

**SouthCoast**  
CAREERS COLLEGE

**AdultEd**  
COMMUNITY COLLEGE

**STUDENT HANDBOOK**

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## Welcome to South Coast Careers College / Adult Ed

South Coast Careers College / Adult Ed Community College (the College) welcomes you to our organisation and we sincerely hope you will gain great benefit from the course in which you have enrolled.

Please feel free to call our friendly team, if you have any queries regarding your course or information provided to you.

## South Coast Careers College / Adult Ed's Mission and Values

The College has a formal commitment to implementing quality management practices. The organisations Strategic Plan is based upon:

**Our Mission:** "Investing in community education, skills and training".

**Our Values:** We believe that a harmonious and productive society requires enthusiastic participation by all sectors of the community in life-long learning. We therefore commit ourselves to the following core values:

- **Learner Centred Education & Training** that empowers businesses and individuals with knowledge and skills to realise their visions and goals.
- **Excellence in Delivery** of professional training & learning experiences.
- **Flexible and Relevant** training that is current, meaningful and delivered to suit the needs of the community.
- **Friendly and Accessible** – with the aim of removing all barriers to learning and knowledge transfer, providing learning opportunities for everyone in the community.
- **Community and Collaboration** – providing solutions and running programs for the wellbeing of our local community through participation in community forums and the delivery of services through collaborative partnerships with other community organisations.
- **Integrity and Accountability** in all aspects of our conduct with both clients and staff as a not for profit community service provider.

## NSW Government Funding

### *Smart & Skilled*

The NSW Government in 2015 implemented a new funding regime for Vocational Education Training (VET) Smart & Skilled. The catalyst for the introduction of Smart & Skilled in NSW is in response to the 2012 National VET Agreement. This national agreement was created with the intent to increase provision and quality of VET and facilitate greater competition within the delivery of VET activities in Australia. For further information, visit the NSW Government Smart & Skilled website [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

## Registration as a Registered Training Organisation (RTO)

The College maintains national registration with the Australian Skills Quality Authority (ASQA). The College's national registration is No 6558. Further registration information is available by visiting [www.training.gov.au](http://www.training.gov.au) or contact the college.

The College has a commitment to implementing the National Vocational regulations for Registered Training Organisations [www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/the-vet-quality-framework.html](http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/the-vet-quality-framework.html). Our quality measures are designed to support continuous improvement in operational systems and training and assessment practice as part of a comprehensive quality assurance system.

## What the Logos Mean



The College's logos – these are our logos that you will see on documents from the College including letters, envelopes, flyers, pamphlets, and certificates issued by the College. This logo is used by the College in all its programs, not just the Vocational Education and Training programs.



Community Colleges Australia. This logo represents Community Colleges Australia – our Peak Body



Nationally Recognised Training. This logo indicates that the accredited course or qualification is recognised Australia wide



This logo represents the national registration body for Registered Training Organisations

Supported by the



This logo represents that this organisation is supported by the NSW government



The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework

## What to expect as a student at South Coast Careers College / Adult Ed

At the College we pride ourselves at providing a friendly, yet professional organisation where students are treated with respect and are encouraged to progress beyond their initial expectations. Our friendly team are ready and able to assist you with any queries you may have about the course in which you wish to enrol.

## What happens at enrolment?

### *Unique Student Identifier (USI)*

From 1 January 2015, all individuals who participate in accredited vocational education training will require a USI. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. For further information about the USI please visit [www.usi.gov.au](http://www.usi.gov.au)

## Course Enrolment

The administration staff will collect your details; this will include the completion of an enrolment form and provision of your USI. If you do not have a USI, the college will assist you through the process enabling you to create your own USI. Within the enrolment form you are asked if there may be anything that you feel may affect your learning, such as reading and writing concerns. If this is identified or you simply wish to improve your language, literacy, and numeracy, the administration staff will make an appointment for you to see the Student Support Officer.

