



Student Handbook

DIPLOMA OF NURSING | HLT54115

SouthCoast
CAREERS COLLEGE

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Welcome to South Coast Careers College

South Coast Careers 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'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

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 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. 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 logo –you will see this logo on documents from the College including letters, envelopes, flyers, pamphlets, and certificates issued by the College.



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

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.

HLT54115 Diploma of Nursing

Course Description

Nursing is one of the most sought after and rewarding careers in healthcare today. Working as part of a professional team, Enrolled Nurses work in a variety of healthcare environments to provide clinical care and emotional support to their patients. With the South Coast Careers College Diploma of Nursing you will learn how to communicate effectively with patients and other staff, administer and monitor medications, manage the care of wounds and prepare health assessments and care plans. You will also benefit from on-the-job clinical placements in which you will work as part of a team and under the supervision of Registered Nurses.

The program is designed to assist students to progressively develop their knowledge, skills, and attitudes for practice as an Enrolled Nurse. Students will be facilitated and supported in their development through presentation of evidence-based academic content, clinical and laboratory simulations, and participation in clinical placement.

Students will be required to attend a minimum of 15 hours of face-to-face study per week. In addition, there is the requirement for students to complete additional research and study; and attend mandatory clinical placement (minimum of 400 hours).

Career Prospects

After successful completion of the South Coast Careers College Diploma of Nursing, students are eligible to apply for registration as an Enrolled Nurse with the Australian Health Practitioner Regulation Authority (AHPRA) – a fee will be payable. Following this, you will be able to apply to work as an Enrolled Nurse (EN).

Course Outcome

A graduate from a Diploma of Nursing program approved by the Nursing and Midwifery Board (NMBA) is able to apply for registration with NMBA as an enrolled nurse *subject to English language requirements*. Further information on registration is available at www.nursingmidwiferyboard.gov.au.

Graduates may also be able to:

- Proceed to higher studies at University;
- Practice nursing in various settings: mental health, acute care, aged care, rehabilitation and community nursing;
- Specialise in any speciality area.

AHPRA Registration

All enrolled students will be registered with AHPRA (Australian Health Practitioner Regulation Agency) as soon as practicable. The College will also notify AHPRA upon student withdrawal or completion, or of any physical or mental impairment, disability, condition or disorder that might affect students' ability to complete clinical placement. After successful completion of the course you are able to apply for registration with the AHPRA managed by NMBA as an enrolled nurse subject to English language requirements. Further information on registration is available on <http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx>

Part of the AHPRA Registration is the requirement of applicants to prove that they are of good character. This will require applicants to obtain character references.

Privacy and the National Student Register

Under the Health Practitioner Regulation National Law, all students enrolled in an approved nursing or midwifery course of study must be registered for the duration of study or until they are no longer enrolled in an approved course of study. This register is a closed register, not available to the public. For further information refer to the AHPRA Nursing and Midwifery Board of Australia website.

Enrolled Nurse Scope of Practice

All enrolled students will be directed to review the Enrolled Nurse Scope of Practice.

Entry Requirements

Domestic Student Entry Requirements

There are a range of entry requirements to ensure you are suitable for the course. These include:

- Completed HSC (or equivalent Australian Senior Secondary Certificate of Education) or international equivalent, OR
- A Certificate IV or international equivalent (deemed as equivalent to completion of Year 12).

***Students who have not completed Year 12 in Australia may be required to undertake English Language testing. This must be completed prior to enrolling in the course. Please refer to SCCC enrolment paperwork or AHPRA website to determine the current requirements for registration as an enrolled nurse.*

International Student Entry Requirements

- South Coast Careers College currently does not have approval to enrol International Students.

All applicants meeting the above entry requirements will be further assessed before an offer is made. This is to ensure the highest possible academic standard within the student cohort in the context of high demand and limited places for this course.

If the above entry requirements are not met, students will be assessed on a case by case basis.

