

Nepean Community College

Tutor Handbook 2025

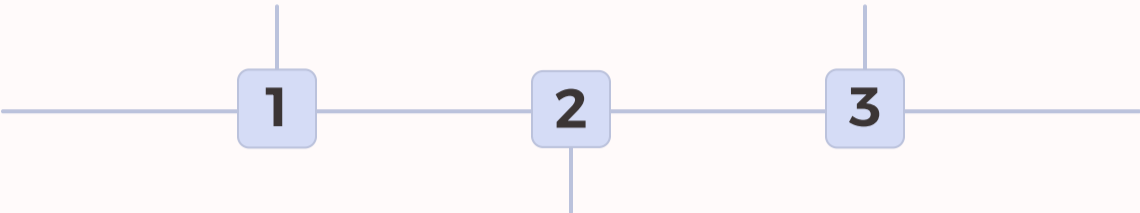


Welcome to Our Community

We're here to create a safe, welcoming space where students can make new friends and explore their curiosity through learning.

Your Role as a Tutor

Read this information carefully - it will guide you in delivering exceptional service to our students.



How We Work

This handbook outlines our policies and procedures, so you can get the most out of your time at the College.

Nepean Community College is a not-for-profit, non-government Incorporated Association incorporated under the Associations Incorporation Act of 1987. The College was initially opened in 1988 and registered as a Registered Training Organisation under the regulations of the Australian Skills Quality Authority (ASQA) on 10 Jun 1994 . We hold current ASQA registration until 17 June 2030

Legal name	Nepean Community College Inc
Status	Current
ABN	64 922 167 389
RTO type	Community Based Adult Education Provider
Web address	http://www.ncc.nsw.edu.au

Service Area

The College services the area from Mt Druitt 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.

Katoomba Centre	TAFE Block B, 27 Parke St, Katoomba
Mamre Homestead	181 Mamre Rd, Orchard Hills
Springwood High School	Grose Rd, Faulconbridge
Stormer Music	Suite 7, Lvl 1/20-22 Woodriff St, Penrith
Westfield Penrith	Shop 115B, 585 High Street, Penrith
Woodchix	95 Great Western Hwy, Emu Plains





Administration Staff

If you have any questions about the information provided in this booklet do not hesitate to speak with the following staff members.

CEO	Wesley Jones	wjones@ncc.nsw.edu.au
Office / Community Program Development	Sarah Stuart	sstuart@ncc.nsw.edu.au
Student Engagement / Administration	Jade Leggatt	jleggatt@ncc.nsw.edu.au
RTO Compliance / Program Design / Lead Trainer	Kim Aubrey	kaubrey@ncc.nsw.edu.au

About the College

The College is administered by a College Council, which is a voluntary community-based management committee. The council is partly nominated by key stake-holders who are elected in March each year. A tutor or accredited trainer is elected to fill the position of tutor representative on council.

President	Brian Cartwright
Vice-President	Eiman Romi
Secretary	Alan Spencer
Treasurer	Dennis Golding
Board member	Sabbie Kaur
Board member	Graham Brown
Board member	Adam Forbes
Board member	Lorraine Fordham
Public Officer	Wesley Jones

How we work

The College relies on a variety of funding sources to support its operations. In addition to student fees, it receives financial support from the NSW Department of Education, and other government programs on a tender basis. This funding allows the College to offer a diverse range of courses and programs to meet the educational needs of the community.

Our Mission

Nepean Community College is dedicated to creating learning and teaching opportunities in the Penrith, Hawkesbury and Blue Mountains local government areas.

Stakeholders

The College has a number of key stakeholders in the provision of its services:

- 1

Our Association Members
Those who participate in our programs
- 2

Government Partners
Federal, state and local departments that provide services
- 3

Host Organizations
Where we deliver our programs
- 4

Collaborative Partners
Organizations we work with to deliver services
- 5

Lifelong Learners
Other providers offering pathways to and from our programs
- 6

Suppliers
Who provide materials and services to the College

Our Vision

Through our vision we aim to:

- 1

Be known for the quality of our courses
- 2

Be known as responsive to our communities needs
- 3

Provide tangible outcomes for participants in our courses
- 4

Provide a seeding ground for tutors and learning ideas in the community
- 5

Be a reliable alternative provider of vocationally relevant training
- 6

Be known for our attention to personal needs and people individually in all facets of the service provided
- 7

Be responsive to the access and equity needs of minorities in our community

Quality and Customer Service

Providing Quality Services
Whether in the classroom, the office, or the community.

Being Honest & Trustworthy
Consistently honest, trustworthy, and accountable.

Commitment to Social Justice
Opposing prejudice, injustice, and dishonesty.

Promoting Dignity & Respect
Avoiding behavior perceived as harassing, bullying, or intimidating.

Maintaining Professional Relationships
With students, carers, colleagues, and business partners.

Working Collaboratively
With colleagues to reach common goals.

Advancing Education & Training
Behaving in ways that advance education and training.

Quality Statement

Nepean Community College has applied the Australian Quality Council's continuous quality improvement (CQI) principles since becoming a member of that body in 1996. As such, our activities are governed by our overall core business processes which reflect a commitment to customers, with constant implementation and feedback iterations. We believe in our Mission, Vision and Values.

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. If, at the completion of a training program, students consider that the course did not cover the advertised content, they are encouraged to inform the College Principal in writing.

Tutor Standards

Nepean Community College holds a set of expectations for committees, staff, and visitors regarding a standard of behaviour at work. We are committed to improving the social and economic wellbeing of people through the provision of high-quality education and training.

