

STUDENT HANDBOOK



Welcome to Our College!

We are here to provide you with a safe space to make new friends and join a vibrant community of students bonded by curiosity and a love of learning.

Our goal is to Create Life Long, Life Wide Learning Communities

The information contained in this student handbook will show you how we work and interact with you, and what we require of 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.

Our Mission



Community & Learning

We provide a safe space for students to connect, learn together, and build meaningful relationships based on shared curiosity.



Quality & Responsiveness

- Known for quality courses
- Responsive to community needs
- Providing tangible outcomes



Community & Inclusivity

- Supporting tutors and learning ideas
- Providing vocational training
- Personalizing to individual needs
- Ensuring access for all community members

We Fit Courses to You

The staff of Nepean Community College aim to ensure that you are placed in a course which is most relevant to your personal goals, existing skills and knowledge, and for that purpose we have developed a system we call ...

Register, Connect, Commit

We offer both nationally recognised accredited courses and non-accredited courses that cover a very wide range of interests. 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.

This is when we introduce ourselves to you and discuss your interest in learning and any questions you may have to ensure you are enrolling in the course best suited to your needs.



At this stage of your journey, you complete your enrolment and we welcome you to our college. We're excited to have you join our learning community and help you settle in comfortably.

During your time with us, you'll have access to a wide range of services and support. Our goal is to provide you with the resources and guidance you need to succeed in your studies and achieve your goals.

Whether you're looking for academic advising, tutoring, career counseling, or simply a quiet place to study, our college has you covered. We're here to help you every step of the way, so you can focus on your studies and make the most of your educational experience.

Join Our Learning Community

At our college, we welcome students of all ages, backgrounds, and abilities. Whether you're 15 or 50, we have a course that's right for you.



Everyone Welcome

Our campus welcomes students of all ages, backgrounds, and abilities. Whether you're 15 or 50, we have a course that's right for you.



No Discrimination Here

Our campus is a discrimination-free zone. Everyone is welcome, regardless of age, gender, language, race, culture, or disability.



Personalised Guidance

When you register, we'll work closely with you to find the perfect course and set you up for success. We believe in putting you on the **right track**.



Compliance Made Easy

To meet government regulations, we'll guide you through the required paperwork, like your Unique Student Identifier (USI) and ID documents.



Stay Connected

As part of our college "family", we want to stay connected. So please keep us updated on any changes to your contact info, name, or visa status. We're here to help you every step of the way.

Our Core Values

Readiness

Form the foundation of our educational approach

Willingness

Form the foundation of our educational approach

Ability

Form the foundation of our educational approach

Openness

Form the foundation of our educational approach

Honesty

Form the foundation of our educational approach

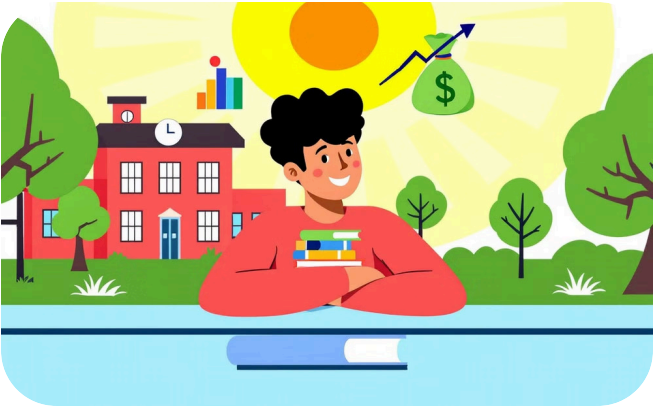
Trust

Form the foundation of our educational approach



Protecting Your Information

The College uses your personal information only to communicate with you. Statistical data is collected anonymously for compliance. Your information is available to you on request.



Subsidised Courses

Eligibility for subsidised training depends on your qualifications. All students can access subsidised courses up to Certificate III level to re-train and re-enter the workforce.



Higher Qualifications

Subsidised training available up to Cert IV, subject to funding. Prior qualifications may affect fees.



Confidence, Competence, Community

Subsidised training available up to Cert IV, subject to eligibility. Prior qualifications may affect fees.



Recognition of Prior Learning

Provide qualifications for credit transfers to reduce fees. Recognition of prior learning also available.

Connect

If you register for a non-accredited course, we'll confirm the details. For accredited courses, we'll discuss the next steps with you.



Language Literacy and Numeracy

We'll assess your skills to ensure the course matches your needs and provide any support required.



Special Needs

Our accessible facilities accommodate special needs. Talk to us about any support you require.

