



# Student Handbook

Your Guide to Participating in Programs at Nepean Community College

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Every attempt has been made to ensure the information contained in this book is correct at time of printing, however some sections may be amended without notice by Nepean Community College in response to other issues or circumstances.

## Welcome

Welcome to Nepean Community College. The College provides training and education to build life long, life wide, learning communities. The training it provides includes accredited Nationally Recognised Training. it seeks to provide for the community opportunities to learn and opportunities to teach.

The information contained in this student handbook will give you an idea of the way we work, how we can interact with you and what we require from you so that you can get the most out of your course. Please read this information carefully and refer to it as you need to.

## About the College

The College organisation is administered by a College Council, which is a voluntary community based management committee. The council is partly nominated by key stake-holders and partly elected annually in March. A tutor is elected to fill the position of tutor representative on council.

The College services the area from Erskine Park to Katoomba and provides evening, day and weekend courses held in schools and various other venues across the region. All courses are for people aged 15 years and over. Younger participants may be accepted with a fee paying adult.

The College is comprised of:

- The College Council of thirteen members
- Program Development and Administrative Staff
- Up to 200 part time casual tutors depending on the number courses operating at any given time.
- Multiple delivery sites including the main office at Westfield Penrith, a Katoomba Centre at Katoomba TAFE, Springwood, Penrith and St Clair High Schools and venues wherever programs are needed.

The College is a not-for-profit, non-government Incorporated Association incorporated under the Associations Incorporation Act of 1987.

Its revenue is drawn from student fees, funded training which is supported by the NSW Department of Education, and various government (Federal, State and Local) programs on a tender basis.

As such it has a number of key stakeholders in the provision of its services being:

- Members of the Association being those participating in its programs
- The NSW Department of Education.
- Various Government (Federal, State and Local) Departments concerned with the delivery of services.
- Host organisations whose premises the College uses to deliver programs, in particular the NSW Department of Education, the Western Sydney Institute of TAFE and Scentre Group
- Various organisations who collaborate with the College in the delivery of services.
- Other providers of lifelong learning opportunities including those whose programs provide pathways into and out of the College programs.
- Suppliers of materials and services to the College.

## Our Mission and Vision

Through our vision we aim to:

- Be known for the quality of our courses
- Be known as responsive to our communities needs
- Provide tangible outcomes for participants in our courses
- Provide a seeding ground for Tutors and learning ideas in the community
- Be a reliable alternative provider of vocationally relevant training
- Be known for our attention to personal needs and people individually in all facets of the service provided
- Be responsive to the access and equity needs of minorities in our community

## **Code of Practice**

- Nepean Community College is an independent community-based organisation that contributes to the wellbeing of our community through the creation of opportunities for lifelong learning and vocational education, and the development of educational pathways, for adult members of the community.
- Nepean Community College will regularly consult with our staff, students, tutors, clients and the community generally, and work collaboratively with business, industry and other local organisations and educational bodies so that we might best meet the community's needs wherever possible.
- Our programs and courses will be of high quality and reflect the principles of adult learning. We will recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, create an appropriate, relaxed learning environment, and establish pathways to other learning opportunities.
- Nepean Community College will treat all students with dignity and fairness, acknowledging the adult environment in which we operate and the experience and life skills that they bring to it.
- Nepean Community College will ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Nepean Community College will encourage, assist and subsidise people with disadvantages to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities. We will provide funding to assist targeted equity groups to participate in our programs and courses.
- Nepean Community College will deal professionally with all those with whom we work - our staff, tutors, students and clients, and the community at large - and will be true and ethical in all our dealings. We will observe our duty of care to them and will be open and transparent in our dealings with them, to the extent permitted by law.
- We will respect the rights of our staff, students, tutors and clients, and will treat them fairly and ethically at all times. In return we expect them to observe their responsibilities for the welfare of others and the proper care of the organisation's property when engaged in activities conducted by the organisation.
- We will exercise sound financial management in all areas of our operation, including the control of the organisation's assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability.
- Nepean Community College will be ethical in all our dealings and will observe all relevant legislative, regulatory, industrial award and funding requirements.
- We endorse the ACE Quality Strategy as a framework for the documentation of our policies and procedures, the consistent delivery of our courses and support services, and ongoing improvement in all areas of our operation.
- Nepean Community College will be a fair, equitable and supportive employer, meeting our financial and other obligations to our employees promptly and efficiently. We will encourage them to participate in further education and provide them with opportunities for further professional development.

