



WESTERN RIVERINA COMMUNITY COLLEGE

Student Handbook

April 2019

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1. ABOUT THE COLLEGE

Welcome

We sincerely hope you will gain great benefit from the course in which you have enrolled. Please feel free to call us if you have any queries regarding your course or information provided to you.

Western Riverina Community College Inc. Purpose

Western Riverina Community College purpose is to build, strengthen and reduce barriers within our community through the provision of education.

Western Riverina Community College Inc. Vision

By 2020, Western Riverina Community College aspires to reach 9000 annual enrolments by welcoming 3000 clients to the College each year, resulting in greater profits that can be reinvested with the purpose of further enhancing our community.

Western Riverina Community College Inc. Values.

The College conducts all of its activities nested within the meanings of each of the following words. In this sense such definitions shape organisational action.

1. Respected.
2. Consultative.
3. Equitable.
4. Responsive.

About US

Western Riverina Community College is a not for profit, volunteer-managed, community based adult education provider. We operate as an independent, incorporated, non-for-profit association to provide high quality, adult education courses and activities to meet the expressed learning needs of the community. The primary communities we serve are Griffith and Leeton and the wider western Riverina region of NSW. The College provides quality learning opportunities to empower individuals to achieve their personal and employment goals, thereby enriching the community economically, socially and culturally. With such a focus the college centres its activities to reduce marginalizing factors which prevent individuals ability to fully participate in everyday society.

Western Riverina Community College offers both accredited vocational training and non-accredited leisure courses. The organisation became a Registered Training Organisation in 1998. The College is known for the friendly supportive and reassuring environment it provides to participants.

Western Riverina Community College receives core funding from NSW State Training Services. It also attracts a number of other sources of government funding as well as fee for service business to fund its operations.

Scope of Registration

As a registered training organisations (RTO), the College operates under the Australian Skills Quality Authority (ASQUA). This means that we provide quality assured and nationally recognised qualifications. Our courses have been independently evaluated by government and industry representatives to guarantee that they meet the highest standards of course excellence. To check the accredited qualifications and units of competency that are in the College’s scope of registration, please refer to the Training.gov.au website at: <http://training.gov.au>

This website provides a database on vocational education and training in Australia. It is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) and has been developed for training sector users.

College Contact Details

Staff:

| | |
|--|------------------|
| Executive Officer – Griffith and Leeton | David Martin |
| Vet Manager – Griffith and Leeton | Sue Reynolds |
| Centre Manager – Leeton | Natalie O’Leary |
| Student Support Officer Griffith and Leeton | Sophie Bozic |
| Admin Manager - Griffith | Sheila Marcus |
| Admin Officers – Griffith | Cathy Ziliotto |
| | Kristy Files |
| | Donatella Parise |
| Front of House | Callum Meredith |

Board:

| | |
|------------------|-------------------|
| Chairperson | Sue Goldsby-Smith |
| Vice Chairperson | Pat Cox |
| Treasurer | Martin O’Donnell |
| Board Members | Bob Campbell |
| | Philip van Veen |
| | Ricky Chugha |
| | Carla Gash |

| | Griffith Campus | Leeton Campus |
|------------------|--|--|
| Address | 23 Hickey Crescent | 3 Wade Avenue |
| | Griffith NSW 2680 | Leeton NSW 2750 |
| Phone/Fax | 02 69645334/02 69624404 | 02 69533777/02 69624404 |
| Email | enrolments@wrcc.nsw.edu.au | n.oleary@wrcc.nsw.edu.au enrolments@wrcc.nsw.edu.au |

Open: Weekdays, 8.30am -4.30pm

Website: <https://www.wrcc.nsw.edu.au>

Facebook:

<https://www.facebook.com/westernriverinacommunitycollege/>

Instagram:

[wrcc_griffith](#)

2. FEES AND CHARGES

Western Riverina Community College makes prospective students and clients aware of the College's fees, charges and refund arrangements before accepting enrolment. The [Fees and Refund Policy](#) can be sourced from the College's website or a copy obtained from Reception.

