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Camden Haven  
Community College Inc

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# STUDENT INFORMATION HANDBOOK

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Camden Haven Community College Inc.

PREPARED/REVIEWED BY	S Nicol	S Nicol						
DATE	Apr 2009	Dec 2009						
VERSION	1	2						

## INTRODUCTION

Camden Haven Community College operates as a non-profit, community-based educational organisation. It provides equitable access to a diverse range of high quality, professionally presented vocational, literacy and lifelong learning opportunities that reflect the changing needs and interests of the Camden Haven and other communities.

## ACCESS AND EQUITY

Our policies and approaches ensure we are responsive to the diverse needs of all clients and participation in our programs and courses is available to everyone on an equitable basis including both women and men, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners. As a Registered Training Organisation (RTO) our organisation applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve desired outcomes.

## CODE OF PRACTICE

- Camden Haven Community College (CHCC) is an independent community-based organisation that contributes to the wellbeing of our community through the creation of opportunities for lifelong learning and vocational education, and the development of educational pathways, for adult members of the community.
- We will regularly consult with our staff, students, tutors, clients and the community generally, and work collaboratively with business, industry and other local organisations and educational bodies so that we might best meet the community's needs wherever possible.
- Our programs and courses will be of high quality and reflect the principles of adult learning. We will recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, create an appropriate, relaxed learning environment, and establish pathways to other learning opportunities.
- We will treat all students with dignity and fairness, acknowledging the adult environment in which we operate and the experience and life skills that they bring to it.
- We will ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- We will encourage, assist and subsidise people with disadvantages to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities. We will provide funding to assist targeted equity groups to participate in our programs and courses.
- We will deal professionally with all those with whom we work - our staff, tutors, students and clients, and the community at large - and will be true and ethical in all our dealings. We will observe our duty of care to them and will be open and transparent in our dealings with them, to the extent permitted by law.
- We will respect the rights of our staff, students, tutors and clients, and will treat them fairly and ethically at all times. In return we expect them to observe their responsibilities for the welfare of others and the proper care of the organisation's property when engaged in activities conducted by the organisation.
- We will exercise sound financial management in all areas of our operation, including the control of the organisation's assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability.
- We will be ethical in all our dealings and will observe all relevant legislative, regulatory, industrial award and funding requirements.
- We endorse the Australian Quality Training Framework (AQTF) Standards for RTOs as a framework for the documentation of our policies and procedures, the consistent delivery of our courses and support services, and ongoing improvement in all areas of operation.
- We will be a fair, equitable and supportive employer, meeting our financial and other obligations to our employees promptly and efficiently. We will encourage them to participate in further education and provide them with opportunities for further professional development.

## POLICIES AND PROCEDURES

For further information on the following Policies and Procedures, please refer to the college website - [www.chace.org.au](http://www.chace.org.au) - in the 'About Us' section. If you would like a hard copy of these documents please contact the college.

- Access and Equity Policy
- Code of Conduct Policy
- Assessment Policy and Appeals Procedure
- Code of Practice Policy

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- Occupational Health and Safety Policy
  - Student Grievance Policy

## FEE PAYMENT AND REFUNDS

Details of our course fees can be obtained from the college or from our website [www.chace.org.au](http://www.chace.org.au). All students will be asked to fill out an Enrolment Form each time they commence a course. If a course is already full your enrolment will be returned/re-credited immediately, unless you redirect it to another course. If **WE** cancel a course we will refund by cheque or re-credit your credit card. If **YOU** withdraw your enrolment at least 2 weeks prior to the course your fee will be refunded.

**PLEASE NOTE:** No refunds can be given or transfers accepted within 5 working days of the course start date. Course funds are then committed and your place is reserved. No refunds are available on distance education course.

Where extreme circumstances prevent attendance, a session/lesson transfer may be arranged, at the discretion of the Manager.

Once you send payment, you are enrolled unless we tell you otherwise. We do not confirm enrolments. Please note the date, time and location of the course as advertised.