## **Customer Service Guarantee**

Nepean Community College has been awarded the ACE Endorsed Quality Award.

We are committed to the provision of quality education and business training services.

As a Registered Training Organisation (RTO) and provider of Vocational Education and Training, Nepean Community College complies with the 2015 Standards for Registered Training Organisations (RTOs) ensuring that our courses are consistent and of high quality.

We are registered with the Australian Quality Skills Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) and our training products can be found at [www.training.gov.au](http://www.training.gov.au)

## **Access & Equity**

The aim of Nepean Community College's access and equity policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

A person with a disability may be excluded under this policy if the disability could cause workplace health and safety risks to the person and/or other students.

All trainers / assessors are responsible to observe and be advocates for the policy.

This policy is widely disseminated in the organisation.

Nepean Community College's policies and procedures are monitored and reviewed to ensure that they recognise and incorporate the rights of individuals. Nepean Community College's Principal is the person responsible for the implementation and maintenance of the policy.

## **Venues**

- Katoomba Centre - TAFE Block B, 27 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 Rd & Hall Rd, St Marys
- Westfield Penrith Shop 115b 585 High Street, Penrith
- Stormer Music - 61 - 79 Henry Street, Penrith
- Digital Hub Courses are held at Westfield Penrith or Penrith City Library

## Register, Connect, Commit

The staff of Nepean Community College aim to ensure that you are placed in a course which is most relevant to your career goals and existing skills and knowledge and for that purpose we have developed a system of Register, Connect, Commit. Nepean Community College strongly believes in placing students on career pathways tailored to each individual.

Unless otherwise stated, all courses and workshops are for people 15 years and over. Younger students may be accepted if accompanied by a fee paying adult. In these cases, the tutor has been screened in accordance with the Child Protection Act.

For an accredited course you must meet the entry requirements as prescribed by the Training Package. All students have access to any course regardless of age, gender, linguistic background, race, culture, socio-economic background or disability. Our college is free from discrimination.

## Register



At this initial stage of our system you considered taking a learning journey and registered your interest in undertaking a course with Nepean Community College.

You may have seen one of our brochures or our website, dropped in to one of our centres and spoken to our friendly staff, or a friend may have told you about our college.

By registering your interest in a course you alert us to your desire to learn and allow us to help you proceed through to the enrolment stage and begin your learning journey.

## Registration Form

When you filled out the registration form we asked for some personal information so the appropriate staff could contact you to discuss your choice of course and provide you with more information. If you registered interest in an accredited training course we asked for other information. That information is required under the Australian Vocational Education and Training Management Information System Standards (AVETMISS).

All registered training organisations (RTOs) are required to collect and report AVETMISS data on all accredited training activity. This mandatory reporting is known as total VET activity (TVA) and supports more informed consumers. More information on AVETMISS data collection is available on the Department of Education and Training's website at: <https://www.education.gov.au/>

At this point we advised you that to enrol in an accredited course, you are required to produce the following to complete your enrolment:

- Photo ID (i.e. Driver's Licence, Passport)
- If not a permanent resident, a current passport with Visa information
- A Unique Student Identifier (USI)
- A signed "Consent to use Personal Information" form

## Unique Student Identifier (USI)

From 1 January 2015, every student studying nationally accredited training is required to have a Unique Student Identifier (USI). Your USI links to an online account of all your training records and results. Please ask the administration staff for an application to obtain your USI and for further information please visit <http://usi.gov.au>

## Privacy

Personal information collected by the College is used purely to communicate with you. Statistical data is collected for compliance with State and National Government requirements and is provided anonymously without links to your contact information.

Your information is yours, and the College will make it available to you on request.

## Connect



The next stage of our process was our connection with you. If you registered interest in a non-accredited course such as our arts and crafts or foreign languages we may have contacted you advising the time, date and location of your course if it had changed from the time of brochure printing. If you required confirmation by email we would have honoured that prior to course commencement. We will send a *confirmation* by either email or post

If you registered an interest in an accredited course such as our full qualifications or other short courses leading to a Statement of Attainment we will definitely have contacted you to discuss each of the following:

### Language, Literacy and Numeracy Assessment

At this time you are asked to undertake a Language, Literacy and Numeracy assessment prior to **committing** 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.

### Special Needs

As a centre for Social Inclusion, our premises are designed with disability support in mind. When registering for this course you are encouraged to confirm any special needs you may have in regards to equipment, resources or training materials and we will work with you on an individual basis to accommodate those needs to the best of our ability.