All texts, resources and materials are included in the cost of the course unless otherwise stated in the College's advertising material. The College determines course fees for its fee-for-service training provision for government subsidised programs, the program contract may stipulate the fees that a student is to pay.

Smart and Skilled Fees

Students enrolling with [Smart and Skilled](#) ACE CSO subsidies must pay the relevant fee as set out in the NSW Skills List. The College will calculate the relevant fee using the Smart and skilled Provider Calculator, the student's eligibility criteria and any applicable Recognition of Prior Learning and Credit Transfer arrangements.

Smart and Skilled Adult and Community Education (ACE) Community Service Obligations (CSO) Program Fees

Students enrolling with Smart and Skilled ACE CSO subsidies must pay fees set under Smart and Skilled conditions. The College will calculate the relevant fee using Smart and Skilled ACE CSO Operating Guidelines, the student's eligibility criteria and any applicable Recognition and Prior Learning and Credit Transfer arrangements

Fees for Other Subsidies Programs

Students enrolling with any other subsidy must pay any fees that the funding body sets out in its guidelines.

The College has Ezi-debit as a payment option plan. Students have the option of making payments weekly or fortnightly.

Concessions and Exemptions

The College offers a 10% concession for all courses (excluding subsidised courses) for students who hold a Health Care Card. Students undertaking subsidised courses should contact reception to determine if they are eligible for concessions/exemptions.

Fees Paid in Advance

The College will, at no time, request or accept from a prospective or current learner prepaid fees in excess of a total of \$1000. Prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course. For further information, please read the [Fees and Refund Policy](#)

3. ENROLMENT & INDUCTION

To enable an informed decision to study with the College, relevant Pre-Enrolment Information (available for each accredited course or program) and the College's Student Handbook are made available to all potential students prior to enrolment. Course Pre-Enrolment Information and the Student Handbook may be accessed on the College's website or from College reception. The Student Handbook includes information on assessment procedures, complaints and appeal procedures, facilities, equipment and support services.

Pre-enrolment Information

Prior to enrolment you will be provided with the following information detailed and available on the College's website.

1. Recognition of Prior Learning and Credit Transfer information
2. Consumer protection information
3. Compliance policy
4. What a student should do if they wish to defer or discontinue training
5. How students can access support during training
6. Contact details for any support services provided
7. Fee and refund policy
8. Smart and Skilled subsidised Information

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is an Australian-wide student number required by students who are completing nationally accredited vocational education and training (VET). A USI provides the capacity for students to track their accredited vocational education and training (VET) records online across all Australian states and territories. Students undertaking nationally accredited courses need to apply for a USI and provide their USI to the College at enrolment. A USI is a requirement to receive a Statement of Attainment or a qualification. Students can apply (at no cost) to the Commonwealth Government for a USI at <http://usi.gov.au>. The USI stays with a student for life and is recorded against any completed nationally recognised VET course or qualification.

What happens at the beginning of my course?

By or on the first day of the course (at the latest), students are to receive induction and/or orientation appropriate to their course, which further ensures they:

1. Understand the information contained in the Student Handbook and the Pre-Enrolment information.
2. Understand the rules and regulations as set out in the Student Handbook.
3. Are familiar with the College's key training, administration and support people.
4. Have identified the College's key training, administration and support people.
5. Have the necessary course materials, course content and information about assessment.
6. Know where to access more information.
7. Discuss pathways e.g. type of work you might seek with your new skills or further education or training opportunities available to you.

Evacuation

Students will also be provided with induction on:

1. Work, health and safety (WH&S) requirements
2. Dress codes and conduct
3. Their rights and responsibilities (Code of Behaviour) as a learner.

4. LEARNING AND ASSESSMENT

How do I submit work?

All assessments should be submitted either directly to your Trainer (scan in tray) or to Western Riverina Community College (23 Hickey Cres GRIFFITH NSW 2680) or by email to info@wrcc.nsw.edu.au

All assignments should be accompanied by a WRCC coversheet. You will receive the coversheet with your assessment.