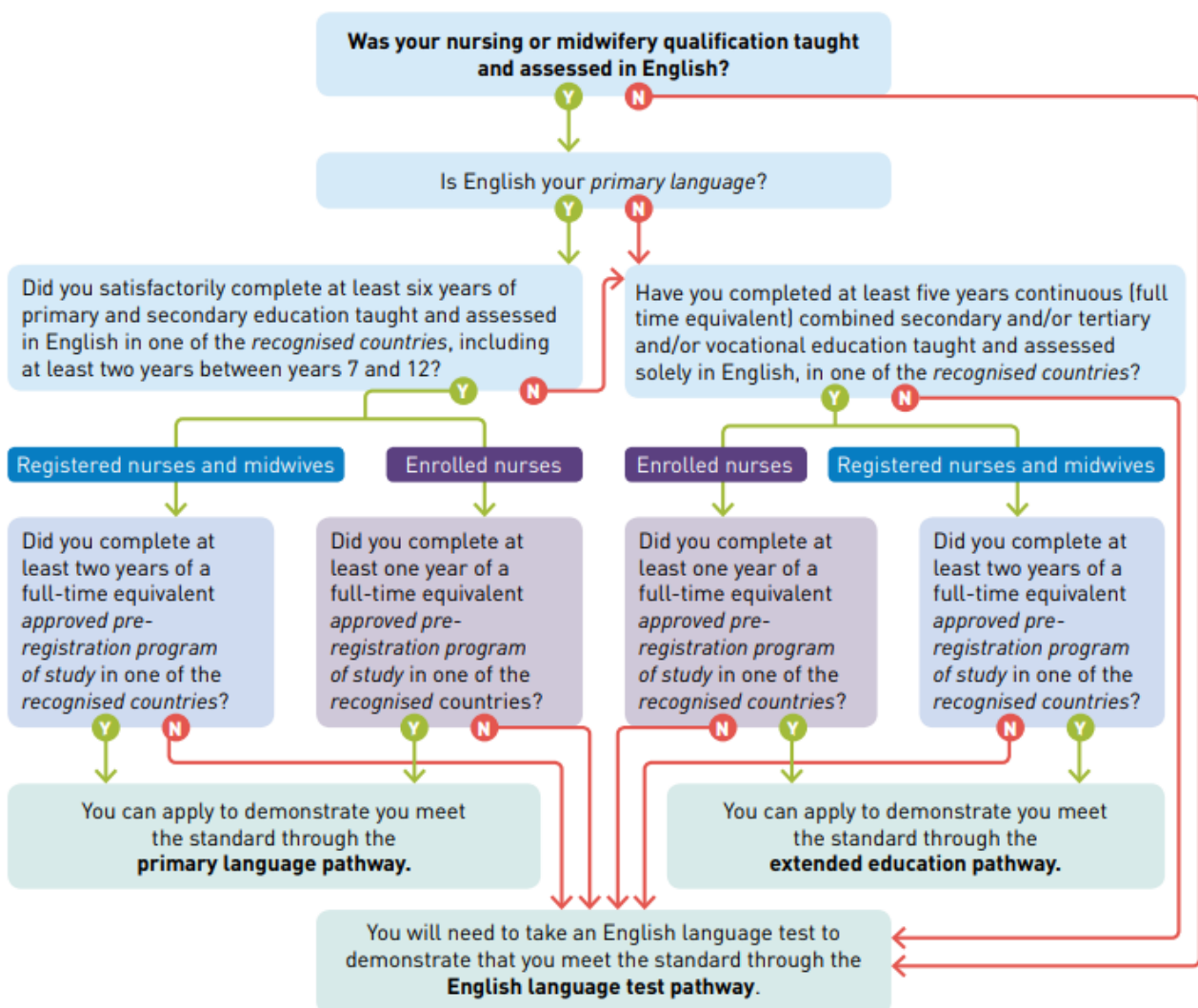
Important: International students considering application for recognition of an overseas nursing qualification are advised to contact AHPRA Nursing and Midwifery Board of Australia.