The Student Support Officer (SSO) will discuss with you your needs and any potential barriers to successful completion of your desired learning activity. The SSO in consultation with the individual will develop a plan whereby barriers may be managed or removed. This may include a range of structures to develop you for your language, literacy, and numeracy level and advise you of what to do next. This may include deciding what course is best for you or what you need to do before entering a selected course. This assessment takes about 30 to 60 minutes depending on individual needs.

### What happens at the beginning of my course?

On the first day of your course, your trainer will provide you with detailed information about the content of the course, the course outline and information about assessment. Your trainer will also give you advice about pathways – for example, the type of work you might seek with your new skills or further education or training opportunities available to you.

### How do I submit work?

Your trainer will advise you at the beginning and during the course on how to submit your work to the trainer. This may include giving your completed work directly to your trainer in the classroom, posted to our college or emailed. If your work is to be posted or emailed, your trainer will give you a coversheet to ensure correct identification of your work and that it goes to the right trainer.

### How do I get my certificate?

On successful completion of your course and all associated assessment work, your Certificate or Statement of Attainment will be posted to you. Please ensure we have your current postal address. If you require a copy of your certificate at a later date or a transcript at a progression point, a fee of \$20.00 is applicable.

### What about my records?

The College recognises its responsibility to provide secure storage of student records. The College has safe on and off site storage of records in accordance with AQTF Standards. We have a Privacy Policy to protect all student information. Student and staff information will not be given to any person or organisation unable to produce written proof of legal right to that information. Student information and records will not be used for any purpose other than that related to their training. All details of both staff and students are stored in accordance with relevant Privacy and Security legislation.

All course attendances at the College are recorded on class rolls. Trainers are responsible for keeping rolls up to date and securing rolls while courses are in progress. At the end of the course, the College retains the roll.

Records of Credentials issued (Qualifications and Statements of Attainment) are kept and are available for re-issue for 30 years as required by the National Vocational Regulations [Australian Quality Skills Authority](#)

To can gain access to your records by appointment. Please contact the College during Office Hours 9am-5pm Monday to Friday please call 02 4472 9202 to arrange an appointment.

## Trainer qualifications

All trainers appointed to teach accredited courses are qualified in accordance with the [Australian Quality Skills Authority](#) for Registration and [www.training.gov.au](http://www.training.gov.au).

Trainers must hold a Certificate IV in Training and Assessment (TAE40116 or TAE40110), relevant industry qualifications and have recent and extensive industry experience.

The College is committed to providing ongoing professional development to trainers to ensure their skills and knowledge are updated.

## Student Support - What if I need extra help?

We endeavour to provide access to courses for adults (persons over 17 years of age) regardless of gender, national or ethnic background, physical or intellectual impairment, religious affiliation or age. We will make all efforts within our capability to provide fee concessions to those who are eligible. We will assist a student with any specific learning need to access an appropriate program. Some assisted learning takes place in regular College courses through consultation with the student, trainer and VET Manager. If you need some extra help please contact the Vocational Education & Training (VET) Manager.

## What about assessment?

All accredited courses at the College involve assessment processes. Assessments serve the purpose of allowing participants to provide evidence of their skills and abilities against the competencies of the course or qualification.

During the first lesson of your course, your trainer will advise you of the assessments required for your course.

In keeping with the requirements of competency based training, assessments conducted by our organisation demonstrate compliance with the four key assessment principles of validity, reliability, flexibility and fairness.

Persons who conduct assessments for accredited courses and competencies in Training Packages have the appropriate assessor credentials.

Participants who do not achieve competency at the first assessment attempt will have further reasonable opportunities to achieve competency.

Students who do not wish to be assessed are able to sign a declaration. However if through the course you become more confident and wish to be assessed your trainer is able to assist.

Students are given the opportunity to re-sit for assessments should they not be successful at the first attempt.

## Recognition of Prior Learning – RPL

RPL is the process whereby past work or life experience may be recognised as satisfying some or all competencies of a course or qualification.

