



# WESTERN RIVERINA COMMUNITY COLLEGE

*Developing People – Developing Community*

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## STUDENT HANDBOOK

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## Welcome to Western Riverina Community College

The Western Riverina Community College welcomes you to our organisation and we sincerely hope you will gain great benefit from the course in which you have enrolled.

Please feel free to call our friendly team, if you have any queries regarding your course or information provided to you.

### **Our team**

Executive Officer – David Martin

Vocational Education & Training (VET) Manager– Kathy Miles

Administration – Bev Riley

Administration - Cathy Ziliotto

Administration - Kristy Files

Student Support Officer- Sue Reynolds

## WRCC'S PURPOSE VISION and ORGANISATIONAL GOALS

The Western Riverina Community College Inc. has a formal commitment to implementing quality management practices. The organisations Strategic Plan is based upon;

### **Vision**

Western Riverina Community College Inc Developing People Developing Community.

### **Purpose**

Western Riverina Community College provides lifestyle enhancing, accredited, vocational, culturally enriched learning opportunities in response to community needs.

**The College will achieve our vision and purpose through four Key Goal Areas**

### **Key Goal Areas**

- Relationships
- Learning
- Governance & Management
- Facilities

## About Western Riverina Community College (WRCC)

Western Riverina Community College is a college that operates as an independent, incorporated, non-for-profit association to provide high quality, adult education learning opportunities and activities to meet the expressed learning needs of the community.

We offer accessible skills based learning opportunities in a non-threatening, professional learning environment. Courses and activities are held day, evening and on weekends, online, distance and face-to-face.

Western Riverina Community College is managed by a Board of Management whose membership is drawn from the community and is made of people with a diverse range of skills from a variety of backgrounds. This enables the best representation for the community.

The management committee employs an Executive Officer, who is then responsible for the day to day management of the Organisation. In addition to the EO the organisation also employs a Vocational Education and Training Manager, administration staff and qualified trainers.

Western Riverina Community College regularly applies for many forms of funding which are in line with the achievement of identified organisational goals.

Previous funding applications have included but are not limited to

- Tech Savvy Seniors (Developing the Digital Literacy skills for Seniors) (Funded by NSW Government & Telstra)
- Productive ageing grants (Funded by Australian Government)
- Community partnerships (construction of community resources - Sports Shelter at Jubilee Oval Griffith) (Funded by Department of Communities NSW Government)
- Community Infrastructure Grants (construction of the College's premises in Hickey Crescent Griffith (funded by Australian Government)

## College Office Hours

The college office hours are Monday – Friday 9am to 5pm

Training activities occur within the time span of 8am -9.30pm seven days a week. Upon course enrolment you will be provided with your course times and the course location, training room.

## NSW Government Funding

### Smart and Skilled

The NSW Government in 2015 has implemented a new funding regime for Vocational Education Training (VET) Smart & Skilled. The catalyst for the introduction of Smart and Skilled in NSW is in response to the 2012 National VET Agreement. This national agreement created with the intent to increase provision and quality of VET and facilitate greater competition within the delivery of VET activities in Australia. For further information, visit the NSW Government Smart and Skilled website <https://smartandskilled.nsw.gov.au>

### Western Riverina Community College Smart and Skilled funded service under Smart and Skilled

- Smart and Skilled Entitlement (Funding for full qualifications)
- Community Services Obligation (CSO) (Funding pathways to full qualifications for individuals who experience barriers to accessing training)
- Foundations Skills (Funding to provide assistance with development of Language Literacy Numeracy skills)

Further information regarding Smart and Skilled training opportunities available through the College please contact the College's Student Support Officer during office hours Monday – Friday 9am to 5pm. Please phone (02)69645334.

## Registration as a Registered Training Organisation (RTO)

The College maintains national registration with the Australian Skills Quality Authority (ASQA). The College's national registration is No 1252. Further registration information is available by visiting <http://training.gov.au> or contact the college.

Western Riverina Community College has a commitment to implementing the National Vocational regulations for Registered Training Organisations <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/the-vet-quality-framework.html>. Our quality measures are designed to support continuous improvement in operational systems and training & assessment practice as part of a comprehensive quality assurance system.

