

South Coast Community College Ltd

STUDENT HANDBOOK

2022



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Welcome from the Chief Executive Officer

Welcome to our College.

As the CEO of South Coast Community College Ltd. I would like to acknowledge and pay respect to the people of the Yuin nation, the Traditional Custodians of the land on which we work, train and live.

For almost 40 years South Coast Community College has served the communities of the South Coast, providing quality training and education to ensure our local people have jobs and our local businesses have the people they need to thrive.

The past two years have presented unprecedented challenges for our communities and for our college. We are here to address the identified needs of the community.

South Coast Community College provides new possibilities through choice to:

- pursue a new career,
- gain a new skill,
- get a job,
- progress in a job,
- expand a local business.

These choices underpin the purpose of South Coast Community College, empowering our local people and strengthening our local business community. I trust that you will have an enjoyable experience as you pursue your personal and career goals by undertaking a course with South Coast Community College.

Gary Watkins

Chief Executive Officer

South Coast Community College Ltd.

About Our College

Our Mission and Values

The College has a formal commitment to implementing quality management practices throughout the Strategic Plan. The organisation's 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.

Therefore, we commit ourselves to the following core values:

- *Learner Centred Education and Training* that empowers businesses and individuals with knowledge and skills to realise their visions and goals.
- *Excellence in Delivery* of professional training and learning experiences.
- *Flexible and Relevant training* that is current, meaningful and delivered to suit the needs of the community.
- *Friendly and Accessible Learning* – 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.

We are a Registered Training Organisation (RTO)

As a Registered Training Organisation (RTO No 6558) 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 College's vocational courses are nationally consistent and of high quality. 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.

The College is registered with the Australian Quality Skills Authority www.asqa.gov.au. For information about the College's registration please visit www.training.gov.au

Our commitment to Quality training

The College aims to develop and improve the delivery of vocational education and training in its region by:

- Planning for and implementing continuous improvement in the provision of training services
- Planning for people in our 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 nationally recognised 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

We access funding to provide affordable training

As a registered training provider South Coast Community College is able to access a variety of Government funding that is strategically available to support individuals and industries. The majority of our subsidised training is a result of access to the NSW Government's Smart and Skilled funding.

In 2015 the NSW Government implemented the Smart and Skilled funding regime for Vocational Education Training (VET). The catalyst for the introduction of Smart and Skilled in NSW was 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 and Skilled website www.smartandskilled.nsw.gov.au

Our trainers and assessors

Our trainers and assessors are available to help you as you undertake your study. In line with the Standards for Registered Training Organisations, all trainers / assessors appointed to teach nationally recognised courses are qualified in accordance with the Australian Quality Skills Authority Standards for Registered Training Organisations.

Trainers must hold at a minimum 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.

If you have any questions or concerns about your training or assessment discuss these with your trainer / assessor who will be happy to help you.

Your Student Journey

What to expect as a student at South Coast Community 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.

What happens at enrolment?

Course Enrolment

The administration staff will collect your enrolment 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 to create your own USI.

Unique Student Identifier (USI)

All individuals who participate in nationally recognised 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 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

Student Identification

If you are accessing subsidised training or licensing course, you will be required to provide 100 points of identification. Some documents you can use to provide this can include:

- Australian birth certificate
- Australian driver's licence
- Passport
- Medicare card
- ATM card
- Utilities bill

Our administration staff can provide advice on the documents that can be used to provide 100 points of identification.

Fee Collection

Some courses offered by South Coast Community College may be fee free. This occurs because the NSW and Federal Governments provide targeted funding and subsidies where there is an identified and strategic need for training.

Any fees and charges that are collected for students undertaking vocational education and training need to satisfy both the VET Regulator (ASQA) and relevant funding body's requirements (i.e., Smart and Skilled).

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

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 more than seven (7) days prior the commencement of the course. A \$25.00 administration fee will apply. Unfortunately, College cannot accept any responsibility for changes in a participant's personal circumstances.

No refund applies if the withdrawal is less than seven (7) days prior to the course starting or after the commencement of the course.