### Child minding

Many of our students require child-minding but we stressed at this point that Nepean Community College does not provide facilities for child minding. Children cannot accompany students in adult classes both for the child's sake and the comfort of other students.

### Course Requirements

Course guides are available for all our accredited qualifications. These guides explain the study requirements and pre-requisites for course entry. It is expected that you will undertake self-study and practice outside of the allocated hours of classroom learning you must attend. The amount of self-study and practice will be dependent on your existing capabilities. The amount of time you spend in self-study may exceed your expectations but it is essential that you do this to ensure you fully understand the knowledge and skills explained during your face-to-face classes. As time progresses and your knowledge and skills develop, the time spent in self-study may reduce.

### Recognition of Prior Learning and Credit Transfer

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 prior learning (RPL) or recognition of current competencies (RCC) and transfer of credit from AQF qualifications and Statements of Attainments issued by other Registered Training Organisations throughout Australia (CT), where there is evidence to support the application in the form of a portfolio of evidence, third party reports etc. Please follow the procedures below:

- Complete an RPL / RCC application form. This can be obtained by contacting the College office.
- Attach a copy of your qualification, including transcript, statement of attainment or certificate and ensure that the appropriate national unit codes are included.
- The College will need to sight the original certificate for verification purposes or you can provide a certified copy.
- Submit the application form and copy for assessment by the College.

You will be advised of the results of the RPL / RCC or CT assessment. If the information or evidence provided is authenticated by the issuing RTO, credit will be given and recorded for the equivalent units of competency.

Fees are charged for the RPL/RCC process. There is no fee for Credit Transfer.

## **Fees**

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. In special circumstances, for higher costing courses, payments may be accepted in instalments. If paying in instalments the initial payment must be at least 33% and be prior to the course commencing; this covers the cost of the resources needed. Payments must be completed prior to the finish of the tuition; assessments in accredited courses will not be handed to the trainer for marking or certification issued until this final payment is made.

## **Receipts**

A receipt will be emailed as soon as your payment has been processed. If you do not wish to receive your receipt via email please provide a self-addressed stamped envelope.

## **Concessions**

Are available for Pensioners, Seniors Card holders and others supported by Centrelink. There are no concessions for courses or workshops under \$75. For courses where the fee is up to and including \$120 the reduction is \$15, for all other courses over \$120, the reduction is \$20.

## **Companion program for people with a disability**

Enrolment in any course for companions of people with a disability is FREE where that Companion has enabled a person with a disability to participate in a College course. This however, does not cover any materials required for the course. Contact the College for details as to which courses are easily accessible

## **Cancellation & Refund Policy**

Sometimes we are unable to proceed with advertised courses. This may be because we do not get enough people registering interest in the course and it becomes financially unviable for the college to proceed with a class or it may be for other reasons such as unexpected unavailability of the tutor. Nepean Community College reserves the right to cancel or postpone any class in these circumstances.

Nepean Community College may contact you and offer an alternative course and you will be asked to advise the college in writing whether you agree to undertaking the alternative course.

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. When 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 refund or transfer to another course.

If you withdraw from the course of study prior to course commencement, Nepean Community College will refund any fees paid at enrolment.

If you withdraw from the course of study after course commencement, Nepean Community College will provide you with a statement of fees that includes all fees applied and any fees refunded, if applicable.

Requests for refund should be made in writing to the Principal ([principal@ncc.nsw.edu.au](mailto:principal@ncc.nsw.edu.au)) with documented evidence of the reason for withdrawal.

This refund policy does not remove your rights to take further action under the Australian Consumer Law.

## **Materials**

Materials for non-accredited courses are not provided by the College unless stated. You should allow for this cost when choosing a course. Please confirm your course is running prior to purchasing the materials. Your materials list is included on your booking confirmation. Students who **commit** to enrolment in an accredited course will be supplied with all necessary training materials such as workbooks, computers, access to simulated environment and free internet access. This will also include a timetable of training delivery and you are encouraged to speak to the trainer if the schedule creates learning difficulties.

## Commit



Now we come to your commitment to study, or what you may refer to, as your confirmed enrolment in the course you have chosen.

At this stage of your journey we welcome you to our college and hope that you will enjoy your learning.

There are a few items to mention about your stay during your course so please read the following information carefully and ask any of our staff for clarification if you there is something you do not understand.