## What the logos mean



WRCC Inc's logo – this is our logo that you will see on documents from WRCC including letters, envelopes, flyers, pamphlets, and certificates issued by WRCC. This logo is used by WRCC Inc in all its programs, not just the Vocational Education and Training programs.



Community Colleges Australia. This logo represents Community Colleges Australia – our Peak Body



Nationally Recognised Training. This logo indicates that the accredited course or qualification is recognised Australia wide

Supported by the



This logo represents that this organisation is supported by the NSW government.

This logo represents the national registration body for Registered Training Organisations



The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework

## What to expect as a student at WRCC Inc

At WRCC we pride ourselves at providing a friendly, yet professional organisation where students are treated with respect and are encouraged to progress beyond their initial expectations. Our friendly team are ready and able to assist you with any queries you may have about the course in which you wish to enrol.

## What happens at enrolment?

### *Unique Student Identifier (USI)*

From the 1<sup>st</sup> of January 2015, all individuals who participate in accredited Vocational education training will require a USI. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. For further information about the USI please visit <http://usi.gov.au>

### *Course enrolment*

The administration staff will collect your details; this will include the completion of an enrolment form and provision of your USI. If you do not have a USI, the college will assist you through the process enabling you to create your own USI. Within the enrolment, form you are asked if there may be anything that you feel may affect your learning, such as reading and writing concerns. If this is identified or you simply wish to improve your language, literacy, and numeracy, the administration staff will make an appointment for you to see the Student Support Officer. The Student Support Officer (SSO) will discuss with you your needs and any potential barriers to successful completion of your desired learning activity. The SSO in consultation with the individual will develop a plan whereby barriers may be managed or removed. This may include a range of structures to develop you for your language, literacy, and numeracy level and advise you of what to do next. This may include deciding what course is best for you or what you need to do before entering a selected course. This assessment takes about 30 to 60 minutes depending on individual needs.

## What happens at the beginning of my course?

On the first day of your course, your trainer will provide you with detailed information about the content of the course, the course outline and information about assessment. Your trainer will also give you advice about pathways – for example, the type of work you might seek with your new skills or further education or training opportunities available to you.

## How do I submit work?

Your trainer will advise you at the beginning and during the course on how to submit your work to the trainer. This may include giving your completed work directly to your trainer in the classroom, posted to our college or emailed. If your work is to be posted or emailed, your trainer will give you a coversheet to ensure correct identification of your work and that it goes to the right trainer.

## How do I get my certificate?

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 you require a copy of your certificate at a later date or a transcript at a progression point, a fee of \$20.00 is applicable.

## What about my records?

Western Riverina Community 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 AQTF Standards. We have a Privacy Policy to protect all student information. Student and staff information will not be given to any person or organisation unable to 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 details of both staff and students are stored in accordance with relevant Privacy and Security legislation.

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 the National Vocational Regulations [Australian Quality Skills Authority](#)

To can gain access to your records by appointment. Please contact the College during Office Hours 9am-5pm Monday to Friday please call 02 6964 5334 to arrange an appointment.



## Trainer qualifications

All trainers appointed to teach accredited courses are qualified in accordance with the [Australian Quality Skills Authority](#) for Registration and [www.training.gov.au](http://www.training.gov.au).

Trainers must hold a Certificate IV in Training and Assessment (TAA40104 or TAE40110), relevant industry qualifications and have recent and extensive industry experience.

Western Riverina Community College is committed to providing ongoing professional development to trainers to ensure their skills and knowledge are updated.

## Student Support - What if I need extra help?

We endeavour to provide access to courses for adults (persons over 17 years of age) regardless of gender, national or ethnic background, physical or intellectual impairment, religious affiliation 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 through consultation with the student, trainer and VET Manager. If you need some extra help please contact the Vocational Education & Training (VET) Manager.

## What about assessment?

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 our organisation 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.

Students who do not wish to be assessed are able to sign a declaration. However if through the course you become more confident and wish to be assessed your trainer is able to assist.

Students are given the opportunity to re-sit for assessments should they not be successful at the first attempt.

## 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 make an appointment to speak to the VET Manager.

## Mutual Recognition

Western Riverina Community College recognises the Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with the requirements of the Australian Quality Training Framework (AQTF) Essential Standards. Any student seeking recognition should contact the VET Manager.

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

If you disagree with an assessment decision you should address the matter with your 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 Centre's 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.