What about assessments?

All accredited courses at Western Riverina Community College involve assessment processes. Assessments serve the purpose of allowing participants to provide evidence of their skills and abilities against the competencies of the course or qualification. During the first lesson of your course, your Trainer will advise you of the assessments required for your course.

In keeping with the requirements of competency based training, assessments conducted by Western Riverina Community College demonstrate compliance with the four key assessment principles of validity, reliability, flexibility and fairness.

Persons who conduct assessments for accredited courses and competencies in Training Packages have the appropriate assessor credentials. Participants who do not achieve competency at the first assessment attempt will have further reasonable opportunities to achieve competency. For further guidance, please read the College Assessment Policy.

Recognition of Prior Learning (RPL)

RPL is the process whereby past work or life experience may be recognised as satisfying some or all competencies of a course or qualification.

Western Riverina Community College will provide advice and assessment of current competencies on an individual needs basis. If you would like to apply for recognition of prior learning, please read the RPL Policy on the College's website and then make an appointment to speak to the VET Manager.

Mutual Recognition/Credit Transfer

Western Riverina Community College recognises the qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with the requirements of the VET Quality Framework.

What if I don't agree with my assessment results?

If you disagree with an assessment decision you should address the matter with your assessor or trainer. If the matter remains unresolved you should contact the VET Manager who will conduct a review of the assessment process. If the VET Manager feels you have a case for review a suitably qualified independent person will be employed to conduct another assessment. If the VET Manager does not believe there is a case for review, you will be notified of the decision and provided with a copy of the College's [Complaints & Appeals Policy](#). Students are welcome to nominate a third party to be present at all meetings with Trainer and Managers to act as their advocate.

What if I am deemed Not Yet Competent?

Your competency will be assessed if you are enrolled in a nationally accredited course. If you are deemed Not Yet Competent, you will have the opportunity to re-submit your work. A maximum of 2 submissions are permitted.

If you are deemed Not Yet Competent after 2 submissions please discuss your options firstly with your trainer, then Student Support Officer and if required, VET Manager.

- a) Re-sit the assessment task a third time at a cost of one hundred dollars (\$100); or
- b) Re-enrol in the course or Unit of Competency at the normal enrolment fee; or
- c) Undertake Additional private tuition; or
- d) Undertake career planning with Student Support Officer; or
- e) Review your study options and discuss with trainer/Student Support Officer; or
- f) Withdraw/exit defer for 6 months

How do I get my certificate for Accredited Courses?

On successful completion of your course and all associated assessment work, your Certificate or Statement of Attainment will be posted to you. Please ensure we have your current postal address. If your Certificate or Statement of Attainment is lost or damaged, replacement Certificates or Statements of Attainment can be produced on request for a fee of \$20.00.

5. TRAINERS

All Trainers appointed to teach accredited courses are qualified in accordance with the VET Quality Framework. Trainers must hold a Certificate IV in Training and Assessment, relevant industry qualifications and have recent and extensive industry experience to ensure that you will receive the appropriate quality training and assessment in the course you are enrolled in.

Tutors of non-accredited courses have experience and expertise in their training field but may or may not hold a Certificate IV in Training and Assessment, which is not a requirement for these courses.

6. STUDENT SERVICES, WELFARE AND COUNSELLING

What support services are available?

We endeavor to make your learning as comfortable as possible. In our training rooms at 23 Hickey Crescent, Griffith and at 3 Wade Avenue, Leeton, student facilities include complimentary tea and coffee and access to photocopying and computer facilities.

Students studying by distance or flexible learning are offered additional support in the form of phone contact, regular drop-in sessions, email contact and assistance with planning your assessment schedule

Student Welfare & Counselling

Our Student Support Officer is available should any students be experiencing difficulty with their chosen course. The College is at all times concerned for the welfare of students. If you require extra assistance, please make contact with a member of our team who will be happy to support you. If you require counselling or personal support, please contact one of the below organisations:

1. Lifeline Telephone: 13 11 14 or website: www.lifeline.org.au
2. Beyond Blue Telephone: 1300 224 636 or website: www.beyondblue.org.au

What if I need extra help?

