsibility to:

- Treat all staff, students and the general public with respect, fairness and courtesy
- Provide a valid USI on enrolment
- Be punctual and regular in your attendance
- Submit assessment tasks by the due date or ask for an extension of time
- Contribute equally to any group assessments which receive a group mark
- Pay your student fees according to College Policies and Procedures
- Return equipment or textbooks as required
- Use IT systems and networks with respect
- Do not illegally copy software or install software onto College computers
- Wear enclosed, flat non-slip footwear as the wearing of thongs or walking barefoot is not permitted on campus for safety reasons
- Wear personal protective equipment at all times and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety or environmental concerns to your teacher and/or Student Services/WHS staff immediately

As a student you must not:

- At enrolment, withhold or misinform College staff of your previous training qualifications in relation to your eligibility for any Smart and Skilled training subsidised by the NSW Government
- Plagiarise, collude or cheat in any assessment event or examination
- Use offensive language
- Smoke in any designated non-smoking areas
- Litter on or around campus grounds
- Harass fellow students, staff or the general public, either face to face, over the phone or through any social media
- Use any social media such as Facebook, Twitter or Instagram, or mobile phones, pagers or similar devices for personal reasons in class or exams
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Damage, steal, modify, misuse, waste or pollute College property
- Be under the influence of alcohol or illegal drugs in the learning environment
- Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public – including SMS messaging or any form of cyber bullying

If a student does not meet these responsibilities, consequences may include, but are not limited to:

- Formal reprimand (warning) verbal and/or written
- Suspension or cancellation from the course without refund and/or credit
- Apprentices/ Trainees may be subject to Performance Management process or loss of employment
- You may be liable for the costs incurred by any damage caused
- Matter referred to the police

# Central Coast Community College Rights and Responsibilities

## College Rights

The College reserves the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported
- Offer and run a course at a location or delivery pattern other than that advertised
- Alter the fees, times or dates for the whole or any part of a course
- Not guarantee that you will be able to complete your course at the location where you first enrolled, at the times or on the days or in the manner you were first offered
- Refuse students entry to the classroom if they are under the influence of drugs or alcohol, or do not present wearing required PPE.

The College is not liable for any loss, expense or inconvenience such changes may cause.

## College Responsibilities

The College has a responsibility to:

- Support you in learning, studying, and developing skills in a safe and healthy learning environment
- Safeguard the welfare of children, young people and other vulnerable people who may come into contact with our students during workplace visits or simulated settings
- Do our best to help you complete your course
- Advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people
- Maintain and be compliant with the Standards for Registered Training Organisation (RTOs) 2015 and the requirements of the Australian Skills Quality Authority (ASQA)
- Be compliant with relevant Commonwealth and State legislation and regulations

## Bullying and Harassment

The Central Coast Community College is responsible for ensuring safe and healthy learning environments and will deal with bullying or harassment effectively and immediately if it arises. Bullying and harassment can be any behaviour that offends, humiliates or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual.

Bullying or harassment can take many forms, including:

- The intentional misuse of power in a relationship to intimidate. It is ongoing and repeated, and it involves behaviours that can cause harm
- Behaviour involving victimisation and harassment, including written/ verbal remarks based on sex, race, religion, disability, or sexual orientation, both online and offline
- Use of terminology that reinforces stereotypes
- Illegal behaviours that include physical violence, threats of violence, damaging property, or stalking
- Unwelcome remarks, jokes, nicknames, innuendo, or taunting
- Offensive gestures or displays that cause offence
- Ignoring, isolating or segregating a person or group
- Sexual or physical contact, such as grabbing, kissing or touching. Intrusive questions about sexual activity
- Condescending or patronising behaviour that undermines self-respect or adversely affects performance or working conditions

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be considered harassment. Someone does not have to say “no” before any behaviour or action can be considered harassment.

It is also against the law for anyone to:

- Victimise anyone because they complained about bullying or harassment,
- Victimise anyone because they supported someone who complained about bullying or harassment.

If you feel that you are being bullied or harassed in class and you feel comfortable to, speak to your teacher as soon as you can. You can also discuss the problem with a Student Services Team member, your Course Coordinator or the RTO Manager.

Bullying or harassment may result in disciplinary action against the perpetrator.