## Consumer Protection- What if I have a complaint?

WESTERN RIVERINA COMMUNITY COLLEGE is committed to ongoing provision and maintenance of its reputation as a safe, open-minded and enthusiastic place to engage in learning activities which support individual's needs.

WESTERN RIVERINA COMMUNITY COLLEGE goals are to facilitate and support quality accredited vocational education and training and formal and non-formal learning opportunities which are provided in environments that are supportive of the needs of individuals, business, industry and the greater community.

Western Riverina Community College consumer protection student rights and personal responsibilities

As a Student of the college your rights include:

The right to expect the services provided by the college surrounding education and training are consistent with the National Standards as provided by Australian Skills Quality Authority (ASQA) regulations, and NSW Department of Education and Communities Smart and Skilled Contract requirements

The right to be informed of and understand the processes which surround the needs for the collection of your personal data and your personal right to request access, review and correct that information.

Your rights also include to be informed of and access to the College's complaints feedback handling process.

The right to directly contact the Colleges Consumer Protection Officer David Martin contact Phone Number 0269645334

## **Complaints Process**

The first point of reporting any complaint or grievance is to your trainer. The trainer should attempt to resolve, in an informal manner, any complaints to do with course delivery.

If this outcome is not achievable, or if the source of the grievance is the trainer, the student should refer the grievance to the VET Manager or the Executive Officer.

The VET Manager and/or Executive Officer must then investigate the grievance, document action taken in order to resolve the dispute and review the effectiveness of those actions to ensure that the grievance is effectively resolved.

If this outcome is not achievable and a grievance or dispute still exists, the Chairperson of the Board Management Committee and another party not previously involved in the grievance will review the case. The appellant and the Chairperson will mutually agree the independent person. This panel will provide a report in writing to the aggrieved party. This documentation is to be held as part of Western Riverina Community College Records Management System.

If you feel you need to report your complaint externally you may contact the Australian Skills Quality Council (ASQA) 1300 701 801.

## **Refund Policy- What is the policy on refunds?**

If a course is cancelled, students will be fully refunded within fourteen (14) days of course cancellation. Course fees will be refunded if advice of withdrawal is received within seven (7) days before the commencement of the course. A \$25.00 administration fee will apply. Western Riverina Community College cannot accept any responsibility for changes in participant's personal circumstances. No refund applies if the withdrawal is less than seven days prior to the course starting or after the commencement of the course.

## How do I provide 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 VET Manager and Executive Officer with recommendations for improvements made.

If you have any concerns or suggestions regarding your course, please do not hesitate to contact your trainer or the VET Manager.

## What are my rights and responsibilities?

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination.

Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes.

Students have the right to be reassessed if competency is not met in the first instance. It is the student's responsibility to notify the College or the VET Manager when enrolling if support is required (eg help with literacy, transport, access to venue etc). Students are responsible for personal possessions during class.

It is every participant's responsibility to respect the rights of other participants, trainers and staff while attending a course at Western Riverina Community College (WRCC)

In a situation where it is deemed Participants behaviour has been unacceptable the participant will be asked to leave the college by the Trainer/Tutor of the particular course.

A subsequent investigation may take place; the investigation will be conducted by the VET Manager and or CEO of the college. The Conduct of investigations will adhere to the Colleges Discipline and Dismissal policy.

Where such an investigation determines that the a course participant behaviour has occurred outside of the organisation policies and procedures the College will formally notify the course participant involved. Where a participant's behaviour has been determined to be outside the colleges policies and procedures course fees will not be refunded.

## Legislation

Information about current legislative and regulatory requirements impacting on you as a student can be found at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

## Copyright

Western Riverina Community College staff and students must abide by the Copyright Act 2006 which allows the copying of up to 10% of works from one chapter from a book, sheet music or play. Trainers and students must acknowledge the author or creator of any material you copy. Poor acknowledgment of sources can be considered as Plagiarism. If you are unsure, please visit the following link [www.copyright.org.au](http://www.copyright.org.au)

## WRCC'S Commitment

As a Registered Training Organisation (RTO) and therefore an approved provider of Vocational Education and Training courses, Western Riverina Community College complies with the requirements of the Australian Quality Training Framework (AQTF) 2010 Essential standards for continuing registration. The standards of the AQTF ensure that the Colleges VET courses are nationally consistent and of high quality. Western Riverina Community College is registered with the Australian Quality Skills Authority [www.asqa.gov.au](http://www.asqa.gov.au) for information about WRCC registration please visit [www.training.gov.au](http://www.training.gov.au)

Western Riverina Community College has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff must abide by.