As employees, we have significant influence in developing an informed, dynamic and democratic community by providing experiences that inspire and facilitate teaching and learning. We can do this by promoting an organisational culture of innovative thinking and continuous self-development and by creating a place where people are proud to work.

Code of Conduct

As employees and volunteers, we are entrusted with upholding the highest standards of integrity and professionalism. Our code outlines the ethical principles that guide our actions and decisions.



Personal Behaviour

Employees and Volunteers must refrain from any form of conduct intended to cause offence or embarrassment to the College, members of the public or other staff members. Intellectual Property includes patented outputs, trademarks, registered designs, etc. Nepean Community College is the owner of Intellectual Property created by Employees and Volunteers in the course of employment.



Lawful Orders

Employees and Volunteers will not willfully disobey or disregard a lawful order or request given by a person having the authority to make or give the order or request. Employees and Volunteers who disagree with the order/request can discuss the matter with the Principal but shall comply with the order/request until the normal grievance procedures of the College have been finalised and an outcome decided.



Standards of Honesty and Integrity

Employees and Volunteers are to observe the strictest practices of honesty and integrity at all times. Employees and Volunteers are not to divulge to, or discuss with, any unauthorised person any confidential data or information collected for the purposes of the College’s service, administrative, statistical or other purposes. All staff must ensure that the workplace is free from all forms of harassment and unlawful discrimination by implementing strategies for preventing and dealing with harassment and unlawful discrimination.



Performance of Duties

Employees and Volunteers should ensure their work is carried out efficiently, economically and effectively and that the standard of work reflects favourably on the College. The work of an Employee and Volunteer is to be undertaken within the policies and guidelines of the College without personal views being reflected in the way the work is performed or how the service is delivered.



Conflict of Interest

Employees and Volunteers are to act in the general public interest and not in a manner to obtain an unfair advantage for themselves or other individuals. Employees and Volunteers are to disclose in writing to the Principal any instance which could lead to a conflict between personal interest and public interest.



Gifts and Influence

We must never accept gifts or benefits that could sway our objectivity. If refusing would cause offense, we may accept on behalf of the College, but must report it to the Principal. We also cannot seek influence from others to gain personal advantage or promotion.



Transparency and Confidentiality

We have the right to publicly comment on issues, but cannot disclose confidential College information or make official statements, unless required by duty or law. All personal opinions aired publicly must exclude reference to an association with Nepean Community College. We must protect the privacy and security of sensitive data, and never use it for personal gain.



Responsible Use of Resources

We will use the College's facilities, equipment, and intellectual property efficiently and ethically. This includes respecting copyright and not infringing on others' IP.