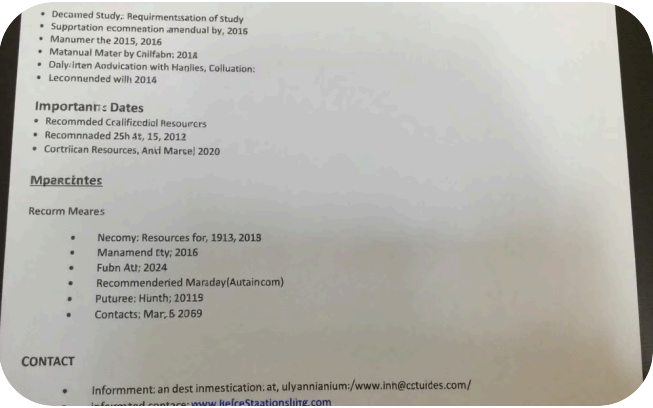


Child Minding

We can't allow children in adult classes, but we can provide info on local childcare options to help you balance studies and family.

Course Requirements

Our accredited qualifications have specific requirements designed to ensure your success and our non-accredited courses have additional information about your subject requirements. Find all of our Course Guides in the foyer of our Westfields Office.



Course Guides

Comprehensive guides explain all study requirements and pre-requisites for entry into our accredited qualifications.



Self-Study

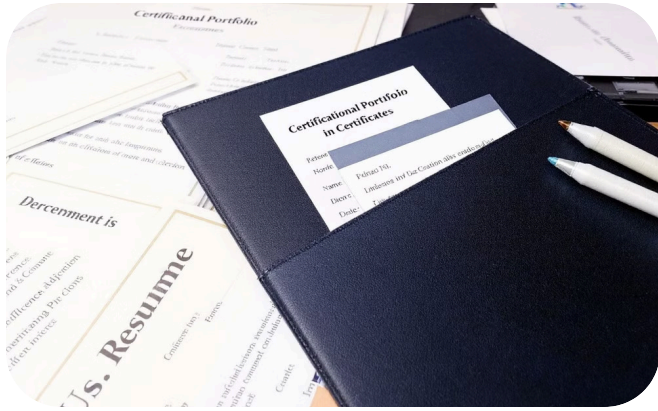
You'll need to commit time to self-study and practice beyond classroom hours. This additional effort is essential to fully understand the knowledge and skills from your face-to-face classes.



Time Commitment

Initially, self-study may exceed your expectations, but as your knowledge and skills develop, the time required often reduces. The exact amount depends on your existing capabilities.

Gain the recognition you deserve for the skills you already have



Recognition of Prior Learning (RPL)

We acknowledge the skills and knowledge you've gained through work experience, life situations, and formal/informal training. Present your evidence in a portfolio to potentially reduce your study time.



Recognition of Current Competencies (RCC)

Already competent in areas of your chosen qualification? We can assess your current abilities through practical demonstrations, interviews, and third-party reports to recognise your existing expertise.



Credit Transfer (CT)

If you hold AQF qualifications or Statements of Attainment from other Registered Training Organisations, we can grant direct credit toward your qualification at no additional cost.

Honouring Diverse Skills

Our recognition services honour the diverse ways adults acquire skills throughout life. We understand that many of our students have gained valuable knowledge and expertise outside of the traditional classroom setting.

RPL and CT Options

Prior to enrolling, we encourage you to speak with our Administration staff to learn more about the options available for Recognition of Prior Learning (RPL) and Credit Transfer (CT). RPL allows you to have your existing skills and knowledge assessed, which may reduce the amount of training you need to complete. While there is a fee associated with the RPL process, Credit Transfers are provided at no additional charge.

Cost and Time Benefits

By taking advantage of these recognition services, you can potentially reduce your overall training costs and complete your qualification in a shorter timeframe. Let us know how we can help you gain the formal recognition you deserve for the skills you've already acquired.

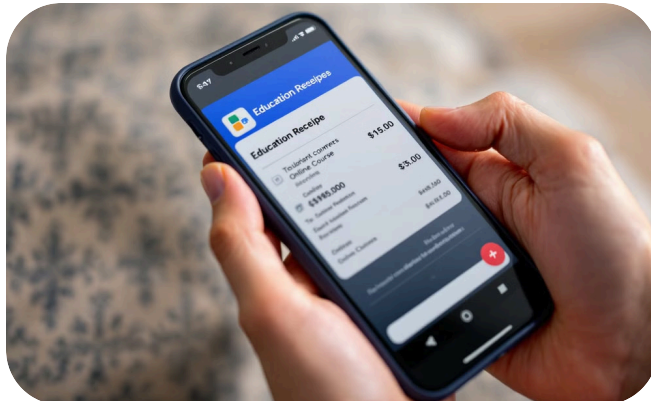
Fees

Fees are listed with each course and are a once-only cost payable on enrolment. Enrolment into a class will only be accepted on payment. In special circumstances, payments may be accepted in instalments.