Student Support

South Coast Community College is committed to ensuring all students are supported in their study. The College does not offer formal welfare or guidance services, but every effort is made to assist clients to access support agencies.

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 if you wish to improve your language, literacy, and numeracy, the administration staff will make an appointment for you to see the trainer / assessor for your course.

Depending on the course you may also be asked to complete an online literacy and numeracy quiz to help us to identify your needs in relation to the level of language, literacy and numeracy required to successfully complete your course.

The trainer / assessor will discuss your needs with you as well as any potential barriers to successful completion of your desired training. Together you 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.

How will my training be delivered?

You will be advised of the training commitment prior to commencing your course. It is expected that you will be available for the training as scheduled. This is so that you can take full advantage of the learning opportunity and prepare fully for your assessment.

Depending on the course, you may be requested to complete some online reading and questions prior to commencing face to face training. This will be advised at the time of enrolment.

Please advise your trainer if you will be absent for any of the scheduled classes.

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. At your first session you will:

- receive your training plan. You will be asked to sign a training plan which will outline important course details including any support that will be provided to you.
- receive your Student Assessment Guide. You will also be asked to sign an assessment agreement confirming that you understand what is required to complete your assessment. Ensure you tell the trainer about any special needs you may have in relation to your learning and assessment.

How does assessment work?

All nationally recognised 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. You will receive a Student Assessment Guide.

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.

Assessors conducting assessments for nationally recognised 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 stating this. However, if through the course you become more confident and wish to be assessed your trainer can assist.

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

Are there other assessment pathways?

If you have previous learning or experience in the subject, you are student you may be eligible for Recognition of Prior Learning or Mutual Recognition.

What is Recognition of Prior Learning?

Recognition of Prior Learning or 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 based on individual need. If you would like to apply for recognition of prior learning, please make an appointment to speak to the Operations Manager at least 2 weeks prior to course commencement.

What is 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 mutual recognition should contact the Operations Manager at least 2 weeks prior to course commencement.

If you have previous qualifications or experiences that relate to your training, you may be eligible

How do I submit my assessments?

Your trainer will advise you at the beginning and during the course how to submit your work. This may include giving your completed work directly to your trainer in the classroom, posting it to our college, loading it to an online portal or emailing it. Your trainer will give you a coversheet for each assessment. This must be used to ensure correct identification of your work and that it goes to the right trainer.

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

South Coast Community College is committed to providing students with a positive experience when interacting with college staff and undertaking formal assessments. The College is committed to providing a transparent approach to all aspects of assessment and all students will be informed of assessment processes, requirements, timelines, reasonable adjustments and their right to appeal final assessment outcomes at enrolment and course commencement.

Students will be provided with constructive feedback when advised of the assessment outcome and offered the opportunity to appeal the assessment result.

Students have the right to lodge an appeal against competency decisions made if:

- they believe the outcome is invalid; or
- they feel the process was invalid, inappropriate or unfair.

If you disagree with an assessment decision you should address the matter with your assessor in the first instance and if you are still not satisfied the matter should be referred to the Chief Executive Officer who will conduct a review of the assessment process. This should be done

within 10 working days of receiving your assessment result and feedback. The Chief Executive Officer will acknowledge receipt of the appeal within five working days.

The Chief Executive Officer will appoint a suitably qualified independent member of staff or other person to resolve the issue. You will be given an opportunity to present your case and you may be accompanied and assisted by a support person to any relevant meetings.

If on receiving written advice of the outcome of your appeal, you are still unhappy with the final decision, you may lodge a second appeal to South Coast Community College Chief Executive Officer. The Chief Executive Officer will appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to you. This second registered training organisation will:

- Uphold the appeal
- Reject the appeal; or
- Recommend further evidence gathering by either party.

You will be advised of the outcome of the appeal in writing within 20 working days of lodging the second appeal.