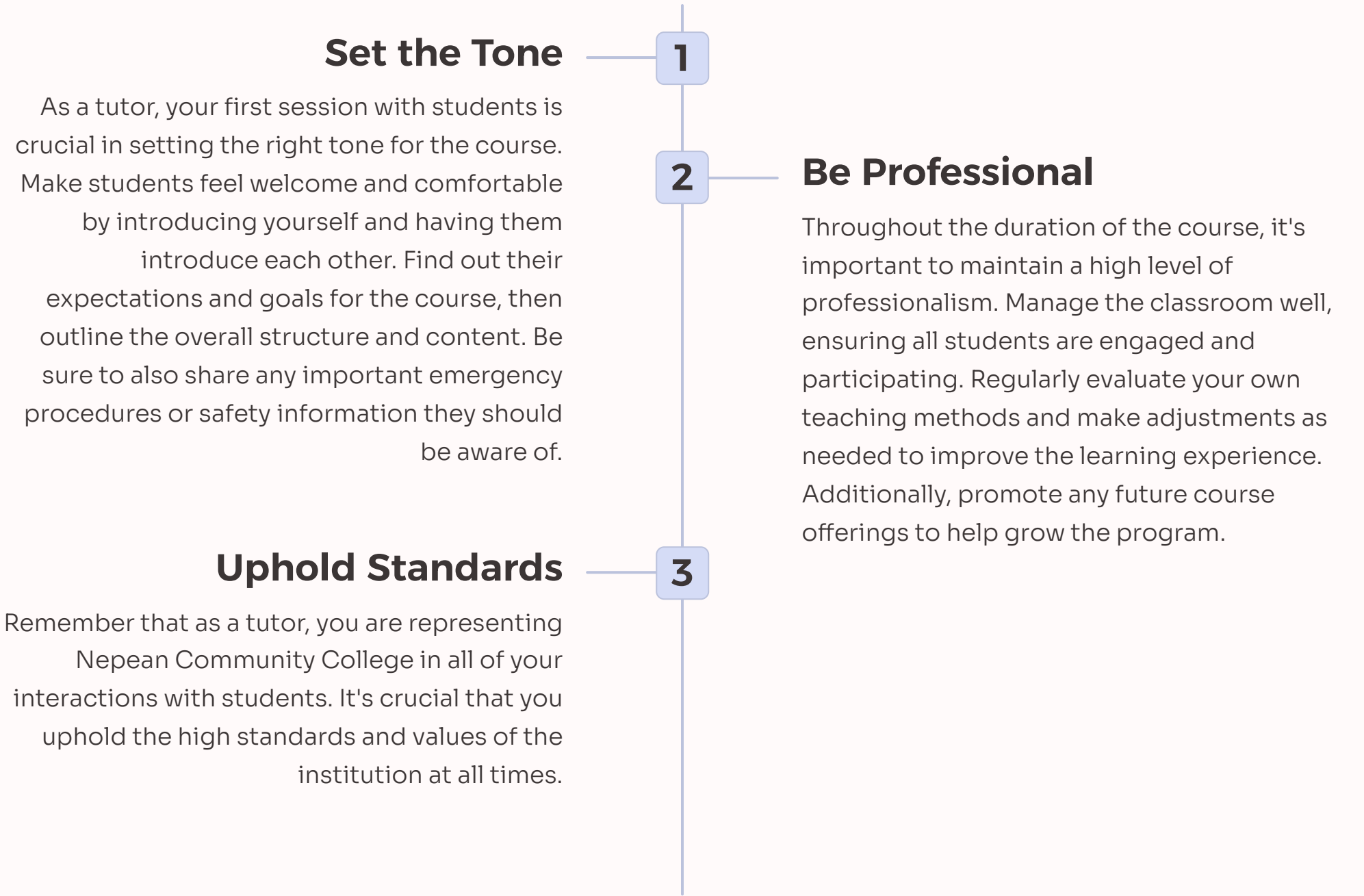
Conflicts of Interest

We must promptly disclose any financial, political or personal interests that could conflict with our official duties. If involved in matters like tender decisions or dealing with relatives, we should excuse ourselves if possible.

Our Ethical Commitment

At the heart of our work are the principles of social justice - equity, access, participation, and rights. We will always strive to embody these values in service of our community. We are committed to maintaining a workplace free from harassment and discrimination of any kind. We will uphold equal opportunity principles in all our dealings.

Your Role as a Tutor



Records Management

- 1 Check Your Info**

At the start of each term, be sure to review your tutor information sheet to ensure all the details are accurate. If you notice any changes that need to be made, such as updated contact information, notify Sarah right away.
- 2 Manage Rolls**

Before your first class session, check the class roll to familiarize yourself with the enrolled students. Then, be sure to mark attendance at the start of each class and return the completed roll to the appropriate location after class.
- 3 Maintain Privacy**

Student information and class rolls should be kept secure and confidential at all times. Do not share any student data or details without obtaining the proper permissions first.

▼ Photocopying

As a tutor at Nepean Community College, you may occasionally need to make copies of materials for your classes. The Centre Coordinator can assist you with any photocopying requests you have.

To ensure your copies are ready in time, please allow at least 1 week for the Centre Coordinator to process your request. If you need copies made more urgently, you also have the option of using the photocopiers at our Westfield or Katoomba premises.

The Centre Coordinator will be happy to guide you through the photocopying process and answer any questions you may have. Just let them know what you need copied and they'll take care of it for you.

▼ Copyright Guidelines

When making copies of materials for your classes, it's important to follow proper copyright guidelines. Here's a quick overview of what you're allowed to copy:

- Hardcopy books: Up to 10% of the book or 1 chapter
- Hardcopy periodicals: All or part of a single article
- Hardcopy anthologies: All or part of 1 item, up to 15 pages
- Hardcopy pictures/drawings: All or part, as long as they are not separately published
- Hardcopy unavailable works: All or part, with permission

Be sure to mark any copied pages with the title, author, and publisher information. This helps ensure proper attribution and compliance with copyright law.

If you have any questions about what you can or cannot copy, please don't hesitate to reach out to the Centre Coordinator for guidance.

Become a Lifelong Learner

Reflect and Grow

Teaching is a journey of continuous growth and improvement. After each class, take a few moments to reflect - what worked well? Where can you refine your approach?

Ask Questions

Ask yourself: What questions did students ask that you didn't have a full answer for? What visuals or resources would have made the lesson more impactful?

Fine-Tune Your Approach

Use these insights to fine-tune your teaching for next time. It's all part of becoming an even better educator.

Student Feedback and Verification

Empower Student Voice

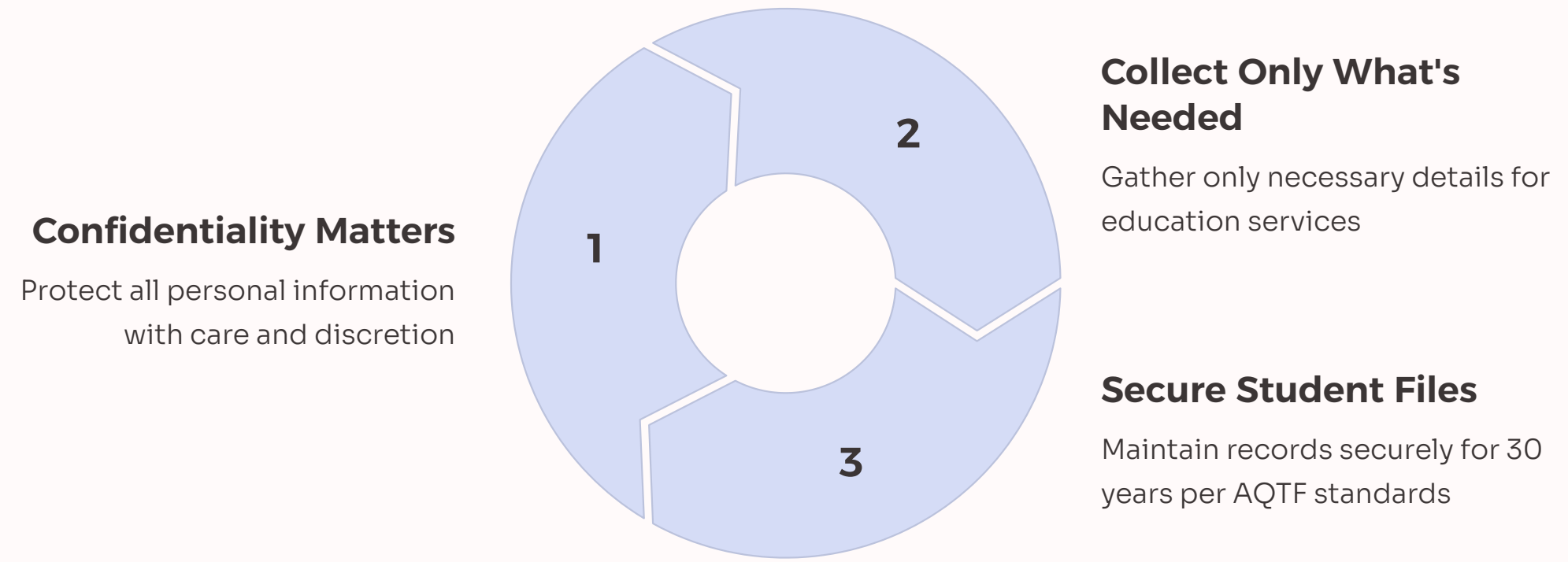
We deeply value your students' feedback! In the final week, they'll complete a survey to share their honest experience. This gives us invaluable insight into whether we're truly meeting their needs.