English Language Skills Registration Standard

In order to be registered as a health practitioner in Australia, you must be able to demonstrate that your English language skills will enable you to safely practice your profession. The *English language skills registration standard* is one of the five core standards required under the National Law.

The English language standard has a number of pathways that you can use to demonstrate your competence in the English language. The chart below will help you to determine which pathway is best for you.

- **Primary language** means the language you primarily use and the language that you know best and are most comfortable with
- **Recognised countries** means the following countries: Australia, Canada, New Zealand, Republic of Ireland, South Africa, UK and USA
- **Approved pre-registration program of study** means a program of study approved by the recognised nursing and/or midwifery regulatory body in a **recognised country**.



If you are required to undertake the English Language Skills assessment, this must be completed prior to your enrolment with the College. Further information regarding the English Language Skills Standards is available at the AHPRA Nursing and Midwifery Board of Australia website and information and processes are contained within SCCC enrolment paperwork

Mandatory Documentation

The Healthcare Industry requires that all students going on clinical placement in health care facilities hold the following documentation.

Students will not be permitted to attend mandatory clinical placement without current police check and immunisation documents. Students will undergo NSW Health verification for clearance to be eligible to attend clinical placement in a NSW Health facility. This will occur soon after enrolment.

Please be aware that NSW Health policy may change between enrolment and clinical placement. Students will be advised about any additional documentation required.

National Police Check

Students must have a current National Police Check. To apply for a National Police Check, students must visit https://www.police.nsw.gov.au/online_services/criminal_history_check and complete the online application as well as providing the required identification documents.

https://www.police.nsw.gov.au/online_services/criminal_history_check

Please refer to the NSW Police Force Criminal Records Section for further information.

International applicants will require further supporting documentation from their home country.

Working with Children Check

Students are required to apply for their own Working with Children Check. This check must be a Paid Worker check – do not apply for a Volunteer Check as this will not be accepted.

A Working with Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

The result of a Working with Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked.

The Working with Children Check is fully portable, so it can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

For further information, visit www.kidsguardian.nsw.gov.au

Immunisation Documentation

All students must present evidence of full immunisation or have commenced the vaccination regime at time of enrolment. Please refer to the NSW Health Policy directive for further information about immunisation requirements. NSW Health Policy Directive [PD2018_009 Occupational assessment, screening and vaccination against specified infectious diseases](#) provides a framework for immunisation and screening of health care workers, other clinical personnel and students to minimise the risk of transmission of these diseases.

https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf

The schedule of vaccinations students are required to have received include:

- Hepatitis B
- Measles, Mumps and Rubella (MMR)
- Diphtheria, Tetanus and Pertussis (dTpa)
- Varicella Chickenpox
- Tuberculosis
- Polio
- Influenza (annually)

Students are required to keep a copy of their completed documentation to present to a staff member at the start of each clinical placement. Clinical Placement Facilities may restrict or deny access to a student who does not meet immunisation and infection control requirements.

Any costs associated in acquiring the above documents are in addition to course costs and are at the students' own expense.

South Coast Careers College strongly recommends that students enrolling in this course consider their eligibility to obtain the above documentation prior to enrolment.

For further information on vaccinations, please see:

- [NSW Health Vaccination Record Card](https://www.slhd.nsw.gov.au/CCPU/pdfs/policy-Vaccination-Record-Card.pdf) - <https://www.slhd.nsw.gov.au/CCPU/pdfs/policy-Vaccination-Record-Card.pdf>
- [NSW Health Immunisation and Vaccination Services](https://www.snswhd.health.nsw.gov.au/our-services/immunisation) - <https://www.snswhd.health.nsw.gov.au/our-services/immunisation>
- [Australian Government Department of Health – Are vaccines safe?](https://beta.health.gov.au/health-topics/immunisation/about-immunisation/are-vaccines-safe) - <https://beta.health.gov.au/health-topics/immunisation/about-immunisation/are-vaccines-safe>

What happens at enrolment?