Payment Information

Initial payment of 33% required before course start. Full payment due by end of tuition. Assessments won't be marked until final payment.



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

Concessions available for Pensioners, Seniors and Centrelink recipients. Reductions of \$15 for courses up to \$120, \$20 for over \$120. No concessions for courses under \$75 or seminars.



Companion Program

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 does not cover required materials. Contact the College for details about accessible courses.



Materials

Materials for non-accredited courses are not provided unless stated. Students who commit to enrolment in an accredited course will be supplied with necessary training materials such as workbooks, computers, and access to simulated environments.



Training Schedule

Accredited courses include a timetable of training delivery. You are encouraged to speak to the trainer if the schedule creates learning difficulties

Cancellations & Refunds



Course Cancellations

Sometimes we are unable to proceed with advertised courses due to insufficient enrolments or unexpected tutor unavailability. We reserve the right to cancel or postpone any class in these circumstances. We may offer an alternative course, which you can accept in writing.



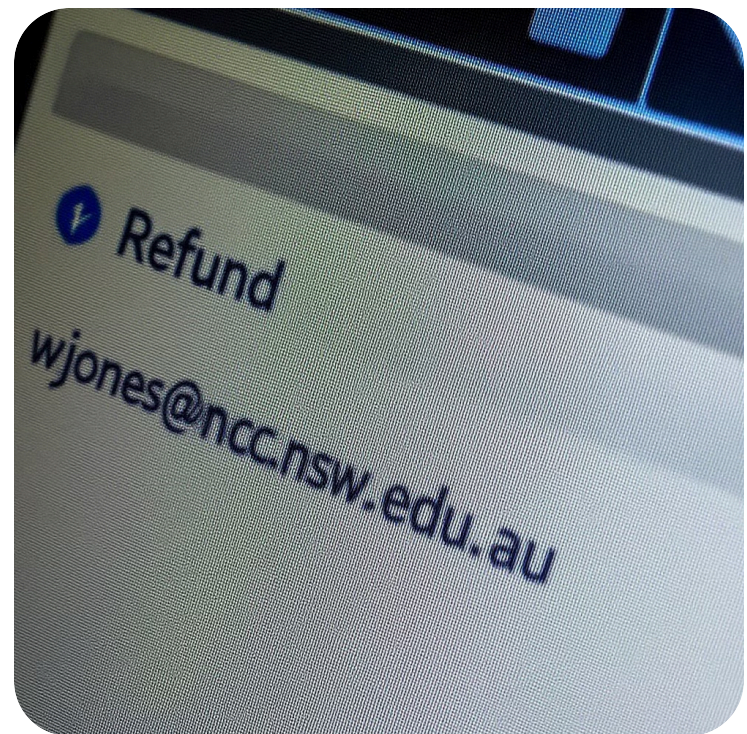
Refund Policy

A refund will only be made where the College cancels a course. Please choose your course carefully as we cannot accept responsibility for changes in personal circumstances that prevent attendance. Once funds are committed to course costs, they cannot be refunded. After a course has commenced, we cannot arrange a refund or transfer.



Withdrawals

If you withdraw from the course *prior* to commencement, we will refund any fees paid at enrolment. If you withdraw *after* course commencement, we will provide a statement of fees that includes all fees applied and any refunds, if applicable.



Receipts & Refund Requests

A receipt will be emailed when your payment is processed. For paper receipts, please provide a self-addressed stamped envelope. Refund requests should be made in writing to The our CEO, Wesley Jones (**wjones@ncc.nsw.edu.au**) with documented evidence. This policy does not remove your rights under Australian Consumer Law.

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.

There are a few things to mention about your stay during your course so please read the following information carefully and ask any of our staff for clarification if there is something you do not understand. We will always uphold your right to quality education.



Your Study Commitment

Your confirmed enrolment represents a commitment to your chosen course. We're here to support your educational journey every step of the way.



Work Health & Safety

We're committed to providing a safe learning environment. Please report any incidents, wear appropriate clothing, follow safety directions, and listen to your tutor's WHS guidance.

Responsibilities

All students enrolled in a course with the College are required to always maintain appropriate standards of conduct. 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.