## ASSESSMENT

To be deemed competent against a nationally accredited unit, you must be assessed against all competency elements that comprise that unit. Assessment is carried out by competent assessors based on evidence of competence achieved through observation, testing, interview and/or review of records. Camden Haven Community College utilises a range of knowledge and skill-based assessment processes and methodologies to obtain evidence of competence including:

- workshop activities
- case study practicals and role plays
- guided audits led by the assessor acting as mentor to the Student
- written assignments and examinations
- work experience
- work based assessment

The selection of the assessment methods used is dependent upon the learning pathway. Assessment is planned and conducted in a manner that aims to ensure that it is *Fair; Valid, Reliable* and *Sufficient*. A student will be assessed as either 'COMPETENT' or 'NOT YET COMPETENT'.

- If 'COMPETENT': For nationally accredited training you will be issued with either a 'Certificate' for the full qualification or a 'Statement of Attainment' for units of competency within a qualification.
- If 'NOT YET COMPETENT': You will be advised of the areas where competency is yet to be achieved and given further opportunity to achieve competency.

## CONTEXTUALISATION

Contextualisation enables units of competency to be adjusted to reflect the context in which they are used. Units and assessments may be adapted to suit organisational needs, delivery methods, learner characteristics and enterprise requirements.

## RE-ASSESSMENT

If you do not successfully demonstrate competency for all required elements either during a training course or via written assignments you will be eligible for re-assessment. The method for re-assessment will be dependant upon the performance criteria and will be discussed with you by your assessor. If you elect to try for re-assessment you will be liable for any associated costs involved.

## APPEALS, GRIEVANCES AND COMPLAINTS

Should you believe that you have sufficient grounds existing for an appeal of the outcome of an assessment, this should be discussed with your assessor. If you have a complaint or grievance it should be brought to the attention of the trainer or assessor immediately for it to be resolved. If there is still disagreement you should make the appeal, grievance or complaint in writing (marked '*Confidential*') to:

VET Coordinator  
Camden Haven Community College Inc  
PO Box 301

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A written outcome of all appeals, grievances and complaints will be provided to the Student.

### **VOCATIONAL EDUCATION AND TRAINING (VET)**

Vocational Education and Training (VET) provides skills and knowledge for work. Camden Haven Community College offers nationally-recognised qualifications under the Australian Qualifications Framework (AQF). Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. They specify the combination of competency standards required to achieve a particular qualification. Students who complete some, but not all, standards for a qualification are awarded a 'Statement of Attainment'. When a student is assessed as competent in the remaining standards, they attain the full qualification.

**Please Note:** To enable us to issue a Certificate or Statement of Attainment students are required to provide some form of photographic identification (driver's licence/passport etc.) with their full legal name on it. This is a requirement under the AQF Guidelines. You may also be required to provide additional documentation if the training is supported by public funding.

### **RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS**

Camden Haven Community College recognises the AQF Qualifications and Statements of Attainment awarded by other Registered Training Organisations (RTOs). These must be authenticated by the provision of properly completed assessment records such as a Statement of Attainment.

### **RECOGNITION OF PRIOR LEARNING / CURRENT COMPETENCY**

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) are examples of the different types of evidence that may apply to the course that you are undertaking. These may be in the form of:

- Formal qualifications (Certificate/Statement of Attainment from other RTOs)
- Life Experiences
- Work History

Please speak to your tutor or the staff at Camden Haven Community College if you feel you may be eligible to gain RPL or RCC, and we will advise you of the process required. This process is also designed to reduce your costs and your time for the course.

More information on RPL is also available on the College website or by request. Full RPL application documentation procedures are available.

### **RECORDS MANAGEMENT AND PRIVACY**

Records of student training and assessment are held for a minimum of 30 years as either hard copy (securely stored) and/or electronic files which are backed up weekly. All student records are confidential and distribution is strictly limited to:

- The Student;
- Camden Haven Community College Inc as the RTO;
- Surveys and educational information required by the Government

If you wish to access your records you should inform your trainer / assessor who will make the arrangements. Information will not be distributed to any other parties without the prior written authorisation of the Student. An example of when this may be is if your employer organisation has organised the training and wishes to have a record of your training.

If you choose to change training providers it is your responsibility to transfer records to the new training provider.