## Consumer Protection

At the College we pride ourselves on the delivery of quality training, and providing a safe and supportive place to study. Our training benefits you, local businesses, industry and the wider community. In choosing the College to complete your course, you have a right to:

- Expect that the education and training we provide will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements
- Be informed about personal information that is collected about you and that you have the right to review and correct that information at any time
- Provide feedback and access our complaints procedures if required

We have a designated Consumer Protection Officer to assist you (see page 4 of this booklet for contact details).

## Making a Complaint

We are constantly improving the way we work so, if you have a concern about your course, your trainers, other staff or students, we recommend you talk to any College staff member as soon as you can.

In the first instance, try and discuss the situation with your teacher; alternatively, you can talk to the Course Coordinator, a member of the Student Services Team at your campus, or the RTO Manager. You may also email [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au)

We will record your concerns so they can be dealt with confidentially and promptly.

If you are enrolled in a Smart and Skilled qualification, and if your issue cannot be resolved by us, you can also contact the to seek assistance, ask for advice, make a complaint or provide feedback. For more information go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

# COVID-19 Risk Protocols

The Central Coast Community College have been implementing all Government recommendations as a minimum to protect our staff and students against the COVID-19 virus, as well as instigating our own strict hygiene protocols where we feel it is appropriate, to ensure the health and safety for our team and clients. Please find a list of measures below that form the foundation of conduct for staff and students whilst on site:

## Pre-Entry Precautions

- You must sign in daily using the QR code located in each classroom or at front reception – this includes an acknowledgement that you are fit and well from training and that you have not been exposed to the virus – if you answer YES to any question, you must isolate and seek medical attention immediately.
- Some courses may require temperature screening using a non-invasive infra-red thermal thermometer prior to entering the workshop or classroom. Any student registering over 38 degrees or above will be asked to leave the premises to return home and to contact medical services for COVID testing.
- If you are identified by your trainer as being unwell (with flu like symptoms) you will be sent home immediately and will require a COVID test.
- All participants MUST use hand sanitiser which is located at the entrance to the facility before entering – alcohol based – before after all tasks.
- Appropriate signage COVID reminders and processes have been placed around the campus.

## Classroom & Workshop Precautions

- Class sizes have been reduced to adhere to government social distancing guidelines – please adhere to room capacity signage throughout your campus.
- At the commencement of each class, the Trainer will conduct a “Safety Moment” with the participants, based around your responsibility to practice personal hygiene and correct etiquette when sneezing and coughing, and maintain social distancing.
- Hand sanitiser is available in each classroom, you will be required to use this prior to entering the classroom at the commencement of the day and after each break.
- You are responsible for packing away your equipment and cleaning / sanitising your work area at the end of each session.
- Your trainer may request that you wear a mask if learning or assessment activities require close proximity.

# Student Acknowledgement Checklist

## Media Consent

I agree to the College using a quote or my photo for marketing and promotional purposes. I understand that this information may be used on course flyers, the website, newspaper advertising etc.

Yes  No

## Privacy Consent

During the course of my studies, I understand that there may be times when the College may need to discuss my program and/or personal information with my employer, supervisor, teachers or other departments like State Training Services. I understand that this information will only be shared to improve my training or for research/ statistical purposes. I understand that this information will be retained securely in my personal file.

Yes  No

## Use of Electronic Devices Agreement

I understand that I must use College devices and networks for the purposes of my study only. I agree to use Information Technology available to me with respect, integrity and honesty. Failure to adhere to this may result in removal of my access to College networks and equipment.

Yes  No

## Course Induction (Apprentices Only)

I have completed course induction training with my trainer/ supervisor including the following training modules if required –

- Bullying and Harassment Awareness Module
- Manual Tasks/ Manual Handling Module
- Drugs and Alcohol Module
- Take 5 questionnaire

I have also been given an induction to the site, direction on emergency evacuation procedures and key signage.

Yes  No

## COVID-19 Risk Protocols (p 22)

I have read the College's COVID-19 Risk Protocols and I agree to comply with these guidelines while attending classes on campus or as directed at offsite locations.

Yes  No

# Receipt and Acknowledgement of my Student Handbook

I acknowledge that the information in this handbook and been covered at my induction and I understand my rights and responsibilities as a student. I agree to follow the policies and procedures outlined in this Handbook and I understand it is my responsibility to be familiar with the contents of my Student Handbook and to ask questions on any matters I don't understand.

<b>Student Name</b>	
<b>Signature of student</b>	
<b>Date</b>	