Information Session

The College will hold an information session for the Diploma of Nursing course. This information session is conducted by our Diploma of Nursing Faculty Head and will provide interested students with information specific to this course.

Language, Literacy and Numeracy (LLN)

After the information session, all Diploma of Nursing students will be sent an electronic Language, Literacy and Numeracy assessment that must be completed. Based off this, students are assessed on their Language, Literacy and Numeracy needs and if required, assistance will be provided to support students in these areas.

Course Enrolment

During the Information Session, our 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.

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

Barriers to Learning

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.

Student Interviews

Interested students may be required to undergo an interview with our Diploma of Nursing Faculty Head, to ensure that the course is suitable for the student's career path, as well as ensuring that our students are suitable on successful completion to register with AHPRA.

Smart and Skilled Funding

The College is able to offer the Diploma of Nursing under the NSW Government's Smart and Skilled funding for eligible students. You may be eligible to access Smart and Skilled Funding if you:

- Are aged 15 years or older;
- Have left school;

- Live or work in New South Wales;
- Are an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen.

Using the information provided in your Enrolment Forms, the College will determine if you are eligible for Smart and Skilled funding and will provide you with a Student Fee Quote.

Course Fees

Under Smart and Skilled funding, the Student Fee is determined based on your individual circumstances at the time of enrolment. The maximum student fee if you are eligible for a Smart and Skilled subsidy is \$4,970.

*Course fees may vary **this section will be updated in alignment to available funding options or fee for service arrangements ***

Payment Options

Maximum student fee if eligible for Smart and Skilled subsidy \$4,970

- Deposit \$470 then three instalments of \$1,500
- Pay by an agreed instalment plan

Additional Costs Not Included in Course Fee

- Textbooks
 - Taberner's Nursing Care Theory and Practice 7E by Gabrielle Koutoukidis, Kate Stainton and Jodie Hughson
ISBN 9780729542272
 - Essential Enrolled Nursing Skills for Person-Centred Care by Gabrielle Koutoukidis and Kate Stainton
ISBN 9780729542357
 - Potter and Perry's Fundamentals of Nursing 4th Edition by Jackie Crisp, Catherine Taylor, Clint Douglas, Geraldine Rebeiro
ISBN 9780729581103
 - Essentials of Human Anatomy and Physiology 11th Edition by Elaine N Marieb
ISBN 9781292057200
 - Medication Administration for Nurses 2nd Edition by
ISBN
 - Australian Nurses' Dictionary 5th Edition by King Hawley Weller
ISBN 9780729540841
 - Lewis's Medical-Surgical Nursing Assessment and Management of Clinical Problems 4th Edition by Di Brown, Helen Edwards, Lesley Seaton, Thomas Buckley
ISBN 9780729541770
- Costs associated with clinical placement
- Travel, accommodation and parking
- Nursing equipment e.g. fob watch.
- Additional uniform requirements – long black pants/knee length skirt and appropriate footwear, South Coast Careers College branded polo shirts for clinical placement and laboratory sessions.
- Mandatory documentation
- Immunisation

What is involved in completing the 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.

Student ID Cards

Student Photo ID Cards are issued by the College at the start of your course. You are expected to carry your student ID card while you are on campus, at work placements and other College events.

Information Technology

At the start of our Diploma of Nursing course, we will review the IT requirements and your skills in this area. As you will encounter the electronic data entry of patient information during your clinical placements, it is important that we assess your skills at the beginning of the course. If it is determined that additional Information Technology support may be required, we will work with these students to ensure that they have the required IT skills prior to placement.

Units of Study

Students are required to successfully complete 25 units of competency and a minimum 400 hours clinical placement to complete this qualification.