We endeavour to provide access to courses for adults (persons over 17 years of age and who are not currently enrolled in school) regardless of, gender identity, national or ethnic background, physical or intellectual impairment, religious affiliation, sexual orientation or age. We will make all efforts within our capability to provide fee concessions to those who are eligible. We will assist a student with any specific learning need to access an appropriate program. Some assisted learning takes place in regular College courses by enlisting the support of a “buddy”. Assisted learning takes place in specially targeted courses for people who need particular support in a learning area; other assisted learning is provided in literacy and numeracy courses. If you need some extra help please contact us.

What about my records?

The College recognises its responsibility to provide secure storage of student records. The College has safe on and off site storage of records in accordance with legislative requirements. Western Riverina Community College has a Privacy Policy to protect student information. This Policy may be accessed through the College administration. Student and staff information will not be given to any person or organisation unless they produce written proof of legal right to that information. Student information and records will not be used for any purpose other than that related to their training. All course attendances at Western Riverina Community College are recorded on Class Rolls. Trainers are responsible for keeping rolls up to date and securing rolls while courses are in progress. At the end of the course, the College retains the Roll. Records of Credentials issued (Qualifications and Statements of Attainment) are kept and are available for re-issue for 30 years as required by law.

You can get access to your records by appointment. Please contact the office to arrange access.

7. How do I give feedback?

We value your feedback on our service at any time during the process from enrolment to completion of your course. At the end of your course you will be provided with an evaluation form as an opportunity to comment on your satisfaction with the course provision. You may return the evaluation form directly to your Trainer or to the College. Results will be reviewed by the course coordinator and recommendations for improvements made.

Employer feedback is also important to the continuous improvement of the College and is sought on a regular basis.

If you have any concerns or suggestions regarding your course, please do not hesitate to contact your Trainer.

8. CONSUMER PROTECTION

Western Riverina Community College (the College) will provide services with due care and skill, which are fit for the specified purpose and within a reasonable time. The College will provide education, training and support of a quality consistent with ASQA regulations and funding contract requirements to allow the student to achieve competency. The College will ensure that all students are informed about personal information that is collected about them and the right to review and correct that information.

The College's Consumer Protection Policy can be sourced from our [website](#).

For further information or a full copy of our Consumer Protection Policy, please contact our Executive Officer:

Executive Officer

PO Box 8090

GRIFFITH NSW 2680

Your local consumer protection agency can be contacted at NSW Fair Trading, PO Box 972, Parramatta NSW 2124, T. 13 32 20, www.fairtrading.nsw.gov.au

9. COMPLAINTS & APPEALS

The College and its staff are committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. [The grievance policy and procedures](#) cover both academic and non-academic grievances and appeals and can be found on the College [website](#). A copy can also be obtained from Reception.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

If a Student is enrolled at the time they choose to access this policy and procedure, WRCC will maintain the Student's enrolment while the grievance and appeals process is ongoing.

Students are encouraged initially to attempt to resolve a grievance informally through the [Informal Grievance Procedure](#). Whilst WRCC encourages students to follow this procedure before an issue

becomes a formal grievance, this step is not mandatory and a student may proceed directly to the Formal Grievance Procedure.

The [grievance policy and procedures](#) set out the steps involved in resolving student complaints and appeals and provides guidance in relation any further action.

10. WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

Attendance

It is recommended that students attend all classroom sessions. If you can't attend a session contact the college. Absences from classroom sessions could potentially result in the students missing an assessment. Where the student is absent from a classroom session, the College may request the student to provide evidence to support their absence.