You must hand out the survey forms, collect them back, and return them to the Admin Team immediately. The results will provide personalized feedback to take your course to new heights.

Verifying Student IDs

Tutors of accredited courses may sometimes need to check student IDs. This is an important step to ensure the right people are enrolled and attending your classes. Any ID details gathered will be recorded in the class roll, which must be kept completely secure and returned to the office when complete.

Protecting Privacy, Earning Trust



As a tutor, you may need access to student contact details to effectively teach your course. However, you must always ask for their permission first and explain the reason. Never use this information for any other purpose - student privacy is paramount.

When handling class rolls, be extra vigilant. Keep them secure at all times and ensure students sign in and out properly for accredited courses. The rolls must never leave your desk - they contain sensitive data that could be misused if lost or stolen.

Getting Paid

Your pay cycle is determined when you begin your employment and is commenced after you have completed the required tax information, and superannuation forms. At this time you will be sent information for your own pay-cycle. If you do not receive this, contact Sarah for assistance.

Fortnightly Pay Cycle



If you are on a fortnightly pay cycle we require you to complete the form at:: <https://form.jotform.com/250617597404057> and submit to Sarah by **Thursday 12pm** for approval so it can be processed on **Friday**.

You can also access this form by scanning this QR Code.

Monthly Pay Cycle



If you are on a monthly pay cycle we require you to complete the form at:: <https://form.jotform.com/250617398622866> and submit to Sarah by **Wednesday Week 4** for approval so it can be processed on **Friday of Week 4**.

You can also access this form by scanning this QR Code.

Please bookmark the timesheet once you have clicked the link to ensure that you have it readily available to complete each pay.

Supplies on Us

For non-accredited courses, we've got your back when it comes to materials used in class demonstrations on the first night. Just hang onto those receipts and fill out a quick claim form - we'll reimburse you promptly.

One thing to note: most venues don't have storage space for students to leave equipment between classes. But no need to worry, we'll provide guidance on what to bring each session.

Perk Alert: Free Courses!

As a staff member, tutor, or council representative, you get to enjoy one free course per term - as long as the minimum class size is met and there's space available.

It's our way of saying thanks for your hard work and dedication to the Nepean Community College community. Take advantage of this perk to expand your own skills and knowledge!

Prioritising Safety at Nepean Community College

At Nepean Community College, nothing is more important than the health, safety, and well-being of our entire community – employees, students, and visitors alike. We are fully committed to maintaining the highest standards of workplace safety.

- 1

Managers & Supervisors

Those in leadership roles are accountable for the safety conditions in their areas. They must take proactive steps to identify and address hazards, while also keeping staff informed about relevant health and safety policies.
- 2

All Employees

Everyone has a responsibility to work safely, follow all instructions, and report any newly identified risks or incidents. Together, we can create a true "culture of safety" across the college.
- 3

Shared Commitment

An effective safety program reduces accidents, protects jobs, and allows us to be more competitive. But beyond the bottom line, it's about valuing each other and ensuring no one gets hurt on the job.

Classroom Safety Essentials

- Venue Etiquette**

As guests of our host venues, we must respect their policies and leave classrooms neat, tidy, and exactly as we found them. This includes closing windows, turning off lights/fans, and no smoking on the premises.
- Emergency Preparedness**

Review evacuation instructions with students in the first lesson. Know the nearest exits and take attendance early to ensure everyone's safety in an emergency.
- Ergonomic Habits**

Teach students proper techniques for using computers, chairs, and equipment. Distribute "Ergonomics" information to help prevent injuries.
- Time Management**

Finish classes on time and don't encourage students to linger. Save extra questions for before or after the session to avoid running over.

Your Students' Safety Starts With You

As a tutor at Nepean Community College, you play a vital role in maintaining a secure, comfortable learning environment for all. This is a responsibility we take incredibly seriously – because your students' well-being is in your hands.

- Be Proactive**

Stay alert for any concerning student behaviors and don't hesitate to reach out to your Centre Coordinator for guidance. They're here to support you in addressing issues promptly and appropriately.
- Prepare for Emergencies**

Review evacuation procedures with your class and know the nearest exits. And if a true emergency ever arises, don't wait – immediately call 000 to get help on the way.
- Foster a Culture of Safety**

By modeling safe, respectful habits yourself, you'll inspire your students to do the same. Together, we can create an environment where everyone feels secure to learn and grow.

Keeping Our Community Safe

At Nepean Community College, your safety and the safety of your students is our top priority. We all have a shared responsibility to maintain a secure learning environment - one where everyone feels comfortable and protected. By working together and staying prepared, we can ensure the safety of our entire Nepean Community College family. Your vigilance makes all the difference.

