

Who runs Coffs Coast Community College?

Coffs Coast Community College is directed by a voluntary Committee of Management elected at our Annual General Meeting.

The Management Committee includes representatives from the community, the Literacy Coordinator, a Tutor's Representative and the Centre Manager.

The Management Committee meets regularly, and makes policy and future direction decisions aimed at supporting our educational philosophy.

These decisions are then implemented by the Centre Manager and the Administrative Staff.

Can anybody attend CCCC?

Coffs Coast Community College encourages every adult member of the community to attend our courses. It does not matter what sex you are, where you were born, what religious beliefs you hold, how you think or if you have a disability. We believe that all our students are equal, and should be treated fairly.

We endeavour to provide access for anyone who has a disability.

The Centre Manager can help you with more information about access and equity at CCCC.

How do I contact CCCC?



Phone us on 02 6652 5378



Fax us on 02 6651 7183



Write to us at PO Box 1930
Coffs Harbour NSW 2450



Send us an email at
manager@ccae.nsw.edu.au

Coffs Coast Community College Inc is supported by the NSW Board of Adult and Community Education

COFFS COAST COMMUNITY COLLEGE INC.



Vocational Education & Training STUDENT INFORMATION HANDBOOK

Phone: (02) 6652 5378
www.ccae.nsw.edu.au

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Welcome to Coffs Coast Community College (CCCC). We look forward to helping you succeed in your studies. This booklet sets out some important information that you need to know about studying with Coffs Coast Community College. If you have any questions about anything contained within this booklet, please speak to your tutor, or a member of office staff. We are here to help you!

How do I enrol in this course?

When you enquire about an accredited course, you will be given written information which provides details about the content and what you can expect to achieve during the course. This will help you to decide if it is the right course for your needs. You can also talk to a member of staff if you wish.

Once you are sure the course is right for you, telephone our office to organise enrolment. Normally, enrolments are taken in order of receipt, that is; first come, first served. Sometimes, courses are provided for a specific group of people, and these people will then have priority in enrolling (for example - some courses are funded especially for unemployed people).

Please remember that your enrolment is not fully confirmed until you have paid your fees.



But I already know some of this stuff...

That's great!! You won't have to go through it all again if you can prove what you can do, by showing us how you gained that knowledge (i.e. provide your Certificate & list of units you have achieved. Our organization must recognise the AQF qualifications and statements of attainment issued by any other RTO). This is called Recognition of Prior Learning (RPL).

You could have learned your skills through voluntary work, previous studies, existing qualifications or working in a paid job.

Any student in any accredited course at CCCC can apply for RPL. It's best to do this before the course starts, so please ask for help.

What if I have a disability?

If you have a disability, we welcome you to our courses. We will endeavour to provide support services to suit your needs. Please speak to your tutor, or any member of the office staff.



What happens to the information I provide to you?

Some information that we ask you to provide is personal, such as your address and telephone number.

We guarantee that we will keep this information confidential. We will not give out this information to any person, body or agency without your permission, unless we are required to do so by law. We will not use your personal information for any purpose other than that for which it was collected, unless we are required to do so by law.

We are required to provide some statistical information about our students to the Government, to help with the future planning of education. Your enrolment is allocated a special coded number to protect your privacy.

Can I see my own records?

There is some information about you and your study that we need to keep for our records.

Your information is kept in a private area, and can only be accessed by authorised staff members. We do not give your information out to any unauthorised person without your permission.

You are able to access your own student file, by appointment. Please contact the office.

We cannot give you information about other students or staff members without their written permission.

We must retain learners' records of attainment of units and qualifications for a period of 30 years.



What can I expect as a student at CCCC?

When you enrol with Coffs Coast Community College, you can expect:

- to be treated with dignity and respect by all members of staff, volunteers and committee members.
- that all members of staff, volunteers and committee members will act in a professional and ethical manner.
- that all members of staff, volunteers and committee members will maintain confidentiality and respect each student's privacy.
- to be treated fairly, without fear of victimisation, discrimination or favour.
- to have access to a process to help with complaints, grievances and appeals.

What am I responsible for?

As a student with Coffs Coast Community College, you have a responsibility to:

- make sure you understand and accept the Enrolment Conditions for your course.
- provide accurate information about yourself, and advise us of any changes during your study.
- pay all fees and charges associated with your course.
- make sure you treat other students and staff with dignity and fairness
- Show courtesy and respect for the trainer and other students.
- attend your course regularly and arrive on time. Notify staff member if not attending.
- Complete all assignments and set work
- make sure you attend your classes sober and drug-free, and smoke only in open (outside) areas away from other people.
- take care of your personal possessions while attending your course.
- report any incidents of injury or harassment to a member of the office staff.
- respect our property and observe instructions given in the use of equipment.
- adhere to any Occupational Health and Safety guidelines and respond appropriately to any request from staff or tutors to act regarding your immediate safety.

Coffs Coast Community College aims to provide a safe and fair learning environment for all. The above Student Code of Conduct aims to provide this safe environment. Repeated breaches of the Student Code of Conduct can lead to expulsion from class without refund or recompense. Grievance procedures would be followed.

What are my rights as a student?