Core

- CHCDIV001 Work with diverse people
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCPRP003 Reflect on and improve own professional practice
- HLTAAP002 Confirm physical health status
- HLTAAP003 Analyse and respond to client health information
- HLTENN001 Practise nursing within the Australian health care system
- HLTENN002 Apply communication skills in nursing practice
- HLTENN003 Perform clinical assessment and contribute to planning nursing care
- HLTENN004 Implement, monitor and evaluate nursing care plans
- HLTENN005 Contribute to nursing care of a person with complex needs
- HLTENN006 Apply principles of wound management in the clinical environment
- HLTENN007 Administer and monitor medicines and intravenous therapy
- HLTENN008 Apply legal and ethical parameters to nursing practice
- HLTENN009 Implement and monitor care for a person with mental health conditions
- HLTENN011 Implement and monitor care for a person with acute health problems
- HLTENN012 Implement and monitor care for a person with chronic health problems
- HLTENN013 Implement and monitor care of the older person
- HLTENN015 Apply nursing practice in the primary health care setting
- HLTINF001 Comply with infection prevention and control policies and procedures
- HLTWHS002 Follow safe work practices for direct client care

Electives

HLTENN010 Apply a palliative approach in nursing practice
HLTENN025 Implement and monitor care for a person with diabetes
CHCPOL003 Research and apply evidence for practice
HLTWHS006 Manage personal stressors in the work environment
HLTAID003 Provide First Aid

Training Delivery

Students are required to attend classes at the South Coast Careers College, Batemans Bay Campus three days per week. The course is delivered full-time for 18 months (3 semesters).

The College understands that everyone learns differently. Our Diploma of Nursing Course has been designed so that it provides a variety of learning methods, so that students have the best opportunity to learn. This course will be delivered using the following training methods:

- Face-to-face lectures and workshops;
- Online content through our Online Learning System (please note: students require proficient computing skills to be able to access online materials and navigate around an online learning environment);
- Self-directed learning;
- Use of guest speakers;
- Flipped classrooms;
- Research;
- Practical skills development in the South Coast Careers College nursing simulation laboratory;
- Practical skills development in the University of Wollongong nursing simulation laboratory; and
- Hands on experience during clinical placement.

Clinical Placements

The College will organise your Clinical Placements throughout the course. Students are placed in nursing homes, rehabilitation centres, mental health services and acute care settings. Placement duration may be in one-week, three-week or four-week blocks. A full 8-hour working day is required. Punctuality is imperative, and it is expected at all clinical placements. Students must attend 100% of their clinical placement.

Clinical Facilitators will supervise the students' placement and contact them at least once a week whilst on PEP to discuss how they are performing and progressing in meeting their goals – the frequency, timing and duration will be determined by the number and geography of the PEP facilities students are placed at.

Students are required to:

- Successfully complete a minimum of 400 hours of clinical placement through the duration of their course.

- During placement, students will be required to attend 5 days per week, participating in a variety of shifts (morning shifts may start as early as 6:00am and evening shifts may finish as late as 11:00pm).
- Attend clinical placement each session to demonstrate the application of skills and knowledge within a workplace setting.
- Organise your own transport to and from the placement facilities.
- Organise leave with your employer (if applicable) to enable you to attend clinical placement.
- Plan financially for your unpaid clinical placement period.

There may be the requirement to travel outside of the region for your Placement. If this is the case, this is at the student's own expense.

Note: Please refer to the Professional Experience Placement (PEP) Booklet, which will be provided prior to starting your first placement, for more details.

Clinical Placement Requirements

Before placements students must:

1. Have a current Police Check
2. Have a valid Working with Children Check
3. Exhibit professional behaviours
4. Successfully complete the units delivered prior to the work placement block
5. Provide verification of immunisation status
6. Have the Fitness for Practice form completed

Please check the relevant websites on how to obtain the required checks. South Coast Careers College staff will also provide assistance through these processes. It is the responsibility of the student to organise these requirements before the first clinical placement. Failure to produce will result in the student being denied clinical placement at that time.