- 1

Security Essentials
Never leave bags or valuables unattended in the classrooms. When arriving or departing, make sure to walk with a partner or group. And always start and end your sessions on time.
- 2

Hazard Reporting
If you notice any potential safety risks, report them immediately to your Centre Coordinator or the Westfield Office. By addressing issues proactively, we can prevent accidents before they happen.
- 3

Incident Response
Should an incident occur, notify your Coordinator or the Westfield Office right away. Provide a detailed written account of what happened so we can investigate and take appropriate action.

First Aid Essentials

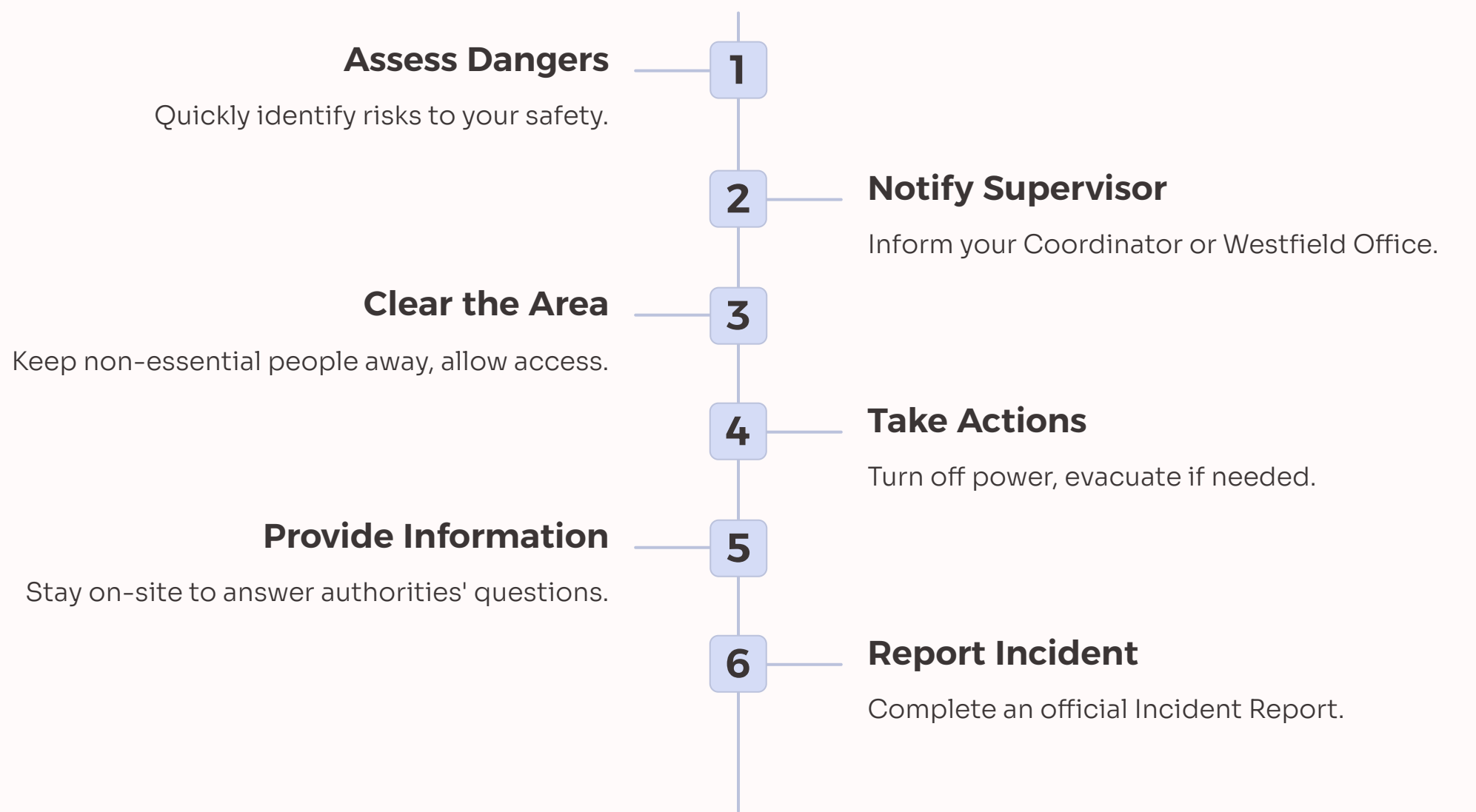
A well-stocked first aid kit is available at each venue. Please familiarise yourself with its contents, which include:

▪ Gloves	▪ Saline	▪ Thermal Blanket
▪ Eye Pad	▪ Bandages	▪ Triangular Bandage
▪ CPR Mask	▪ Alcohol Wipes	▪ Tweezers

If an accident or medical emergency occurs, provide first aid and call 000 if required. Notify the Coordinator.