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 defense against charges of misconduct. If you have any concerns about what constitutes misconduct, make sure you discuss them with your tutor or the Administration staff.

Access & Equity

We create an inclusive environment free from discrimination.

Fair Treatment

All students receive equitable treatment without bias.

Disability Inclusion

Reasonable accommodations are made, with health/safety in mind.

Policy Advocacy

Trainers champion this policy across the organisation.

Student Support

Engagement Requirement

Consistent participation is essential to maintain enrolment.

Deferral Options

Subsidised students can defer studies for up to 12 months.

We make every effort to ensure you achieve your educational goals through our comprehensive support services.



Personalised Adjustments

We provide reasonable adjustments to the assessment process, sensitive to your individual needs and circumstances.



Language, Literacy & Numeracy

If you're struggling with language, literacy or numeracy, our specialised staff members are ready to offer direct assistance and support.



Comprehensive Assistance

We assist with all learning needs to help you complete your chosen course. Don't hesitate to raise concerns with any staff member you feel comfortable approaching.



Return to Study Support

You'll receive full assistance to re-commence your studies after deferral. We're committed to seeing you achieve your educational goals.

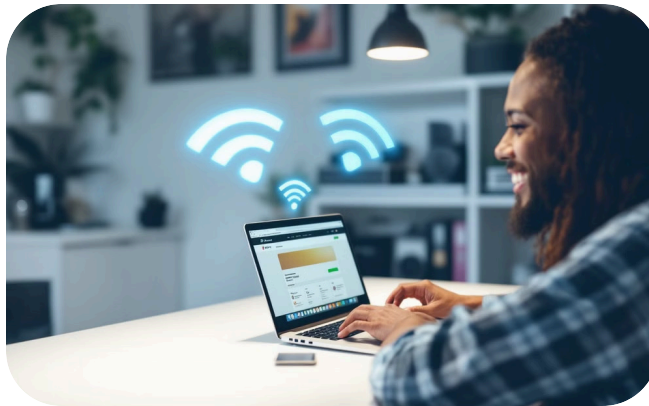
Online Study Technical Requirements

Studying online is different to attending classes so we will work with you to help you through any problems you may have. To undertake Online Study you will need:



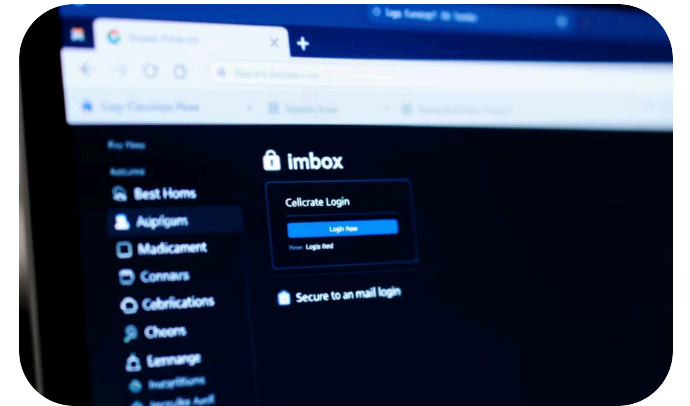
English & Digital Skills

- Intermediate level reading, writing and speaking skills in English
- Digital skills in computer and internet use are essential
- We may ask you to take an online literacy and numeracy quiz before enrolment
- We offer suitable English or Digital Literacy courses if needed



Technical Requirements

- A computer or laptop with camera, microphone and internet access
- A reliable internet connection
- Mobile phones may not be suitable for some online learning
- We'll use phone calls or Zoom or MS Teams for personal communications



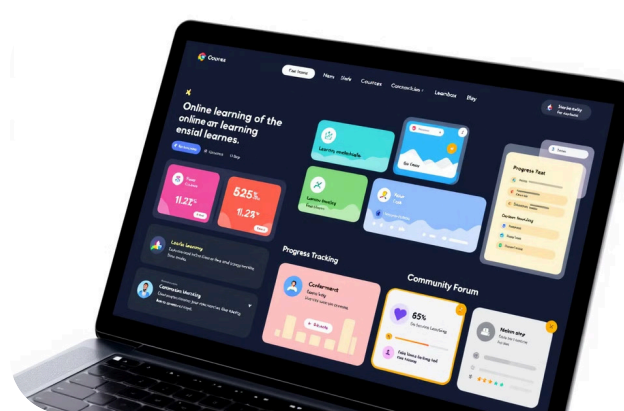
Email Account

- An email account is required to set up your online access
- Free email accounts are available online
- Remember to keep your email address and password somewhere safe



Practical Components

- Some courses require attendance at a workplace or simulated environment
- This is common in Community Services subjects
- We'll inform you of these requirements before enrolment



Learning Management System

- We use the Catapult eLearning system
- See how simple it is to use at: <https://catapultelearning.com/how-to-guides/>

Online Study Personal Requirements

Successfully studying online requires specific elements. Here's what you need and how we support you:

Motivation

Your trainer will regularly contact you via Catapult to provide support. For self-paced study, reach out as needed. Additional individual sessions can be arranged.