The College will provide advice and assessment of current competencies on an individual needs basis. If you would like to apply for recognition of prior learning, please make an appointment to speak to the VET Manager at least 2 weeks prior to your chosen course commencing.

## Mutual Recognition

The College recognises the Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with the requirements of the Australian Quality Training Framework (AQTF) Essential Standards. Any student seeking recognition should contact the VET Manager at least 2 weeks prior to your chosen course commencing.

## What if I don't agree with my assessment results?

If you disagree with an assessment decision you should address the matter with your VET Manager who will conduct a review of the assessment process. If the VET Manager feels you have a case for review a suitably qualified independent person will be employed to conduct another assessment. If the VET Manager does not believe there is a case for review, you will be notified of the decision and provided with a copy of the Centre's Appeals Policy. Students are welcome to nominate a third party to be present at all meetings with trainer and Managers to act as their advocate.

## Consumer Protection - What if I have a complaint?

The College is committed to ongoing provision and maintenance of its reputation as a safe, open-minded and enthusiastic place to engage in learning activities which support individual's needs.

The College's goals are to facilitate and support quality accredited vocational education and training and formal and non-formal learning opportunities which are provided in environments that are supportive of the needs of individuals, business, industry and the greater community.

As a Student of the college your rights include:

- The right to expect the services provided by the college surrounding education and training are consistent with the National Standards as provided by Australian Skills Quality Authority (ASQA) regulations, and NSW Department of Education and Communities Smart and Skilled Contract requirements.
- The right to be informed of and understand the processes which surround the needs for the collection of your personal data and your personal right to request access, review and correct that information.
- Your rights also include to be informed of and access to the College's complaints feedback handling process.
- The right to directly contact the College on 02 4472 9202.

## Complaints Process

The first point of reporting any complaint or grievance is to your trainer. The trainer should attempt to resolve, in an informal manner, any complaints to do with course delivery.

If this outcome is not achievable, or if the source of the grievance is the trainer, the student should refer the grievance to the Office Manager.

The Office Manager must then investigate the grievance, document action taken in order to resolve the dispute and review the effectiveness of those actions to ensure that the grievance is effectively resolved.

If this outcome is not achievable and a grievance or dispute still exists, the Chairperson of the Board Management Committee and another party not previously involved in the grievance will review the case. The appellant and the Chairperson will mutually agree the independent person. This panel will provide a report in writing to the aggrieved party. This documentation is to be held as part of the College's Records Management System.

If you feel you need to report your complaint externally you may contact the Australian Skills Quality Council (ASQA) 1300 701 801.

## NSW Department Consumer Protection Strategy

As the Registered Training Organisation (RTO) providing training and assessment to you, the Learner, the College is responsible for the quality of the training and assessment in compliance with the *Standards for Registered Training Organisations (RTOs) 2015*.

As a student in a course that is subsidised by the NSW Department of Education and Communities, you should be aware that the Department has a Consumer Protection Strategy that we must follow. It is available on the Department's website here:

[http://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf) .

The College has a Consumer Protection Officer / Student Liaison Officer, Lynn Morrissey, who is available on [lynn@southcoastcolleges.edu.au](mailto:lynn@southcoastcolleges.edu.au) for students across all of our campuses or by phoning 02 4472 9202. Our Student Liaison / Consumer Protection Officer will take your enquiry and ensure it is investigated fully according to its nature. For more information about these processes, see below.

Students are also able to contact the Department's Customer Support Centre on 1300 772 104 or [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) if you have any concerns. You can also view the Smart and Skilled website on [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) if you wish to know more about your rights.

## Fee Collection

Fees and charges for students undertaking vocational education and training need to satisfy both the VET Regulator (ASQA) and relevant funding bodies (i.e. Smart & Skilled).

The College will collect fees up to \$1,500 from prospective students prior to commencement.

Any additional fees will be collected after the course begins and MUST be finalised prior to course completion.

If fees are outstanding, no certificate, Statement of Attainment or likewise will be issued to the student until these fees are collected.