### Your responsibility

All students enrolled in a course with the College are required to maintain appropriate standards of conduct at all times. Our Code of Conduct is centred on three primary obligations for students:

- An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely;
- An obligation to observe standards of equity and respect in dealing with every member of Nepean Community College;
- An obligation to use and care for Nepean Community College resources in a lawful and appropriate manner and to not diminish the College's reputation.

The Code of Conduct also covers offensive behaviour or that which may cause damage to other people or property.

### Harassment

Breaches of the Code of Conduct are taken seriously and will result in suspension from the course. Ignorance of the rules is not an acceptable defence against charges of misconduct. If you have any concerns about what constitutes misconduct, make sure you discuss them with your tutor or the Administration office on 02 4724 9000

### Work Health & Safety

Nepean Community College has a commitment to provide a safe learning environment. To help us, we ask you to report any incidents that you may notice, wear appropriate clothing, ensure safety directions are followed and listen to the tutor when he/she is informing you of WHS matters.

### Student Support

Nepean Community College provides opportunities to learn. We make every effort to provide reasonable adjustments to the assessment process. We are sensitive to your individual needs and apply adjustments accordingly.

Additionally, if you are struggling with language, literacy or numeracy please advise any staff member to put you in touch with the appropriate staff member who will speak to you directly. We will assist you with any learning need so that you can complete the course of your choice. Don't hesitate to raise any concerns you have with whichever staff you feel comfortable doing so.

Some examples of support that may be arranged may include:

- Mentoring
- Disability Support
- Telephone/email learners support
- Personal Counselling
- Study Skills Program

You can also gain additional support from the following organisations:

Language, Literacy & Numeracy Support

Centrelink Literacy & Numeracy Support - 132 850

Reading Writing Hotline – 1300655506 <http://www.readingwritinghotline.edu.au/>

Counselling Services

Lifeline - 13 11 14

Local – 8087 7525

Drug & Alcohol Services

Alcoholics Anonymous – 1800 888 236

Local – 8088 4344

Language Interpretation

Telephone Interpreter Services - 13 14 50

Family Assistance

Department of Human Services 1300 650 172

(This includes: Health, Housing, Child Protection and Disability)

### **Record Keeping**

The College retains records of your training activity in a confidential and secure location for 30 years. We are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

You are able to access these records by request. However any request for information by a third party will not be disclosed without the written consent of the student.

If you have any questions, please contact the Administration Office on (02) 4724 9000 between 9.00AM and 5.00PM on weekdays.

### **Competency based assessment**

Vocational Education and Training focuses on a system of competency based assessment. Competency based assessment determines a student's level of achievement based on two factors:

- The ability of a student to perform practical tasks to a specified standard
- The ability of a student to show understanding of identified knowledge standards within the particular industry relevant to the accredited course.

A formal assessment process is conducted for all accredited training. The College ensures that these assessment services are conducted by qualified assessors who hold the relevant training and assessment qualification and comply with the Training Package Assessment Guidelines.

Information relating to the method of assessment and number of assessment tasks for the qualification you are undertaking will be provided to you by the trainer, generally in the form of a Training Plan.

All assessment tasks delivered by Nepean Community College are valid, reliable, flexible, fair, authentic and current. Records of your assessment results are retained by Nepean Community College.

### **Assessment methods**

Every course is different and therefore, every assessment is different. The methods used to assess you will be entirely dependent on the course requirements. Some methods of assessment that may be used in your course include, but are not limited to:

- Roleplays

- Workbook activities
- Projects
- Written questions
- Verbal discussions
- Group activities
- On the job demonstrations
- Simulated environment activities
- Presentations

## Plagiarism

Plagiarism is the use of other people's work pretending that it is your own work. Plagiarism is not permitted because:

- It is a breach of the intellectual property rights and the copyright of the writer. Breach of copyright is illegal.
- The work of a student presenting another person's work for assessment cannot be assessed, and the student cannot be deemed competent. Certificates and Statements of Attainment cannot be issued.

If you are quoting the work of others, include the following information:

- Text / words. Put the words in quote marks " ". In brackets ( ) write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website found the words.
- Images / photos. In brackets ( ) write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.
- If you want to use particular video / audio / music, please contact your trainer or teacher for advice.