### **LEGAL AND OTHER REQUIREMENTS**

Camden Haven Community College's operations are affected by a range of legal and other requirements including Commonwealth or State / Territory legislation. These include, but are not limited to:

- *Commission for Children and Young People Act 2005*
- *Disability Discrimination Act 1992*
- *NSW Anti Discrimination Act 1977*
- *NSW Disability Services Act 1993*
- *NSW Occupational Health and Safety Act 2000*

- *Vocational Education and Training Accreditation Act 2005*

Relevant requirements are built into the content of the Student Information Handbook to ensure compliance by students, including the Student Code of Conduct.

## **CONTINUOUS IMPROVEMENT**

In line with the key concept of continuous improvement, Camden Haven Community College carries out an internal review of its training and assessment methods and supporting management systems on a yearly basis to identify any improvements required. In addition, the VET Coordinator reviews at the end of each course:

- Assessments and documentation
- Student / client complaints and other feedback
- Student feedback forms
- Issues highlighted in Trainer's feedback forms

As a result of the above processes, corrective action can be identified to prevent the recurrence of any problems encountered as well as preventive action to avoid the occurrence of problems in the future

## **STUDENT WELFARE AND GUIDANCE SERVICES**

Camden Haven Community College's primary concern is to enhance lifelong learning for its clients. To this end we provide the following services:

- Assistance with literacy, numeracy and general education skills.
- Referral to agencies which offer vocational counselling and advice.
- Arrangements for additional tuition and/or advice where possible.

## **STUDENT CODE OF CONDUCT**

Camden Haven Community College requires that all students observe the following principles whilst undertaking training and assessment:

- Respect other students and the trainer
- Follow any reasonable direction from CHCC staff
- Behave in a responsible manner by not littering, damaging, stealing, modifying or misusing property
- Not be under the influence of drugs or alcohol, or engage in any behaviour which could offend, embarrass or threaten others
- Observe CHCC policies and procedures
- Feel free to contribute but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work should be the original work of the student

Where the above is not observed the trainer has the right to counsel the student involved by:

- immediate discussion of the problem
- if the problem continues, terminating the student's involvement in the training and assessment process

Camden Haven Community College Training has the right to withhold any applicable certificates wherever a student is requested to cease training or assessment for behavioural reasons. In the event that a student is suspected or found to be copying other people's work for assessment purposes then the trainer has the right to request that the assessment be undertaken again at the student's cost. Camden Haven Community College has the right to withhold Certificates and Statements of Attainment where a student is found to be plagiarising assessment material. No refund will be provided in the event that a student is requested to leave the training for the above reasons.

As a client of CHCC you are entitled to:

- Learn in an environment free of discrimination, harassment, bullying or victimisation
- Pursue your learning goals in a supportive and stimulating environment
- Have direct access or referral to support services as necessary
- Privacy concerning all your personal records and information held by the organisation

By signing the CHCC Enrolment Form you have agreed to the enrolment and student information.

## STUDENTS RIGHTS AND RESPONSIBILITIES

### STUDENTS' RIGHTS

We recognise that students have the right to:

- Expect us to provide courses of high quality that recognise and appreciate their individual needs and learning styles.
- Have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for accredited courses.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to commencement.
- Appeal to our Committee for a review of the results of a test or assessment.
- Expect to achieve the published learning outcomes from their course, if they, in turn, devote the necessary time and diligence to it.
- Learn from well-qualified, competent and diligent tutors who observe their responsibility to address students' learning needs, assist them to achieve published course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that we will be ethical and open in our dealings, our communications and our advertising.
- Expect that we will observe our duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of their records in accordance with our policies, to the extent permitted by law.

### STUDENTS' RESPONSIBILITIES

Students are responsible for:

- Understanding and accepting the Enrolment Conditions for the courses they undertake.
- Providing accurate information about themselves at enrolment, and advising us of any changes to their address or phone numbers.
- Paying all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the Office.
- Respecting the organisation's property and observing Policy Guidelines and instructions for the use of equipment.
- Seeking clarification of students' rights and responsibilities when in doubt.

**Note**

***The organisation retains the right to refuse enrolment as permitted by law and to remove from class students who do not behave in an acceptable and appropriate manner towards staff or students, fail to respect the property of the organisation, the staff or other students, or the premises in which classes are conducted.***