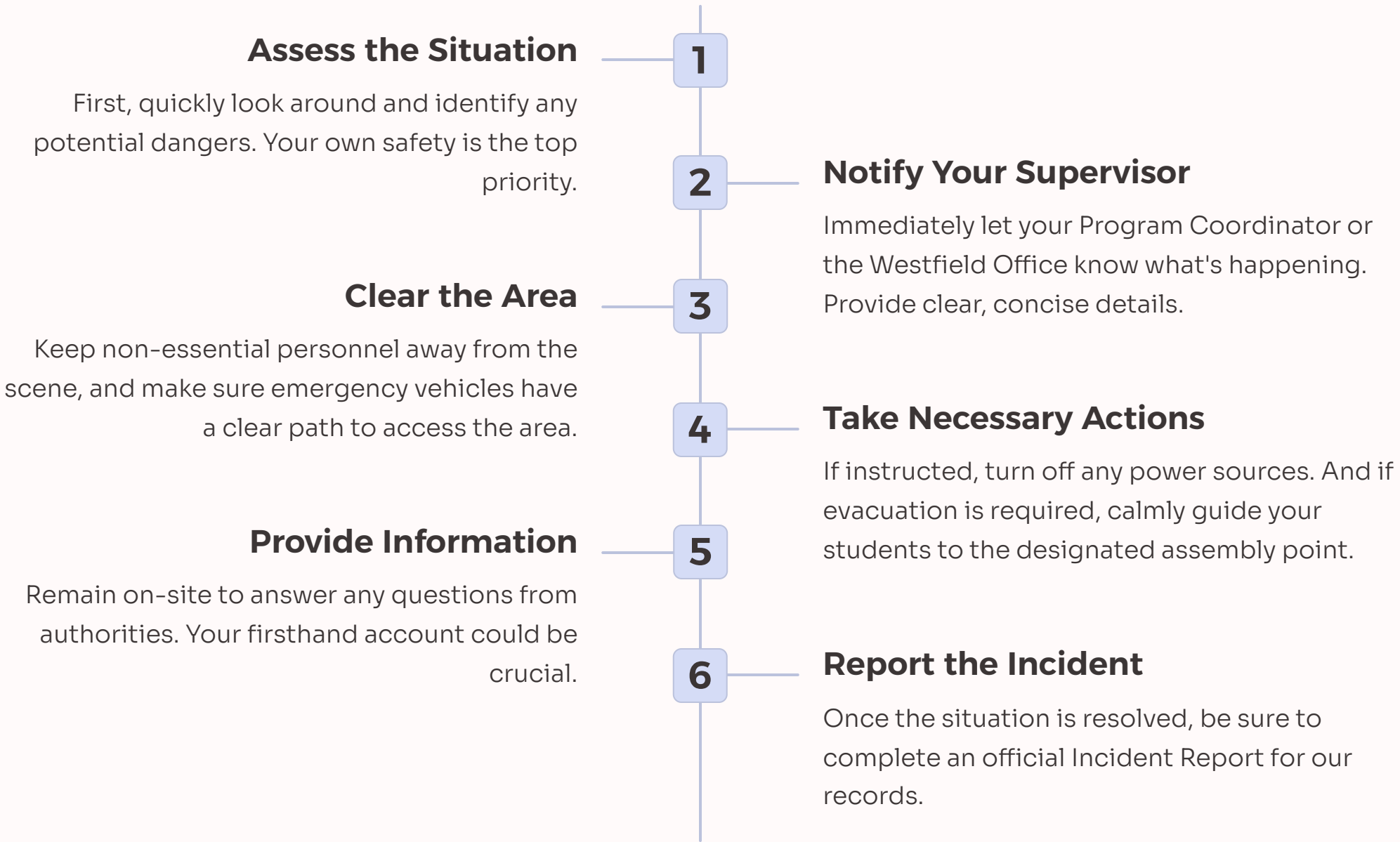
Staying Safe in an Emergency

At Nepean Community College, we take the safety of our entire community extremely seriously. That's why it's crucial that everyone knows exactly what to do in the event of an emergency. Stay calm - your quick thinking could make all the difference.



Stay Calm, Stay Safe

When an emergency strikes, your quick thinking could make all the difference. Follow these crucial steps to protect our Nepean Community College family.



Bomb Threat Procedure

In the case of a bomb threat, immediate evacuation may be necessary. At the same time, it's important to try and gather information about the threat. Report the details to security and emergency services, and initiate an evacuation if appropriate.

Evacuation Readiness

Your Emergency Evacuation Plan is located at the back of your roll. Please familiarise yourself with the exit route, and be prepared to lead your students to the designated assembly point in an emergency.

Remember, at the first session you **must** inform students of the emergency procedures.

Accredited Training

The following section is relevant only to trainers and assessors of nationally accredited vocational education (VET) courses.

Empowering Student Success

At Nepean Community College, we're committed to ensuring every student has the support they need to thrive. Our personalised approach means we work closely with each learner to unlock their full potential.

1

Tailored Learning Pathways

Before enrollment, we connect with students to discuss their career aspirations and current skills. This allows us to place them in the perfect course, setting them up for success.

2

Disability Accommodations

As a hub of social inclusion, our facilities are designed with accessibility in mind. We work one-on-one with students to understand their needs and make any necessary adjustments, from enlarged course materials to technical aids.

