

Cancellation of Courses

The College reserves the right to cancel or postpone any class due to under-enrolment or unexpected unavailability of the tutor.

Fees

Are listed where payable with each course and are a once only cost payable on enrolment. This cost provides for Tuition and Administration costs only. Enrolment into a class will only be accepted on payment.

Accredited courses may be subsidised by the NSW Government. Contact the College to enquire about your eligibility.

Note: NCC complies with ASQA Clause 7.3 and does NOT require more than \$1500 to be prepaid in advance for any course

Confirmation

Confirmation of registration in an accredited course will be emailed to you, advising, if any, next steps to take to continue to course enrolment. Please note that registrations for all other courses are considered effective, unless we contact you to state otherwise.

Receipts

For telephone, fax or mail enrolments, receipts will be available on request.

Who can enrol?

Unless otherwise stated, all courses and workshops are for people 15 years and over. Younger participants may be accepted if accompanied by a fee paying adult.

Materials

Please ask for a materials list on registration. With the exception of Accredited Courses materials are not provided by the College unless stated. Students should allow for this cost when choosing a course.

Refunds

A refund will only be made where the College cancels a course. Please choose your course carefully as the College cannot accept responsibility for changes in personal circumstances which prevent attendance. Once a course is planned, funds are then committed to course costs and cannot be refunded. Once a course has commenced, we regret we cannot arrange a transfer to another course. Requests for refund should be made in writing to the Principal. This refund policy does not remove your rights to take further action under the Australian Consumer Law.

Concessions

NSW Government support provides Subsidies and Fee Free programs for vocational training. Contact the College for eligibility information. For other programs, Pensioners and Seniors Card holders, where the fee is up to and including \$120 the reduction is \$15. For all other courses the reduction is \$20. No concessions on seminars and workshops.

Child Minding

The College does not provide facilities for child minding. Children cannot accompany participants in adult classes, both for the child's sake and the comfort of other participants.

Companion Program for People With a Disability

Enrolment (excluding course materials) in any course for Companions of People with Disabilities is FREE where that Companion has enabled a person with a disability to participate in a College course. Contact the College for details as to which courses are easily accessible.

Student Support

The College exists to provide opportunities to learn. It will make every effort to provide reasonable adjustments. All students who register an interest in accredited course will be asked to undertake a Language, Literacy and Numeracy assessment prior to enrolment. In this way we can identify any support you may need to complete the course and ensure it is available. We offer literacy support materials to assist any gaps identified by this assessment. We also work with the course facilitators to make reasonable adjustments to training plans if necessary

Certification

When you have demonstrated competence against the assessment criteria for an Accredited training program you will be issued with a Statement of Attainment or Certificate. For all other courses you may request a Participation Certificate.

Legislative Compliance

The College's activities are governed by compliance with a range of legislative frameworks. Key among these are:

- Standards for Registered Training Organisations (RTOs) 2015.
- Children & Young Persons (Care and Protection Act) 1998.
- Disability Services Standards 2013.

For a comprehensive list of governing legislation please refer to our web site.

Recognition of Prior Learning (RPL)

If you wish to have recognition of prior learning or current competencies recognised, contact us prior to enrolment to discuss your previous experience in person. We recognise AQF qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia in line with AQTF Standards. We will contact the provider of your previous qualifications to confirm authenticity.

Customer Service Guarantee

Nepean Community College has been awarded the ACE Endorsed Quality Award. We are responsible for the quality of the training and assessment and for issuing AQF certificates for accredited courses. We are committed

to the provision of quality education and business training services. If you believe that the course did not cover the advertised content, please inform the College in writing. If you feel the College has been unjust and not acted in good faith in any issue including assessment, enrolment and course delivery, please address your concerns in the first instance to your Centre Coordinator or Program Manager. If you feel the matter remains unresolved you are encouraged to contact the Principal. In turn the Principal has the opportunity to take matters to the College Council as required.

Evaluation

At various stages during a course your tutor will ask you to complete an evaluation form. Your feedback is important to us. Evaluation forms may be handed to your tutor or sent in direct to the College office.

Access to Information

Personal details are kept in secure electronic and hard copy format. We use your contact details to contact you about your course and inform you about upcoming courses. We will provide, on written request, access to your own records. We will not disclose Personal Information we collect from you to a third party without your written permission, except where it is required by funding bodies, by law or to send course information to you.

Membership

Anyone can become a member of Nepean Community College. Membership offers the entitlement to be mailed College programs, attendance at the Annual General Meetings and allows for voting on issues of importance. Membership is set at \$2 and is separate to enrolment fees for courses.

The Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). It is easy to create and the How To Guide is available at www.usi.gov.au

Where to find your Venue...

Katoomba Centre	TAFE Block B Parke Street, Katoomba
Nepean Rowing Club	Bruce Neale Drive, Penrith
Penrith High School	158 - 240 High Street, Penrith
Springwood High School	Grose Road, Faulconbridge
St Marys RSL	Cnr Mamre Road & Hall Road, St Marys
Stormer Music	61-79 Henry Street, Penrith
Westfield Penrith	Shop 115b Westfield, Penrith