Definition of Fitness for Practice

Before starting clinical placement, students will complete a Student Fitness to Practice Declaration Form. It confirms that no pre-existing conditions or disability exist that might affect clinical placement.

If students believe that they have a physical or mental impairment, disability, condition or disorder that might affect their ability to complete clinical placement, they are to advise SCCC Nursing Course Coordinator upon enrolment if known, or well in advance of the placement start date if the condition manifests following enrolment.

If students do not declare relevant information, they may not be covered by insurance that protects them and others.

Clinical Placement Attendance

100% attendance is required for clinical placement. Any absence must be supported by a medical certificate. In the event of absence, students are required to notify the:

- Clinical Placement facility
- The College's Nursing Course Coordinator

Unexplained and unreported absence of greater than 24 hours will result in an unsuccessful clinical placement. Students must not attend clinical placement with any infectious condition. If the Clinical Facilitator assesses the presence of risk to others, the student will be sent home and must make up the missed clinical placement time.

Clinical Uniform

Approved South Coast Careers College uniform is to be worn on clinical placement and in the labs:

- A South Coast Careers College shirt.
- Black trousers (suitable for manual handling i.e. no 'hipsters', exposed skin or visible underwear).
- Black non-slip, covered shoes: preferably leather. Sport shoes / runners are not appropriate.
- Student identification badge must be worn and visible at all times.
- The only jewellery permitted is: single ear studs and a flat wedding band. No other jewellery or facial piercings are to be worn or visible; No wrist bracelets or necklaces.
- Nail polish and / or extensions, false nails i.e. acrylic / SNS nails are not to be worn. Nails are to be filed short.
- Hair longer than collar length must be tied back / up.

Failure to adhere to the uniform policy may result in withdrawal from professional experience.

Other requirements include:

- A watch with a second hand (fob watch only). Note – mobile phones are not a suitable replacement for an analogue watch.
- Pens (red and blue) and nurses pouch.

Learning Support

Your trainer is here to support you through every aspect of completing your Diploma of Nursing. At the start of the course, your trainer will outline the process on how to contact them – whether it be to confirm course requirements, study processes, or to further explain and clarify concepts and theories.

On top of class time, you have additional access to your Trainer and learning resources via:

- Scheduled drop-in times each week for 1:1 meetings (including during PEP)
- Regular scheduled learning hubs (including during the holidays) to discuss course work or any learning issues
- Drop-in services to access technology and complete independent learning

- Mobile computer labs if our other technology facilities are in use

We know studying can be overwhelming and we want to provide you every support to ensure your success. If, at any point, you find yourself struggling please contact your trainer or Head of Discipline and we will work with you to come up with an individual learning plan to help you succeed.

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. All assessments must be submitted on or before the due date.

A range of assessment methods are used to determine competence. These may include but are not limited to:

- Short answer/multiple choice questions
- Assignments
- Oral presentations
- Role plays
- Visual presentations
- Simulations
- Workbooks
- Observations during clinical placements

Students must meet all assessment criteria for each unit in order to be deemed competent.

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. If you have exhausted your first two attempts and are still unsuccessful with your assessments, you may be granted two additional attempts / re-sits for a nominal fee. For medication calculation tests, students are required to achieve 100%. Students are given five

attempts to achieve the 100% required. Additional attempts may be granted which will incur a nominal fee.

How do I submit work?

Your trainer will advise you at the beginning and during the course on how to submit your assessment work. This may include giving your completed work directly to your trainer in the classroom or uploading to our Online Learning System (OLS) or emailed. All assessment work submissions must be accompanied by an Assessment Submission Sheet. The Assessment Submission Sheet will ensure correct identification of your work and that it goes to the right trainer.