Avoid Distractions

Set a regular study time, silence your phone, and limit social media.

Set Boundaries

Be aware of what distracts you and take steps to minimise it.

Find a Quiet Space

Visit our Westfields office if you need a distraction-free environment.

Make a To-Do List

Break tasks into smaller, achievable steps.

Set Your Own Deadlines

Reward yourself when you complete a task.

Reach Out for Help

Your trainer can assist with creating a study plan.

Progress Checkpoints

Ask your trainer to help you with keeping to schedule

Course Structure

Subjects have start/end dates. Assessments due before end.

Trainer Support

Trainers respond to inquiries within 48 hours.

Progress Tracking

Progress monitored in online learning management system.

Assessment Turnaround

Assessors mark assessments within 14 business days.

Self-confidence

If you ever feel like you are anxious, lacking confidence or unmotivated during your study our trainer and staff are only a phone call, email or message board away. We want you to achieve your goal!

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 industry relevant to the accredited course.

A formal assessment process is conducted for all accredited training by qualified assessors who comply with Training Package Assessment Guidelines.



Practical Skills Assessment

Our assessors evaluate your practical skills to industry standards, ensuring you're ready for your profession.



Knowledge Standards

Assessments confirm your industry knowledge and theoretical competency.



Qualified Assessment

Assessments are conducted by certified, qualified assessors to ensure compliance.

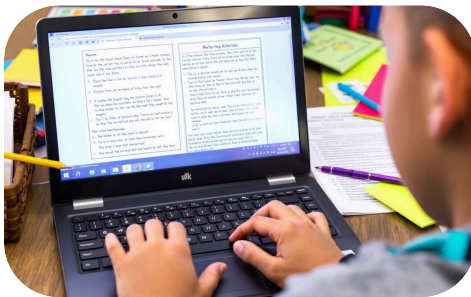
Assessment Methods

Every course is different and therefore, every assessment is different. The methods used will depend entirely on your course requirements.



Role-plays & Group Activities

Demonstrate skills through simulated workplace interactions and problem-solving.



Workbooks & Written Assessments

Complete workbook, projects, and written questions to demonstrate skills.



Practical Demonstrations

Show your capabilities through on-the-job demonstrations and activities in simulated environments.



Presentations

Deliver presentations to showcase skills and confidence.

Your trainer will provide details on assessment methods and tasks. All assessments are valid, reliable, flexible, fair, authentic and current, with secure records.

Plagiarism

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



Why Plagiarism Is Not Permitted

- 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.



Consequences of Plagiarism

- If plagiarism is recognised, you will be given a warning and will need to redo the assessment task.
- Your trainer can assist you with this.
- Repeated plagiarism may cause cancellation of your studies.

Proper Citation Guidelines

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

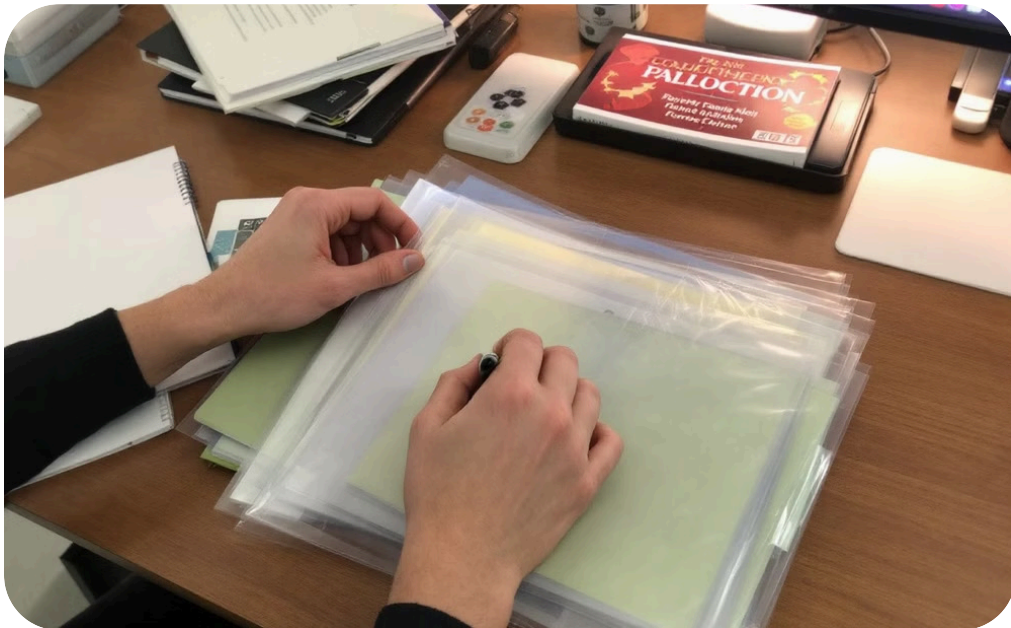
In brackets () write the name of the photographer / artist, the name of the book or magazine, the name of the publisher, and the year it was published; write the full internet address of any website you found the image.