There will be no payment plan available for concession fees.

## Refund Policy - What is the policy on refunds?

If a course is cancelled, students will be fully refunded within fourteen (14) days of course cancellation. Course fees will be refunded if advice of withdrawal is received within seven (7) days before the commencement of the course. A \$25.00 administration fee will apply. The College cannot accept any responsibility for changes in participant's personal circumstances. No refund applies if the withdrawal is less than seven days prior to the course starting or after the commencement of the course.

## How do I provide feedback?

We value your feedback on our service at any time during the process from enrolment to completion of your course. At the end of your course you will be provided with an evaluation form as an opportunity to comment on your satisfaction with the course provision. You may return the evaluation form directly to your trainer or to the College. Results will be reviewed by the VET Manager and Executive Officer with recommendations for improvements made.

If you have any concerns or suggestions regarding your course, please do not hesitate to contact your trainer or the VET Manager.

## What are my rights and responsibilities?

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination.

Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes.

Students have the right to be reassessed if competency is not met in the first instance. It is the student's responsibility to notify the College or the VET Manager when enrolling if support is required (e.g. help with literacy, transport, access to venue etc). Students are responsible for personal possessions during class.

It is every participant's responsibility to respect the rights of other participants, trainers and staff while attending a course at the College.

It is every participant's responsibility to notify the College or your trainer if you are unable to attend the class.

In a situation where it is deemed Participants behaviour has been unacceptable the participant will be asked to leave the College by the Trainer/Tutor of the particular course.



A subsequent investigation may take place; the investigation will be conducted by the VET Manager and or CEO of the College. The Conduct of investigations will adhere to the Colleges Discipline and Dismissal policy.

Where such an investigation determines that the course participant behaviour has occurred outside of the organisation policies and procedures the College will formally notify the course participant involved. Where a participant's behaviour has been determined to be outside the College's policies and procedures course fees will not be refunded.

## Legislation

Information about current legislative and regulatory requirements impacting on you as a student can be found at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

## Copyright / Plagiarism

The College staff and students must abide by the Copyright Act 2006 which allows the copying of up to 10% of works from one chapter from a book, sheet music or play. Trainers and students must acknowledge the author or creator of any material you copy. Poor acknowledgment of sources can be considered as Plagiarism and will result in re-submission. The College is committed to academic integrity and incidents of plagiarism will be managed by your Trainer and VET Manager. If you are unsure, please visit the following link [www.copyright.org.au](http://www.copyright.org.au). The College's full Plagiarism Policy will also be available from your trainer.

## Social Media

Social media has become an important tool for student engagement and learning. As a result of the College's use of social media in our programs, students must abide by the College's Social Media Policy. The College's full Social Media Policy will also be available from your trainer.

## South Coast Careers College / Adult Ed's Commitment

As a Registered Training Organisation (RTO) and therefore an approved provider of Vocational Education and Training courses, the College complies with the requirements of the Australian Quality Training Framework (AQTF) 2010 Essential standards for continuing registration. The standards of the AQTF ensure that the Colleges VET courses are nationally consistent and of high quality. The College is registered with the Australian Quality Skills Authority [www.asqa.gov.au](http://www.asqa.gov.au) for information about WRCC registration please visit [www.training.gov.au](http://www.training.gov.au)

The College has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff must abide by.

## Vocational Education and Training (VET) Policy

The College aims to develop and improve the delivery of vocational education and training from the Shoalhaven to the Victorian Border and west to Cooma by:

- Planning for and implementing continuous improvement in the provision of training services
- Planning for people in these communities to have access to vocational education and training
- Encouraging people in these communities to access, participate and succeed in vocation education and training
- Offering a varied selection of accredited courses and training package competencies (single competencies or certificates) which reflect these communities' needs
- Promoting vocational education and training
- Maintaining and accessing venues and equipment which reflect the best possible and available vocational education and training for these communities
- Offering an Adult Community Education (ACE) Service which continues to be flexible and welcoming in its delivery

## Workplace Regulation

The College is an equal opportunity employer, and expects academic and general staff to have an understanding of workplace diversity, workplace participation, a safe working environment, and access and equity principles. All staff promotes these principles in their interaction with their students and clients, and in the development and implementation of policies, procedures and practices.