Online Learning System (OLS)

The College uses an Online Learning System (OLS) for the Diploma of Nursing course. The OLS will provide students with learning materials, information about required reading, links to specific videos, eBooks or medical literature that is relevant to the course.

The OLS may also be used for electronic submission of assessment tasks. To assist with this process, there are a number of Android or iPhone apps that will easily photograph and convert documents such as timesheets and assessments for upload to the OLS. Some suggestions are:

Android (Google Play)	iPhone (App Store)
Image to PDF Converter	PDFelement
Clear Scanner	Scanner App
Adobe Scan	Scanner for Me
CamScanner	CamScanner
TinyScanner	Tiny Scanner
Office Lens	Scanbot Scanner App
TurboScan	Genius Scan
Smart Doc Scanner	PDF Scanner
Fast Scanner	Microsoft Office Lens

Completion of the Course

The course consists of theory classes and clinical placements. Students who do not complete all components relating to specific unit clusters and decide to leave / withdraw, will only be eligible for a Statement of Attainment (SoA) for only those units which have been successfully completed in both theory and clinical placements.

Issuing of Certificates

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.

College Information and Policies

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 and Assessor 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.

SCCC's trainers and assessors will hold one or more of:

- Certificate IV in Training and Assessment
- A qualification in adult education at a diploma or higher level.

Anyone who provides assessment only (i.e. does not deliver training) will hold one or more of:

- Assessor Skill Set
- Certificate IV in Training and Assessment
- A qualification in adult education at a diploma or higher level.

In addition, the RTO's training and assessment for this course is delivered only by persons who have:

- Bachelor of Nursing or equivalent or higher qualification;
- Current registered with AHPRA as a Registered Nurse;
- Current industry skills directly relevant to the training and assessment being provided
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

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 and Training (VET) Manager.

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.

Due to complexities in the delivery of Diploma of Nursing and the requirement for the qualification to meet not only the VET training package requirements but also the Enrolled Nurse Scope of Practice, the College is unable to offer RPL for this qualification.

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.

The College has a Consumer Protection Officer / Student Liaison Officer, Lynn Nimmo, who is available on 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 if you have any concerns. You can also view the Smart and Skilled website on 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 and Skilled).

For the Diploma of Nursing, the maximum student fee if eligible for Smart and Skilled subsidy is \$4,970. The College will collect a deposit of on commencement of the course and then the balance will be split into three instalments payable throughout out the course. Agreed payment plans are available. All student fees **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 Manger 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

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 . 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'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 for information about WRCC registration please visit 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.

Thank you for choosing South Coast Careers College to provide your training.

Contact Us

Batemans Bay

42 Orient Street
BATEMANS BAY NSW 2536
(PO Box 587)
Phone 02 4472 9202
adminsupport@southcoastcolleges.edu.au
Monday – Friday 9:00am – 5:00pm

Merimbula

Suite 10, 14 Cabarita Place
MERIMBULA NSW 2548
Phone 02 6495 2563
bega@southcoastcolleges.edu.au
Monday – Friday 9:00am – 5:00pm

Ulladulla

Shop 33 The Plaza, 107 Princes Highway
ULLADULLA NSW 2539
Phone 02 4455 7008
adminsupport@southcoastcolleges.edu.au
Monday - Friday 9:00am – 4:30pm

Student Liaison / Consumer Protection Officer

Lynn Morrisey
lynn@southcoastcolleges.edu.au
Phone 02 4472 9202

Website: www.southcoastcolleges.edu.au
Enrolments Email: bookings@southcoastcolleges.edu.au
Administration Email: adminsupport@southcoastcolleges.edu.au

Document control

Version	Description of change	Author	Effective Date
v1.0	Document release	Madeline Gilkes	22 Oct 2018
v1.1	Updated information on vaccinations and NMBA English Language Skills Registration Standard	Kate Brierley	13 June 2019
v1.2	Removed Hepatitis A from required vaccinations	Madeline Gilkes	23 August 2019