



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 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.

Note: The College will not accept pre-payments of over \$1500 in accordance with the NSSC policy on the Protection of Student Fees Paid in Advance. These guidelines are available for your reference at <https://tps.gov.au/Static-Content/Get/Faqs>

Confirmation

The College does not confirm bookings. Enrolments in a course or workshop should be considered effective, unless we contact you to state otherwise. Include your email address on your enrolment form and we will be able to confirm your booking by email if required.

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 enrolment. 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.

Concessions

New NSW Government Support provides Concessions and Fee Free programs. Contact the College for eligibility information. For other programs Pensioners and Seniors Cards 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 where it is financially able. Additionally if you believe language, literacy or numeracy is a barrier to participation please advise any staff member to be put in touch with our Literacy Coordinator. Where learning is evaluated in our courses it will be done so in a manner sensitive to your individual needs. Don't hesitate to raise any concerns you have with whichever staff you feel comfortable doing so.

Accredited Certificates

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 non-accredited 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:

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

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

Recognition of Prior Learning (RPL)

Nepean Community College recognises that adults in the community have achieved skills, knowledge and competence through a variety of life experiences. Therefore, it is an important part of our provision of accredited vocational education and training to offer recognition of these competencies through recognition of prior learning.

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 at the completion of your training program you consider that the course did not

cover the advertised content, please inform the College Principal 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 some stage 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.

Recognition of Qualifications

Nepean Community College recognises the AQF qualifications and Statements of Attainment issued by other Recognised Training Organisations throughout Australia in line with the AQTF Standards.

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

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 is available at www.usi.gov.au/Students/Pages/default.aspx

Where to find your Venue...

| | |
|--------------------------------------|--------------------------------------|
| Digital Hub Westfield | Shop 115b Westfield, Penrith |
| Digital Enterprise Westfield Penrith | Shop 115b Westfield Penrith |
| 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 Clair High School | 6 Endeavour Road, St Clair |
| St Marys RSL | Cnr Mamre Road & Hall Road, St Marys |
| Westfield Penrith | Shop 115b Westfield, Penrith |
| Westfield Penrith Weekend | Shop 115b Westfield, Penrith |



DATE

OFFICE USE ONLY: METHOD

CODE

ENROL HERE:

Course Name:

Location:

Day of the week:

 Morning Afternoon Evening

Name:

Company:

Address:

Building:

Town:

Street:

Postcode:

Date of Birth:

Town:

H Phone:

Phone:

W Phone:

Email:

Mobile:

Email:

USI (page 30):

For Postal Enrolments Send To
Nepean Community College
Shop 115B Westfield Penrith
High St Penrith, NSW. 2750

Payment Method: Cash Cheque EFTpos Mastercard Visa

Amount: \$

RECEIPT NUMBER (Office Use Only):

Card Number:

Expiry Date:

CCV

Signature:



Statistical Data below is collected for compliance with the Australian Vocational Education Management Information System Standard.

Gender: Male Female

Where did you hear about this College course?

- Brochure (via newspaper) Brochure (from a shop) Workplace
 Brochure (posted to you) Poster in a shop Email
 Friend Newspaper Ad Social Media Web

Indigenous Status: Nil Aboriginal Torres Strait Islander Both

Country of Birth:

Do you speak a language other than English at home? No Yes

If Yes, which language?

How well do you speak English?

- Very well Well
 Not well Not at all

Which of the following best describes your reason for studying?

- To get a job To develop my existing business To start my own business To try for a different career To get a better job or promotion
 I wanted extra skills for my job To get into another course of study Other reasons For personal interest or self-development

Which of the following best describes your employment?

- Full Time Part Time Self-employed Employer
 Unpaid Family Worker Not employed and not seeking work
Unemployed: Seeking full time work Seeking part time work

Do you have a disability? No YesIf yes: Hearing Physical Intellectual Learning Mental Illness Acquired Brain Impairment Vision Medical Condition Other:Highest level of school completed? still at schoolYear: 12 11 10 9 8 or lower. Completed when:Highest Qualification since turning 17: Degree or higher Advanced Diploma Diploma. Certificate: IV III II I OtherWas this qualification completed at school? No Yes

Do you live in Social Housing?

 No Yes

What is your Australian Residency Status?

Do you receive a Centrelink or other Benefit?

 No Yes

If Yes, what is its name?

Are you an Employment Service Provider client?

 No Yes

If Yes, what is your Client ID?

If Yes, what is your Providers Organisation ID?

Are you Long Term Unemployed?

 No Yes

If Yes do you have evidence?

 No Yes

Signed: _____

Date: _____