## Workplace Health and Safety

The College is committed to take reasonable care of Health and Safety of its students and staff and will comply with current NSW Workplace Health and Safety legislation.

As a student, we ask you to help us keeping your College a safe place to work and study. If you see something you think is unsafe, please let us know. Notify your trainer or a staff member immediately.

Participants are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the trainer when s/he is informing you of WHS matters
- Ensure the trainer is aware of issues relating to WHS regulations or any practices you believe to be unsafe
- Abide by WHS rules
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.
- Notify the College if you are unable to make the class as we have a Duty of Care to you. If you do not let us know, we will contact you to ensure that you are safe and well.

## Incident reporting

To prevent re-occurrence of incidents, the College encourages our employees, contractors and students to report all incidents. From the information gained from incident reports, we can find out what caused the problem and prevent it from happening again.

- All incidents must be reported – these include minor and major physical injury, harassment and bullying, and equipment damage
- Incident reports must be completed within 24 hours of incident
- All incidents are investigated with recommendations made from management to prevent re-occurrence
- First aid and/or medical treatment must be recorded in the incident report
- The relevant statutory authorities are to be informed of all reportable accidents/incidents notifiable under the legislation

## Harassment, victimisation and bullying

All students have the right to enjoy their time of studying with the College without fear of being harassed or bullied. If you feel that you have become a victim of harassment or bullying, you can seek assistance by talking to your trainer, the VET Coordinator or the General Manager.

## Access, equity, client selection and admission

Each student who meets the entry requirements (if applicable) as prescribed by the relevant training package will be accepted into any training/assessment program. The College incorporates the principles of equity into all programs and our staff has been instructed in their responsibilities with regards to Access and Equity principles.

All students have equitable access to any training program regardless of their gender, culture, linguistic background, race, location, socio-economic background or disability.

The College is committed to providing an admission process that is free from discrimination. If for any reason the individual does not meet the entry requirements, all attempts are made to assist them to identify alternate courses of action. The College is committed to providing a safe learning environment for young students. All trainers are screened prior to training and assessing in accordance with the Child Protection Act.

## **Student welfare, guidance and support services**

All students of the College are treated as individuals and are offered advice and support services which assist in achieving their identified outcomes. The College does not offer formal welfare or guidance services but every effort will be made to assist clients to access support agencies.

For Student Support please contact College during office hours Monday to Friday 9:00am to 5:00pm.

## **Contact Us**

### *Batemans Bay*

42 Orient Street Batemans Bay NSW 2536 (PO Box 587)

Phone 02 4472 9202

[bookings@southcoastcolleges.edu.au](mailto:bookings@southcoastcolleges.edu.au)

Monday – Friday 9am – 5pm

### *Merimbula*

Bega Valley Regional Learning Centre, Suite 10, 14 Cabarita Place Merimbula NSW 2548

Phone 02 6495 2563

Monday – Friday 9am – 5pm

### *Ulladulla*

Shop 33, The Plaza, 107 Princes Highway Ulladulla NSW 2539

Phone 02 4455 7008

Monday - Thursday 9am – 5pm

## *Student Liaison / Consumer Protection Officer*

Lynn Morrisey

[lynn@southcoastcolleges.edu.au](mailto:lynn@southcoastcolleges.edu.au)

Phone 02 4472 9202

Website: [www.southcoastcolleges.edu.au](http://www.southcoastcolleges.edu.au)

Enrolments Email: [bookings@southcoastcolleges.edu.au](mailto:bookings@southcoastcolleges.edu.au)

Administration Email: [admin@southcoastcolleges.edu.au](mailto:admin@southcoastcolleges.edu.au)

Thank you for choosing South Coast Careers College / Adult Ed Community College to provide your training.