As a student with Coffs Coast Community College, you have the right to:

- expect us to provide high quality training that meets your individual needs.
- be free from any form of discrimination or harassment.
- have your current competencies appropriately recognised in determining requirements for accredited courses.
- be advised of the learning outcomes and assessment tasks for your course.
- appeal the results of any test or assessment.
- expect a competent tutor who will assist you to achieve the expected course outcomes.
- learn in an environment that is safe and appropriate.
- be treated with dignity and fairness.
- expect that we will be ethical and open at all times.
- expect that we will observe our duty of care toward you.
- efficient handling of administrative matters.
- to have your privacy and confidentiality respected.
- to a prompt refund of course fees where applicable.
- Your rights are protected by legislation. Refer to our website or your course information pack for more details.

Do I have to pay my course fees up front?

We encourage our students to pay the full (or concession) fee on enrolment.

If the fee is more than you can afford in one payment you can ask about the Progressive Payment Plan, which is available if you are in genuine need of help.

If you are making progressive payments, you must keep your payments up to date or you may be excluded from further classes. This may mean that you will not be able to finish your course, or gain your qualification.

If you are having trouble keeping up with your payments, contact us as soon as possible.

Do I qualify for a concession?

Concessions are available on some courses for eligible students.

To qualify for a concession, you must be able to provide proof to show that you receive a benefit or pension from Centrelink, or that you are a full-time student with another educational institution.

Fee exemptions are only available on special Government Funded Programs. Ask a member of the office staff if you are not sure which fee applies to your course.

Can I get a refund?

You will receive a full refund of your course fees if we cancel a course for any reason. If you cancel your enrolment, five working days notice is required, and an administrative fee of 10% (to a maximum of \$20) will be deducted from your refund.

If the course has already commenced, we cannot refund your fees unless there are exceptional circumstances which forced your withdrawal. You must write to the Centre Manager to request a refund in this case.

How will you help me to succeed?

We all learn differently, and some of us need just a little extra help especially if we haven't studied for a long time.

Your tutor may take you through a short activity at the beginning of your course to see if you need any extra help in reading, writing or maths.

You may be able to borrow some books, videos or other resources; and access computers when they aren't being used for classes.

We can help you with photocopying and faxing for a small fee to help cover costs. We may be able to facilitate additional support, make adjustments or provide equipment to assist you, as required

Whatever your needs may be, don't be afraid to ask us for help.

Are there other ways I can study?

Classrooms don't always have to have walls! There are many ways, and many places in which you can study.

Some of our vocational courses can be undertaken in different ways that are all part of a system known as "Flexible Delivery". Flexible Delivery might mean that you watch a video at home and complete some written exercises. It may mean that you do some of your training on-the-job at your workplace. You might work one-to-one with a tutor in a classroom, the local library or even in a local coffee shop!

Flexible delivery can also mean that you are able to work at your own pace, in your own time. This helps you to balance your work, study and free time to achieve what you want, when you want to achieve it. To find out if your course is offered by flexible delivery, please ask at our office.

Will I get a Certificate?

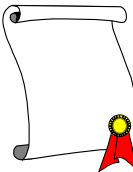
Some of the courses offered by Coffs Coast Community College are accredited under the Australian Qualifications Framework.

If you successfully complete all the requirements of a course of study, you are eligible to receive your qualification, usually a Certificate.

If you only complete some of the modules of a course, you may be eligible to receive a Statement of Attainment for those modules.

All our accredited courses are nationally recognised and may provide pathways to further education with Community Colleges, TAFE and Universities.

For courses that are not accredited, we can provide you with a Statement of Attendance. Please speak to your tutor.



What happens on my first day..

It's okay to feel nervous - for many of our students it is the first time they have been in a classroom for many years. At your first session, your tutor will take time out to discuss a few important things with you all, including:

- emergency evacuation procedures, refreshment and toilet facilities and break times;
- any safety requirements for your course - eg. protective eyewear etc;
- how your course will be conducted, what will be expected of you during the course and how your progress will be measured.

Your tutor is your first point of contact for any questions during your course. They want to help you succeed, so please don't hesitate to ask about anything you are unsure of.

I don't agree with the results of an assessment!

If you are unhappy with any aspect of your assessment during your course, you can appeal the decision of your assessor or tutor. You should firstly speak to your assessor or tutor about the problem. There may have been a misunderstanding or a simple mistake. If you cannot reach an agreement together, your tutor will advise the VET Coordinator who will contact you. The VET Coordinator will discuss the problem with you and will help you to lodge an appeal. You will be advised of appeal result in writing.

Remember, you have the right to request a re-assessment, and to ask for an alternative assessor, if one is available.



What should I do if I have a complaint!

We aim to provide quality training in a comfortable, relaxed environment for the enjoyment of all our students.

If you have a complaint about your course or anybody involved with your course, or if you feel you have been treated unfairly, you can ask a member of the office staff for help. We will tell you what you need to do and we will help you as best we can.

You can ask a friend or relative to be with you when you talk to us if you wish.

Safety and OH&S at CCCC

Please help us to keep our classrooms and centres a safe place to study and work. If you see something that you think is not safe, please let us know. We aim to prevent accidents and make sure that everyone is safe.

In the event of an accident, see your tutor or a member of the office staff as soon as you can. Please follow any safety instructions given to you by any member of our staff.

A First Aid Kit is located adjacent to the tea room.

Your tutor is responsible for making sure you know where the emergency exits are and what to do in case of an emergency. There are also posters in every classroom in our centre that show you how to exit the building.