If, on receiving written advice on the further appeal, you are still unhappy they have a right of appeal to:

- Training Services NSW if you are undertaking apprenticeship/traineeship-based course; or
- The Australian Skills & Quality Authority (ASQA) via the appropriate process.
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

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 and update your address if you change it during the course of your study. If you require a copy of your certificate at later stage 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 unless they are able 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. Student and staff details 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](#)

If you require access to your records this can be arranged by making an appointment. Please contact the College during Office Hours (9am-5pm Monday to Friday) on 1300 722 223 to arrange an appointment.

How do I provide feedback about my experience at the College?

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 CEO and Operations Manager who will recommend and implement improvements as may be appropriate.

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

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 the individual's needs.

The College's goals are to facilitate and support quality nationally recognised vocational education and training and formal and non-formal learning opportunities in environments

that are supportive of the needs of individuals, business, industry and the greater community.

As a student at the College your rights include:

- The right to expect the education and training services provided by the College are consistent with the National Standards for Registered Training Organisations as regulated by Australian Skills Quality Authority (ASQA), and the NSW Department of Education Smart and Skilled contract requirements.
- The right to be informed of, and understand, the processes which surround the need for the collection of your personal data and your personal right to request access, review and correct that information.
- The right to be informed of and have access to the College's complaints feedback handling process.
- The right to directly contact the College on 1300 722 223.

Complaints Process

The South Coast Community College Complaints Procedure will follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by South Coast Community College, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

The first point of addressing any complaint or grievance is to your trainer or the person with whom you have dealt. This person should attempt to resolve your complaint in an informal manner.

If this outcome is not achievable, or if the source of the grievance is the trainer or contact person, the student should refer the grievance to the Operations Manager. This can be done via email (complaints@southcoastcolleges.edu.au) and by providing details of your concern along with your full name and phone number.

The Operations 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 of Education 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 and must comply with the *Standards for Registered Training Organisations (RTOs) 2015*.

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

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf .

Students can contact the Department's Customer Support Centre on 1300 679 332 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.

What are my rights and responsibilities?

Student rights

- 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 Operations 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.

Student responsibilities

Each South Coast Community College student is expected to:

- treat other and South Coast Community College personnel with respect and fairness.

- follow any reasonable direction from South Coast Community College personnel.
- be punctual and regular in attendance.
- notify the College or their trainer if they are unable to attend the class.
- refrain from using mobile phones in workshops.
- refrain from excessive or offensive swearing.
- return South Coast Community College equipment materials on time.
- observe normal safety practices, such as wearing approved clothing and protective equipment.
- refrain from smoking in South Coast Community College buildings and designated areas; and
- submit assessment events by the due date or seek approval to extend the due date.
- Provide true, accurate and complete information when applying for a course or completing an enrolment.

South Coast Community College student must not at any time:

- harass fellow students or South Coast Community College personnel.
- damage, steal, modify or misuse property (including electronic records).
- be under the influence of alcohol or drugs.
- engage in any other behaviour which could offend, embarrass, or threaten others;
or
- engage in plagiarism, collusion or cheating in any assessment activity.

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

Student Discipline

- In a situation where it is deemed that a participant's behaviour has been unacceptable, the participant will be asked to leave the College by the Trainer/Tutor of the course.
- A subsequent investigation may take place. The investigation will be conducted by the Operations Manager and/or CEO of the College. The investigations will be conducted in accordance with the College's Discipline and Dismissal policy.
- Where such an investigation determines that the participant's behaviour has occurred outside of the organisation policies and procedures, the College will formally notify the 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.

- Information about student discipline can be found in the College's *Evidence, Discipline and Validation Policy*.

Important Policies for Students

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. Our staff have also been instructed on their responsibilities regarding 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.

Privacy

South Coast Community College respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database. South Coast Careers College has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's. The Smart and Skilled Declaration Form, signed at enrolment provides consent to use and disclose personal information to government bodies as required for the purposes of overseeing and regulating training delivery.

Student information will not be released to third parties such as employers or other registered training organisations without the written permission of the student.

Authority to Publish

While you are studying with us, you may be asked to sign a Photo Permission Form by your trainer. There is no obligation to sign this form.