Rights & Responsibilities

1. Students have the right to receive quality training and assessment in courses which are current and relevant to industry
2. Students have the right to receive a Certificate or Statement of Attainment for nationally accredited units they have demonstrated competence in
3. Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination
4. Students have the right to expect a competent Trainer who can assist them to achieve the expected course outcomes
5. Students have the right to be reassessed if competency is not met in the first instance
6. It is the student's responsibility to notify the College or the manager when enrolling if support is required (eg help with literacy, transport, access to venue etc)
7. Students are responsible for personal possessions during class
8. It is every participant's responsibility to respect the rights of other participants, trainers and staff while attending a WRCC course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded. Such behaviour may include that which:
 - Puts others at risk
 - Is deemed to be disruptive
 - Hampers others' learning

Misconduct

Plagiarism and cheating are considered academic dishonesty and will not be tolerated at Western Riverina Community College. Plagiarism is using someone else's words/work and submitting it as one's own. Cheating may include providing or receiving information to other students.

Other acts of misconduct such as theft, the damaging of property, misuse of equipment, threatening behaviour, harassment and abuse of staff or students will also not be tolerated.

These acts of misconduct are subject to sanctions including exclusion from training.

11. WORK HEALTH & SAFETY

Please help to keep your College a safe place to work and study. If you see something you think is unsafe, please let us know. Notify your trainer or a staff member immediately. The first aid kit is located in the office area.

Participants are required to:

1. Wear clothing and shoes appropriate to the course and, follow any legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment
2. Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
3. Listen carefully to the trainer when s/he is informing you of WH&S matters.
4. Ensure the trainer is aware of issues relating to WH&S or any practices you believe to be unsafe.
5. Abide by WH&S rules and follow instructions given by WRCC staff relating to safety.
6. Ensure you are aware of the location of first aid kits, escape plans, emergency assembly areas and emergency fire equipment.

Drugs and Alcohol

Western Riverina Community College takes safety of staff and students very seriously. Legislation is in place to protect workers and the workplace from those who attempt to work affected either by alcohol or drugs. If students present in an alcohol or drug affected manner, they may be asked to vacate the premises. If this happens again, they may be excluded from training permanently.

Smoking on College Venues

With the exception of any designated outdoor smoking area, a no smoking policy exists at all College venues and precludes anyone from smoking while on College's premises. This includes the areas immediately outside entrances to the College's buildings. "No smoking" signs must be obeyed at all times.

12. Discrimination, Bullying and Harassment

The College is committed to providing an environment for work and training that is free from discrimination, bullying and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the program. This applies to both participants and College staff members.

If you witness or experience any incident of discrimination, bullying or harassment you are expected to report it to the Trainer, Coordinator or Training Services Manager of the College immediately. Any report will be treated with absolute seriousness and privacy. For more information on discrimination, bullying and harassment please refer to Federal Sex Discrimination Act 1984 which can be found at <https://www.humanrights.gov.au/>

13. Important legislation which affects a NSW RTO

As a Registered Training Organisation (RTO), Western Riverina Community College is committed to complying with Commonwealth and State legislation and all regulatory requirements relevant to its operations. It is required under the terms of its registration as an RTO to ensure that information is given to students and staff about current legislation that significantly affects their participation in VET. The following list identifies areas in which legislation applies to accredited assessment and delivery at Western Riverina Community College Inc.

1. Work Health & Safety (WH&S)
2. Anti-discrimination including age, disability, racial and sex discrimination
3. Children
4. Vocational education and training (VET)
5. Governance
6. Privacy and personal information
7. Consumer Protection
8. Disability Standards
9. Apprenticeships and Traineeships
10. Employment
11. Hospitality training
12. Business training
13. Emergency training
14. OLGR
15. Safework

A copy of full details of the legislation and Compliance Policy can be sourced from our website or Reception.

14. Links and Resources

Our website - <https://www.wrcc.nsw.edu.au>

Facebook group below

<https://www.facebook.com/WesternRiverinaCommunityCollege>.

Instagram: wrcc_griffith

Australian Skills Quality Authority – www.asqa.gov.au

Smart and Skilled website – <https://smartandskilled.nsw.gov.au>

Unique Student Identifier Website – www.usi.gov.au

OLGR Website - <https://www.liquorandgaming.nsw.gov.au/>

Safework Website - <https://www.safeworkaustralia.gov.au/>