3

Ongoing Support

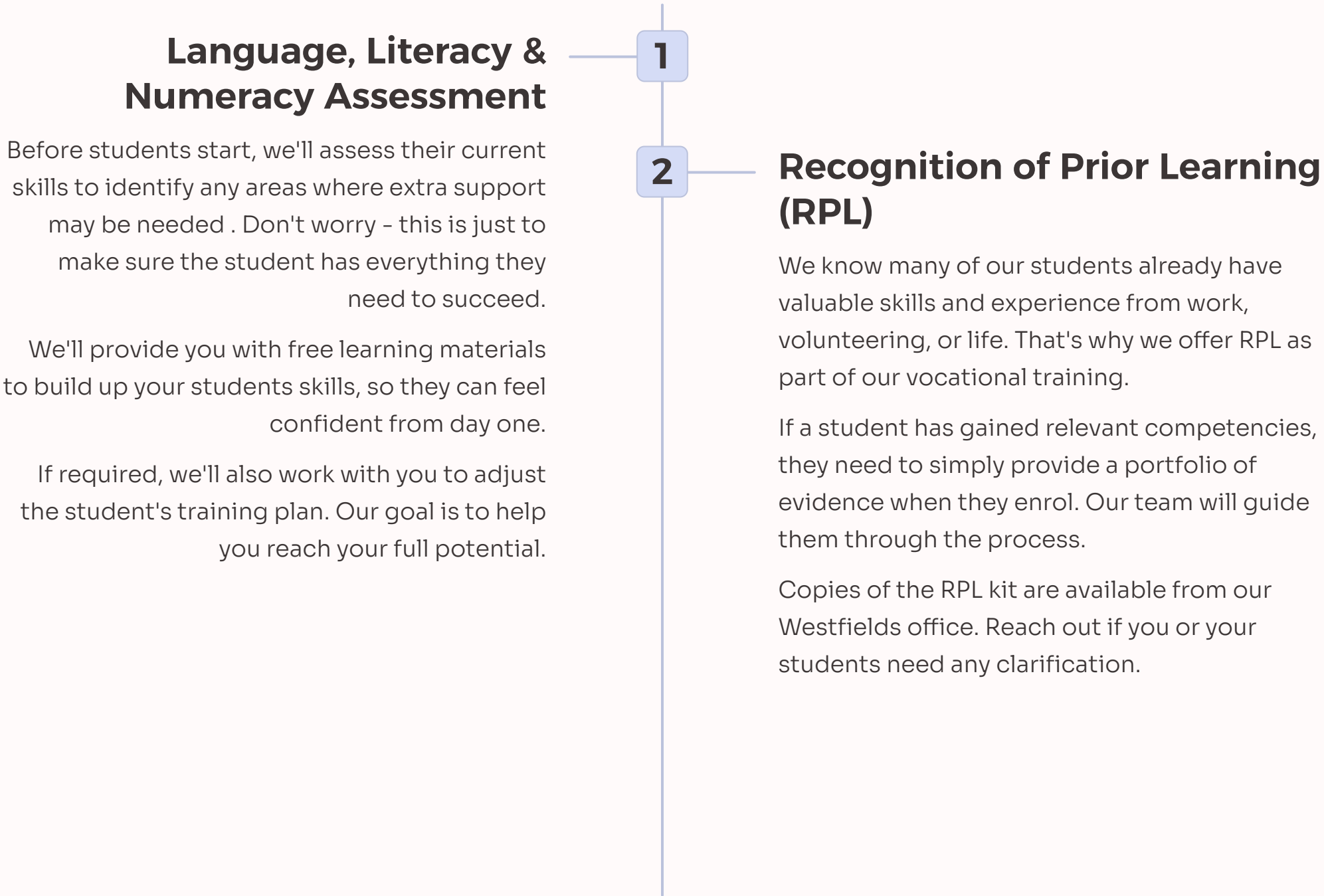
Even after classes begin, we encourage students to provide feedback so we can continue optimizing their learning experience. Our program managers are always available to assist with any additional requirements.

▼ Accessibility Resources

For more ideas on inclusive practices, check out these helpful organizations:

- [Australian Disability Clearinghouse on Education and Training](#)
- [Vision Australia](#)
- [Disability Australia Hub](#)

Empowering Your Students Potential



Our goal is to set you up for success. Let us know how we can support you on your learning journey.

Empowering Your Learning Journey

Course Materials

When student's enrol in any of our accredited courses, you'll receive all the essential training materials - from workbooks to computer access.

If the schedule ever creates any difficulties, just chat with our Admin Team. We're here to make sure you have everything you need to help your students succeed.

At Nepean Community College, we're committed to providing the tools and support to empower your learning journey. Let us know how we can help you reach your goals.

Trainer Resource Library

Our dedicated resource library is a treasure trove for our trainers. You're welcome to use this space to prepare your lessons and find the perfect materials.

Just remember to follow our copyright guidelines if you plan to copy anything for class activities. And be sure to sign out and return any resources you borrow.

Your Curriculum Roadmap

1 Key Course Elements

Get to know the core components of your training program - the performance criteria, range of variables, and evidence guides. These will be your North Star as you develop your session plans.

2 Find Your Resources

Head to www.training.gov.au to access all the official curriculum documents. This is your one-stop-shop for the information you need.

3 Stay Agile

As you teach, feel free to make notes on the course proposal. This will help you adapt your strategies and topics to best support your students' learning.

Designing Your Course

Course Proposal

Before advertising any VET courses, you'll need to submit a detailed course proposal. This outlines the topics, activities, and assessment strategies you plan to use.

Proposal Process

If you don't have a copy of the proposal, just ask at reception. When your course is complete, return the adjusted proposal to RTO Compliance for review.



Your curriculum framework and course design are the foundation for an exceptional learning experience. Let us know if you need any support as you bring your plans to life!

Your Assessment Toolkit

Everything you need to empower student success and maintain quality standards in your role as a VET trainer.



Essential Assessment Tools

Your toolkit includes Assessment Workbooks or Catapult e-learning access, Assessment Mapping documents, Cover Sheets, Trainer Guides, and subject-specific resources. All assessment items must be approved by the RTO Compliance Manager before use.



Deliver to Reception

When students complete their assessments, they should submit the original copies to our front desk. This ensures we can digitally scan the work before it's returned to you for marking.



Provide Feedback

After marking each assessment, be sure to provide constructive feedback. Make at least one comment on every page, and return the marked work to the Westfield Centre Administrator within 2 weeks.