In signing the form, you agree to allow South Coast Community College to use your photo in printed or electronic advertising or promotion, or articles which may be viewed by the general public. By giving this permission you understand that you will not be consulted about the specific context (i.e., websites, social media, local newspapers, hard copy promotional material) in which your photo and quote appears. The photo may be used multiple times and held indefinitely for use. You must be over 18 to sign this form or alternatively your parent or guardian may give written approval. You may withdraw this permission at any time by providing a written request to the Operations Manager. (admin@southcoastcolleges.edu.au).

Your agreement to provide Authority to Publish will be greatly appreciated by the South Coast Community College.

Cheating and plagiarism

The College is committed to academic integrity and incidents of plagiarism will be managed by your Trainer and Operations Manager.

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner. Plagiarism is a form of cheating.

Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in a student's exclusion from a unit, module, or a course overall. Where a student has any doubts about including the work of other authors in their assessments, they should consult with their trainer and assessor.

The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally.
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work; and
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Copyright

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.

If you are unsure about copyright requirements, 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 a useful tool for student engagement and learning. As a result of the College's use of social media in our programs, students must ensure that interaction is respectful and observes the rights of other students. Students must not appear to represent the South Coast College when interacting on social media. The College's full Social Media Policy will also be available from your trainer.

Student 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 (WHS) legislation.

As a student, we ask you to help us keep 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 students 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 it to 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 Course Coordinator or the Operations Manager.

Contact Us

Batemans Bay

42 Orient Street Batemans Bay NSW 2536
 (PO Box 587)
 Phone 1300 722 223
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

