

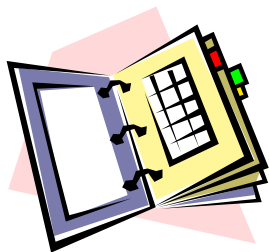
Welcome to Coffs Coast Community College. We look forward to helping you succeed in your studies. This booklet sets out some important information that you need to know about studying with Coffs Coast Community College. If you have any questions about anything contained within this booklet, please speak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

How do I enrol?

Our office staff can help you to decide if the course you are interested in is the right course for your needs, by providing additional details to those published in the course program.

Once you are sure the course is right for you, telephone or call into our office to organise enrolment. You can also enrol by filling in the form in any course program and faxing to the office with credit card details. 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.



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, 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.

Concessions and Refunds

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 provider.

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, *otherwise* 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* (PO Box 1930, Coffs Harbour, 2450) to request a refund in this case.

Can I become a Member of CCCC?

Membership of CCCC is open to any adult in the community, and costs just \$5.50 per *calendar* year, GST inclusive. As a member, you can participate in the AGM and stand for election to the Committee of Management.

Members receive a 5% discount off *general, non-accredited* courses. *If you join in the last quarter of the year, membership will be extended to the end of the following year.*

I'm worried about 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;

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

Am I safe 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 in the student common area.

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.

What if I have a disability?

CCCC supports the "Disability Standards in Education". If you require supportive technology, equipment or some additional support services, please speak to the office staff and we will attempt to meet your needs.

http://www.dest.gov.au/sectors/school_education/programmes_funding/forms_guidelines/disability_standards_for_education.htm



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.

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 & 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.
- make sure you attend your classes sober and drug-free, and smoke only in outside areas away from the building entrance.
- 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.

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.
- be advised of the learning outcomes for your course.
- 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 towards you.
- efficient handling of administrative matters.
- to have your privacy and confidentiality respected.
- to a prompt refund of course fees where applicable.

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.

How can I contact you?

Coffs Coast Community College Inc. Phone: 6652 5378
PO Box 1930 Fax: 02 6651 7183
City Square Email: manager@ccae.nsw.edu.au
Coffs Harbour 2450 Web: www.ccae.nsw.edu.au

COFFS COAST COMMUNITY COLLEGE

STUDENT INFORMATION HANDBOOK for General Courses



Inform Yourself, Transform Your Life

Phone: 6652 5378

Updated 30 July 2008