Your Role as a Trainer



Continuing Education

As an accredited VET trainer and assessor, you're a crucial part of our quality promise. That means keeping your skills and knowledge sharp through ongoing professional development.



Quality Standards

Refer to the [RTO Standards 2015](#) to ensure you're meeting the latest requirements around your credentials and continuing education.



Lifelong Learning

Remember, your commitment to lifelong learning sets a powerful example for our students. Let us know how we can support you in this important work.

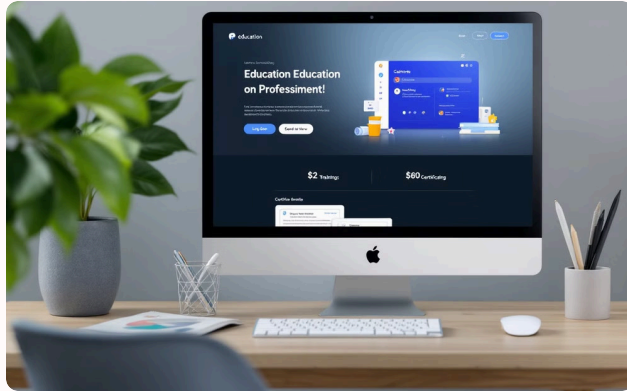
Elevate Your Teaching Through Ongoing Learning

As an accredited trainer, your continued growth as an educator is essential for empowering student success.



Trainer Profile Updates

Update your profile document annually to showcase your evolving skills and experience. Your RTO Compliance Manager will provide the template and guidance.



Professional Development Log

Maintain a log of your VET-specific and industry-relevant PD activities. This mandatory record should be shared with the Compliance Manager on request.



Internal PD Courses

Attend specialized professional development courses offered by our RTO Compliance Manager and return your Declaration of Participation to demonstrate your commitment to improvement.

Expand Your Expertise



Subsidised Learning

Upgrade or add to your current vocational qualifications using our subsidized Catapult e-learning system to deepen your industry expertise.



Validation Team Participation

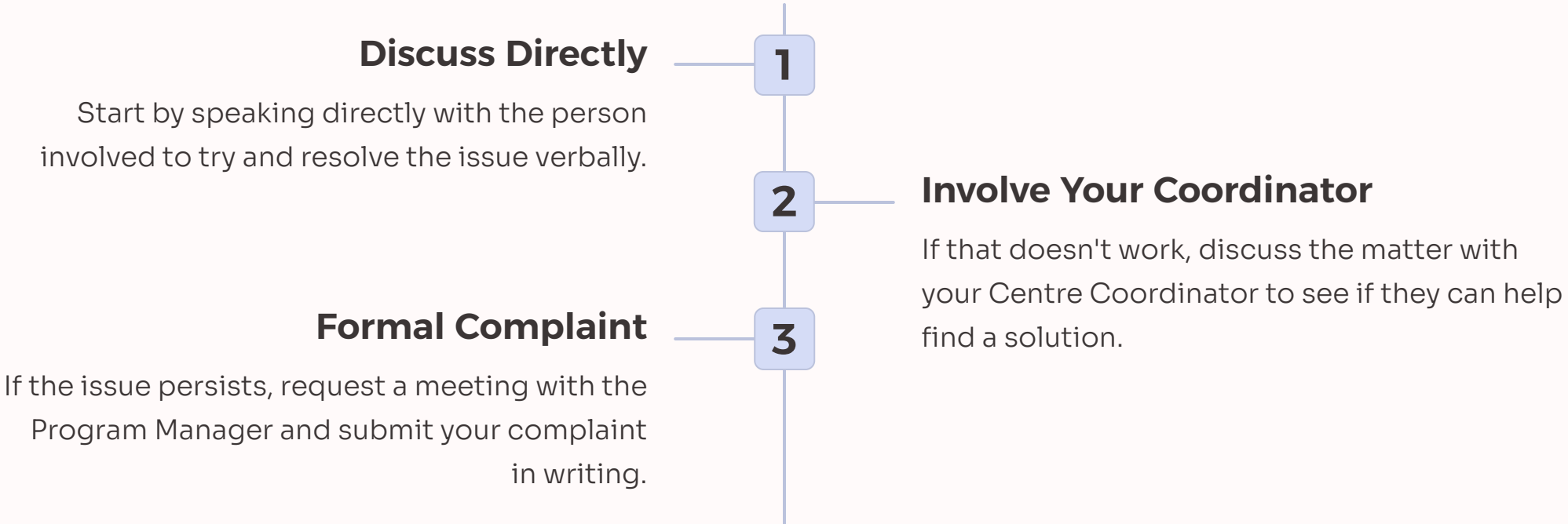
Complete a professional development session on validation best practices, then join the Validation Team to ensure fair and consistent evaluation of student work.

This ends the Accredited Training Section

Troubleshooting

Resolving Issues with Care and Fairness

At Nepean Community College, we're committed to addressing any concerns you may have. If you feel we've acted unfairly or in bad faith, please follow these steps:



If a resolution still can't be reached, your complaint will be forwarded to the College CEO, who may involve the College Council.

Escalating to External Review

If all internal options have been exhausted, you have the right to seek external review through these channels:

- 1

Australian Skills Quality Authority (ASQA)
- 2

Smart and Skilled Complaints
- 3

NSW Fair Trading

There is no cost to you for lodging an external appeal. The relevant authority will then contact both you and the College to request documentation.

We're committed to resolving any issues fairly and transparently. Please let us know if you have any other questions.

Nepean Community College is grateful for your choice to be part of our team! Together, we'll create a bright future filled with growth and achievements!