Website: www.southcoastcolleges.edu.au

Batemans Bay Administration Email: admin@southcoastcolleges.edu.au

Merimbula Administration Email: admin.merimbula@southcoastcolleges.edu.au

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

Appendix 1: Enrolment Terms and Conditions

Terms and Conditions

1. South Coast Community College Ltd (the Provider) guarantees that the services provided will be:
 - a. Provided with due care and skill
 - b. Fit for any specified purpose (express or implied)
 - c. Provided within a reasonable time frame (when no timeframe is set for training or assessment)
2. As an approved Provider of Smart and Skilled training the Provider will comply with the Smart and Skilled contract Terms and Conditions, operating guidelines and policies. Specifically, the Provider will responsibly manage the delivery of subsidized training to:
 - a. maximise usage of, but not exceed, any Financial Caps
 - b. facilitate the provision of high-quality Subsidised Training that is relevant to industry and employers; and
 - c. promote the interest of Students
3. The Provider will deliver subsidized training in accordance with the Activity Schedule which includes limited number of places and specific training start and end dates.
4. For all training the Provider will:
 - a. Act in good faith and not act in any way that could be seen to be unethical, reckless, illegal or dishonest.
 - b. Maintain its registration with the VET Regulator as a training organization and its listing on the national register (training.gov.au) to deliver training in NSW.
 - c. Ensure that all approved Smart and Skilled qualifications remain within the scope of its registration with the VET Regulator for the delivery of training in NSW.
 - d. Maintain approval as a NSW ACE Provider for the delivery of Foundation Skills training
 - e. Maintain the capacity to deliver each approved qualification throughout the relevant region to the standard as required by the Smart and Skilled contract including:
 - (i) Maintaining all licenses and consents
 - (ii) Maintaining the required number of appropriately skilled trainers and assessors
 - (iii) Ensuring all of its personnel undertake professional development and continuous improvement as described in the Smart and Skilled Operating Guidelines
 - (iv) Validating and contextualizing training and assessment resources as described in the Smart and Skilled Operating Guidelines.
 - f. Maintaining operations to the standard required by the Smart and Skilled contract including:
 - (i) Maintaining facilities and equipment
 - (ii) Providing Student administration support services
 - (iii) Providing career advice services
 - (iv) Providing specialized training and assessment services
 - g. Maintain relevant public liability, products liability and professional indemnity insurance in accordance with the Smart and Skilled Contract requirements.
 - h. Not discriminate in any way between prospective Students when accepting enrolments and will treat all prospective Students fairly and equitably including compliance with all equal opportunity and anti-discrimination laws and will provide prospective Students seeking enrolment all reasonable opportunity to enrol in and undertake training.
 - i. Create, collect and maintain accurate records of training and provide true, accurate and correct information to the Department of Education for the purposes of recording training outcomes and updating national databases. This includes ensuring Student consent to the collection, use and disclosure of Student Personal Information, including Unique Student Identifier, in accordance with the *Privacy Act 1988 (Cth)*.
5. In addition to the above conditions, where course fees are applicable the Provider will refund course fees when:
 - a. participant has overpaid the administration charge
 - b. participant is enrolled in training that is cancelled by the RTO
 - c. participant advises the Provider more than 7 days prior to course commencement that they are withdrawing from the course.
 - d. participant withdraws with less than 7 days' notice prior to course commencement or after course commencement and is successful in their written application to the Provider for a refund which is based on illness or extreme hardship. If the course has commenced the
 - e. The Provider fails to provide the agreed services.
6. The Provider reserves the right to:
 - a. cancel a course if there are insufficient enrolments for the course to be viable.
 - b. decline admission to a course, terminate a student's enrolment in a class or change a trainer / assessor at any time without notice.
 - c. refuse to refund course fees after the course has commenced.
7. The student will:
 1. Ensure all their contact details are correct and current at all times, including pre-commencement. This is essential should Students need to be contacted in the event of a course cancellation.
 2. Notify the Provider if they have a medical condition or disability or require assistance with their training.
8. Comply with all applicable Australian privacy laws, including the Privacy Act 1988 (Cth) in relation to the collection use and disclosure of personal information.
9. Only charge fees in accordance with the Smart and Skilled contract, the Smart and Skilled Schedule of Prices, Fees and Subsidies the Smart and Skilled Fee Administration Policy.
10. Maintain arrangements for the protection of any fees paid in advance and in accordance with the Smart and Skilled Fee Administration Policy. In line with this policy the Provider will not collect more than \$1,500 of fees in advance.
11. Publish and make available readily accessible information about courses and training and promptly respond to any enquiries by prospective Students.
12. Publish and make readily available the Consumer Protection Policy and process complaints in accordance with this policy.
13. Offer credit transfer and recognition of prior learning assessment pathways and provide accessible information on the application process for credit transfer and recognition of prior learning. The Provider will comply with the Australian Qualifications Framework and Standards for Registered Training Organisations when processing and granting credit transfer or recognition of prior learning.
14. Provide each Student with a Training Plan and plan and deliver and assess training in accordance with the Training Plan
15. Induct Students to the training and ensure they are familiar with all South Coast Community College policies and procedures that impact their learning and assessment experience.
16. Provide opportunities for Students to re-attempt assessments at no charge if their result is not yet competent. After two unsuccessful attempts the student may access the Assessment Appeals policy and procedure if they wish to appeal the assessment result.
17. Issue Statements of Attainment and Testamurs in accordance with the Australian Qualifications Framework. If a reprint of a certificate is required, the Provider will issue a new certificate on payment of a \$25 fee. A Student will receive a Statement of Attainment for part completion of a qualification.
18. Advise the Student as soon as practicable of any changes to agreed services including the event of South Coast Community College closing down, change in ownership or changes to existing their party arrangements.

3. Pay a deposit at the time of enrolment to secure their position in a course in a commercial course. This deposit includes the administration fee of \$25.00 which is not refundable should the student withdraw from the course with the required notice.
4. Pay all required course fees on commencement. Where course fees are more than \$1,500 the student may apply to complete payments on a Payment Plan. The Provider will not issue any Statement of Attainment or Testamur until outstanding fees are paid.
5. Undertake pre-enrolment assessments if requested and engage in and implement any learning support planning that may be required to facilitate learning and assessment at the AQF level the student is undertaking.
6. Access the Student Appeals Policy if they wish to appeal the assessment decision.
7. Abide by the Student Responsibilities detailed in the Student Handbook.