## Submitting your assessments for marking

When submitting your assessment you are required to follow the procedure below:

- No staples
- Must complete separate cover sheet for each unit
- Keep a copy of your work
- Place completed activities into a plastic sleeve (one plastic sleeve per unit)

Completed assessments must be handed to our Office Staff, not to your trainer. Our staff will scan your assessment submission and keep a digital copy in your Student Record prior to handing the submission to the assessor for marking. Once the assessor has finished marking, your assessment will again be scanned prior to being handed back to you.

If you would like to email your assessment please email to [training@ncc.nsw.edu.au](mailto:training@ncc.nsw.edu.au)

If there is a need for you to post items for marking we suggest that you use registered post so items can be tracked.

We encourage you to keep a copy of all assessment materials as part of your own back-up security.

**\*\* PLEASE NOTE \*\*** the trainers will not be held responsible for any work handed to them.

## Assessment outcomes

You will receive a copy of all of your assessment outcomes. You will receive notification of your results and the appropriate feedback for all submitted tasks.

## **Assessment appeals process**

If you feel the College has been unjust and not acted in good faith with regard to your assessment, please address your concerns in the first instance to your tutor. If no resolution is achieved, then you can request an interview with the VET Manager at which point you will be asked to submit the appeal in writing.

At each stage of the process a written report will be provided to both parties which will be stored at the College's offices.

The following information relating to the appeal is required in writing:

- Description of the complaint or appeal
- The unit code and qualification
- A copy of the assessment task
- The feedback form

A response / resolution will be presented within 30 days.

Should the issue still not be resolved to your satisfaction, arrangements will be made for an independent third party to resolve the issue.

## **Certification**

When you have demonstrated competence against the Assessment Criteria for an Accredited Course you will be issued with a Statement of Attainment or Certificate.

In the event of you not completing all the units you will be awarded a Statement of Attainment for successfully completed units of competency.

Certificates will be issued within 30 calendar days of final assessment, providing all agreed fees have been paid and a verified USI is held.

For all other courses you may request a Participation Certificate. To qualify, you must attend 75% of the course and demonstrate to the tutor a sufficient depth of knowledge and subject skills.

## **Replacement Certificates**

At any time after completing your course, you may telephone your request of a re-print of your qualification or Statement of Attainment at no cost.

## **Participation feedback and quality improvement**

Nepean Community College is continually seeking to improve the quality of our services.

You may be asked to complete an Evaluation Form during or at the end of your course. The information contained on this form is confidential and is only used to improve the services we offer.

At any time during or after your course you are encouraged to let us know how we could improve your learning journey at Nepean Community College.

## **Complaints procedure**

If you feel the College has been unjust and not acted in good faith on an issue, you should do the following:

### **1. Try to resolve the complaint informally.**

- Discuss the issue / complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, discuss the issue / complaint with your trainer or NCC staff members to see if it can be resolved.
- If you feel the issue has not been resolved informally, you may lodge a formal complaint.

### **2. Formal complaint**

- If you feel your informal complaint was not resolved you can then request an interview with the Program Manager. The Program Manager will ask you to submit your complaint in writing. You may ask for a complaint form from the Program Manager or you can write your complaint by yourself, or get a friend to help you.

- Submitting a complaint in writing means that you should include the following:
  - State your full name and a contact phone number
  - State the class you are currently, or recently, enrolled in at Nepean Community College
  - Describe the situation that led to your complaint (What happened?)
  - List the names of people who were involved (Who was involved?)
  - Describe the location of the situation (Where did it happen?)
  - State the date and time of the situation (When did it happen?)
  - Describe how the complaint has affected you
  - Describe how you feel the complaint can be resolved (What would you like to happen?)
  - List any names of people or organisations you have approached in relation to the complaint
  - Add copies of any documents you have relating to your complaint (eg: assessments, witness statements)
  - Sign and date your complaint and address it to the Principal of Nepean Community College, Shop 115b Westfields, Penrith NSW 2750

Your formal complaint will be acknowledged within 24 hours of receipt.

The College Principal has the right to take the complaint to our Board of Directors for advice if required. You will receive a response to your complaint within 7 working days.

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process.

- Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)
- Call the ASQA info line: 300 701 801 for accredited courses
- Smart and Skilled enquiries/Complaints Phone: 1300 772 104
- Lodge a complaint with the NSW Office of Fair Trading on 13 3220 or <http://www.fairtrading.nsw.gov.au>.

There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Nepean Community College and yourself to request applicable documentation.

We hope you enjoy this stage of your learning journey and look forward to sharing your successes along the way.

The Staff of Nepean Community College.