Video/audio/music

If you want to use a particular video/audio/music, please contact your trainer or teacher for advice.

Submitting Your Assessments

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



Prepare Your Submission

- 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)
- All signatures, dates and declarations must be completed



Submit Your Work

Completed assessments may be handed to our Administration Staff.

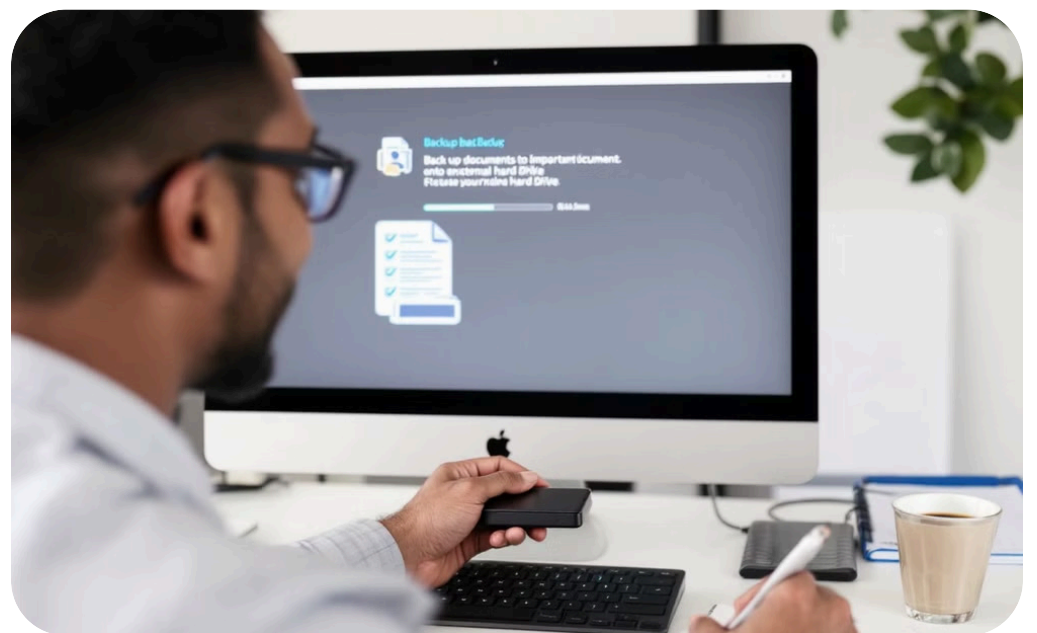
Our staff will scan your assessment submission and keep a digital copy in your Student Record prior to handing the submission to the assessor for marking.



Digital Submission

If you would like to email your assessment, please email to **reception@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.



Keep Your Records

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

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

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.

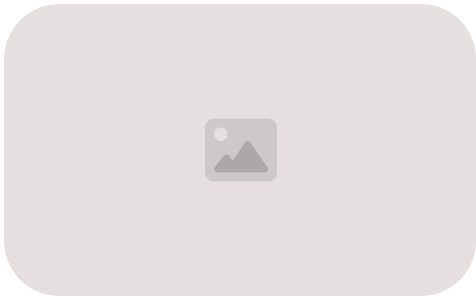
Assessment Appeals Process

If you feel the College has been unjust regarding your assessment, we offer a clear process to address your concerns.