## Vocational Education & Training (VET) Policy

Western Riverina Community College aims to develop and improve the delivery of vocational education and training in Griffith and surrounding areas by:

Planning for and implementing continuous improvement in the provision of training services

Planning for people in these communities to have access to vocational education and training

Encouraging people in these communities to access, participate and succeed in vocation education and training

Offering a varied selection of accredited courses and training package competencies (single competencies or certificates) which reflect these communities' needs

Promoting vocational education and training

Maintaining and accessing venues and equipment which reflect the best possible and available vocational education and training for these communities

Offering an Adult Community Education (ACE) Service which continues to be flexible and welcoming in its delivery

## Workplace Regulation

Western Riverina Community College is an equal opportunity employer, and expects academic and general staff to have an understanding of workplace diversity, workplace participation, a safe working environment, and access and equity principles. All staff promotes these principles in their interaction with their students and clients, and in the development and implementation of policies, procedures and practices.

## Workplace Health & Safety

Western Riverina Community College is committed to take reasonable care of Health and Safety of its students and staff and will comply with current NSW Workplace Health and Safety legislation.

As a student, we ask you to help us keeping 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 Tea and Coffee area, on top of the fridge.

Participants are required to:

Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.

Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.

Listen carefully to the trainer when s/he is informing you of WHS matters

Ensure the trainer is aware of issues relating to WHS regulations or any practices you believe to be unsafe

Abide by WHS rules

Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment

## Incident reporting

To prevent re-occurrence of incidents, Western Riverina Community College encourages our employees, contractors and students to report all incidents. From the information gained from incident reports, we can find out what caused the problem and prevent it from happening again.

All incidents must be reported – these include minor and major physical injury, harassment and bullying, and equipment damage

Incident reports must be completed within 24 hours of incident

All incidents are investigated with recommendations made from management to prevent re-occurrence

First aid and/or medical treatment must be recorded in the incident report

The relevant statutory authorities are to be informed of all reportable accidents/incidents notifiable under the legislation

## **Harassment, victimisation and bullying**

All students have the right to enjoy their time of studying with WRCC without fear of being harassed or bullied. If you feel that you have become a victim of harassment or bullying, you can seek assistance by talking to your trainer, the VET Coordinator or the Executive Officer.

## **Access, equity, client selection and admission**

Each student who meets the entry requirements (if applicable) as prescribed by the relevant training package will be accepted into any training/assessment program. Western Riverina Community College incorporates the principles of equity into all programs and our staff has been instructed in their responsibilities with regards to Access and Equity principles.

All students have equitable access to any training program regardless of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Western Riverina Community College is committed to providing an admission process that is free from discrimination. If for any reason the individual does not meet the entry requirements, all attempts are made to assist them to identify alternate courses of action. Western Riverina Community College is committed to providing a safe learning environment for young students. All trainers are screened prior to training and assessing in accordance with the Child Protection Act.

## **Student welfare, guidance and support services**

All students of the Western Riverina Community College are treated as individuals and are offered advice and support services which assist in achieving their identified outcomes. WRCC Inc does not offer formal welfare or guidance services but every effort will be made to assist clients to access support agencies. For Student Support Please contact the Colleges Student Support Officer by contacting the college during office hours Monday to Friday 9am to 5pm.

## Student Declaration:

Please sign and complete the following declaration stating that you have read and understood the terms laid out in the student hand book.

I.....of.....

City/town.....Post code.....

(Please tick which applies below)

- I have read and understand my rights and responsibilities as a student. This includes my rights and responsibilities in regards to Workplace Health and Safety. I agree to abide by the rules of this organisation and to report any WHS issues to ensure a safe learning environment
- I have been read by a third party the student hand book and understand my rights and responsibilities as a student and in regards to WHS. I agree to abide by the rules of this organisation and report any WHS issues to ensure a safe learning environment

Name.....Signature.....

Date.....

If the student handbook was read by a third party, please indicate the person who assisted you

Name..... Relationship.....

**Please return this form to your trainer at the beginning of the course**

**Thank you**