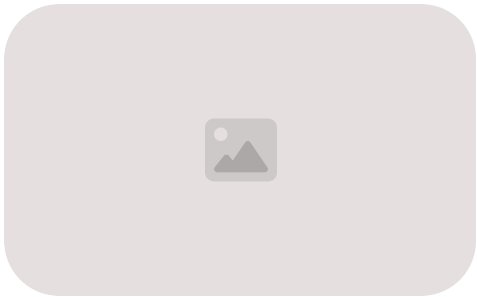
Step 1: Speak with your trainer

If you feel the College has been unjust and not acted in good faith regarding your assessment, please address your concerns in the first instance to your trainer.



Step 2: Request an interview

Email **reception@ncc.nsw.edu.au** or visit the Student Engagement Officer to request an interview if no resolution is achieved.



Required documentation

- Description of complaint/appeal
- Unit code and qualification
- Copy of assessment task
- Feedback form

Response/resolution within 30 days.



External resolution

If the issue is not resolved, an independent third party will review the case and provide a written report to both parties. This report will be stored at the college.

Certification



Accredited Course Completion

When you demonstrate competence against the Assessment Criteria, you'll receive a Statement of Attainment or Certificate. If you don't complete all units, you'll get a Statement of Attainment for the ones you did finish.



Timeframe & Requirements

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



Non-accredited Courses

For all other (non-accredited) 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.

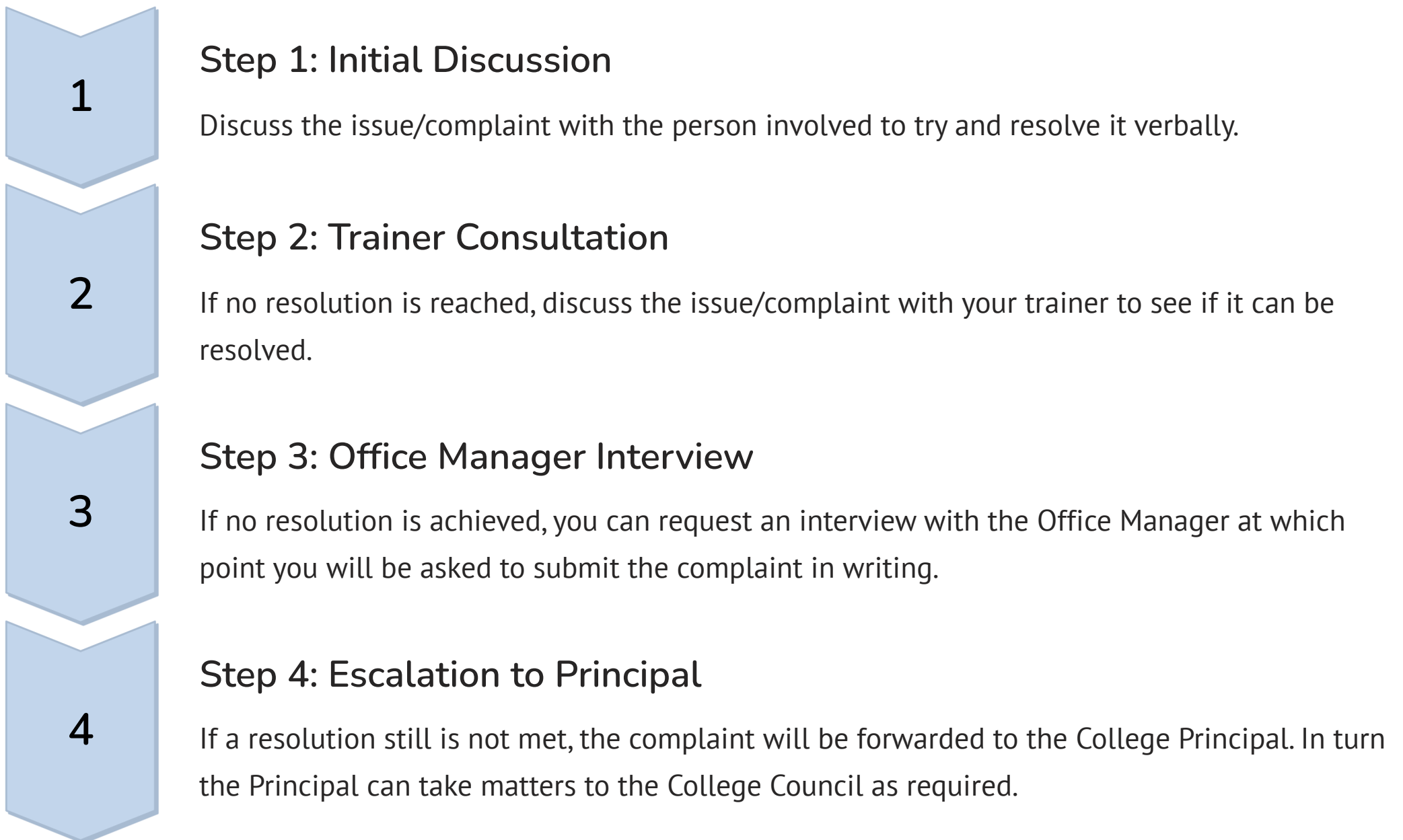


Certificate Reprints






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

When things go wrong

If you feel the College has been unjust and not acted in good faith on an issue, follow these steps:



If still no resolution, you should put the following information relating to the complaint or appeal in writing:

-  Description of the complaint or appeal
-  State whether you wish to formally present your case
-  Steps taken to deal with the complaint or appeal
-  What you would like to happen to fix the problem and prevent it from happening again
-  Bring the complaint or appeal to the attention of the trainer

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

External Resolution Options

If you are not satisfied with our response to your complaint, you can:

- Email enquiries@asqa.gov.au
- Call the ASQA info line: 1300 701 801 for accredited courses
- Lodge a complaint with the NSW Office of Fair Trading
- Visit <http://www.fairtrading.nsw.gov.au>

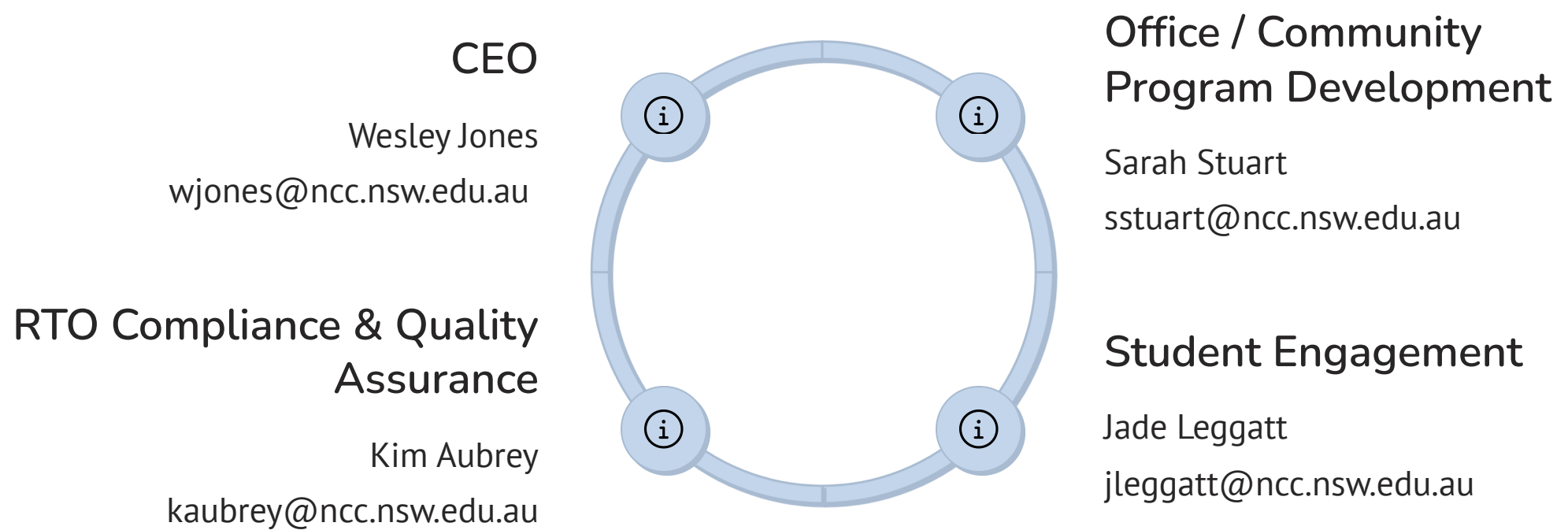
Customer Guarantee

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 and our training products can be found at www.training.gov.au

Contact Us



We look forward to helping you on your journey to lifelong learning. Call in and see us to discuss all your learning needs.

Main Location

- Shop 115B, Westfields, Penrith (opposite Joan Sutherland Centre)
- Phone: 02 4724 9000
- Email: reception@ncc.nsw.edu.au
- Web: www.ncc.nsw.edu.au

Other Venues

- Stormer Music, Level 1/20-22 Woodriff St, Penrith
- Katoomba Centre, 27 Parke St, Katoomba
- Mamre Homestead, 181 Mamre Rd, Orchard Hills
- Woodchix, 95 Great Western Hwy, Emu Plains
- Springwood High School, Grose Road, Faulconbridge