

---

**Camden Haven  
Community College Inc  
(RTO 90018)**

---



# STUDENT INFORMATION HANDBOOK

---

**Camden Haven Community College Inc.**

PREPARED REVIEWED BY	S Nicol	S Nicol	S Nicol	J Troup	SN/JT	JT	JT	JT	JT	JT
DATE	Apr 2009	Dec 2009	May 2011	May 2012	Jan 2015	Mar 2015	Nov 2015	July 2016	Aug 2017	Sept 2017
VERSION	1	2	3	4	5	6	6	7	7	8

## INTRODUCTION

Camden Haven Community College (CHCC) operates as a not-for-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. Camden Haven Community College is a Registered Training Organisation (RTO 90018) and complies with the Standards for RTOs.

## ACCESS AND EQUITY

Our policies and procedures ensure we are responsive to the diverse needs of all participants in our programs and courses. Our policies and approaches are aimed at ensuring that education and training is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

## CODE OF PRACTICE

Camden Haven Community College (CHCC) is an independent community-owned 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 members of the community. We will be ethical and fair and observe legislative and other requirements. Please refer to our Code of Practice on the website ([www.chace.org.au](http://www.chace.org.au)) under 'Policies and Procedures'.

## 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.

- Student Handbook
- Access and Equity Policy
- Assessment Policy
- Code of Conduct Policy
- Code of Practice Policy
- Complaints Policy and Procedures
- Fee Protection Policy
- Refund Policy
- Refund and Fee Policy and Procedures (Smart & Skilled)
- Consumer Protection Policy (Smart and Skilled)

## FEE PAYMENT AND REFUNDS

Details of our course fees can be obtained from the college, in the Course Guide, 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. Please refer to Policies and Procedures on our website regarding Refunds, Fee Protection and Fee Policies.

## ASSESSMENT

To be deemed competent against a nationally accredited Unit, you must be assessed for that Unit and be competent in all elements that comprise that Unit. Assessment is carried out by competent qualified trainers and assessors based on evidence of competence achieved through observation, testing, interview, review of records, assessment tasks, work place assessment and other methods of assessment. Refer to the Assessment Policy on the website.

## 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 dependent upon the performance criteria and will be discussed with you by your assessor/trainer.

## **APPEALS 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 trainer or assessor. If you have a complaint or grievance it should be brought to the attention of the trainer, assessor or staff member where it occurred. It may then be referred to the Manager of Camden Haven Community College. Please refer to the Complaints Policy and Procedure on the website.

## **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 requirements, 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. You may also be required to provide additional documentation if the training is supported or subsidised by the government or other body.

## **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. Verification from the issuing organisation of the Certificate or SOA may be requested.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition of Prior Learning (RPL) is a process that enables people who are seeking to gain recognition of competencies that they have acquired through formal or informal training or education, work or industry experience or other means. Please request an RPL Kit. Your trainer/assessor can provide more information.

## **RECORDS MANAGEMENT AND PRIVACY**

Records of student VET training and certification is stored for a 30 years. 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 and authorised bodies
- Other parties with written authorisation from the student

Records are available to students via the Unique Student Identifier (USI) Australia Government site.

## **LEGAL AND OTHER REQUIREMENTS**

Camden Haven Community College's operations are affected by a range of legal and other requirements including Commonwealth or State legislation and regulatory requirements. Our policies, procedures and practices meet relevant requirements. Further information on current relevant legislation is available online by search or at the college.

## **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 and supporting management systems on a yearly basis to identify any improvements required. In addition, regular reviews and validation are conducted for Assessments, Resources, Policies and Procedures, Practices, and forms. Action is taken to address identified needs for improvement. A Continuous Improvement Register is maintained.

## **STUDENT WELFARE AND GUIDANCE SERVICES**

Camden Haven Community College's primary concern is to enhance lifelong learning. Through training, education, advice and provision of services we aim to provide learning and development outcomes to enhance opportunities. Refer to our website for further information on Services.

## **STUDENT CODE OF CONDUCT**

Camden Haven Community College requires that all those involved in activity with our organisation observe the highest ethical and professional standards at all times. Student conduct should always be in accordance with our Code of Practice and Code of Conduct Policies. Refer to the website for the full policies and responsibilities. If your course involves workplacement there may be additional requirements of that workplace.

By signing the CHCC Enrolment Form you have agreed to the enrolment, student information and to abide by all CHCC Policies and Procedures.

## **GUARANTEE TO COMPLETE TRAINING**

Camden Haven Community College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course unless extreme extenuating circumstances occur. If for any reason the RTO is unable to complete the training a proportional refund will apply.

## **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 for a review of the results of a test or assessment.
- Learn from well-qualified, competent and diligent trainers/assessors or 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, trainers, assessors, tutors 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 allowed open areas away from other people.

- Promptly reporting all incidents or accidents to the Office.
- Respecting the organisation's property and observing Policy Guidelines and instructions for the use of equipment.
- Following the Code of Conduct and Code of Practice (refer to the website)

**Note:** *The organisation retains the right to refuse enrolment or cease training as permitted by law or training package or industry requirement 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.*

## SMART AND SKILLED

### Student Information – pre enrolment

(Further information may be obtained from the college or on the website)

#### Smart and Skilled Notification of Enrolment

Camden Haven Community College will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Check eligibility:** We will check your eligibility for the program. A general guide of eligibility is included in the table below. All students must meet Criteria 1. However, further conditions apply for unemployed, disadvantaged, disability or Aboriginal people. If you are not sure of your eligibility please discuss it with the college.

You will be need to provide proof of eligibility and/or sign a student declaration and will be informed of the type of evidence that is acceptable. We will take you through a **Proof of Eligibility Checklist** on enrolment and you will be required to provide some documents and sign statements.

For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements:	
Type of training	Eligibility criteria
<b>For all Smart and Skilled Courses</b>	<ul style="list-style-type: none"> <li>• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and</li> <li>• aged 15 years or older, and</li> <li>• left school, and</li> <li>• live or work in New South Wales (or a defined NSW border).</li> </ul>
<b>All subsidised training</b>	<ul style="list-style-type: none"> <li>• Enrolling student must reside at the postcodes designated in the Funding Contract and fulfil program eligibility</li> </ul>
<b>CSO Ace Program</b>	<ul style="list-style-type: none"> <li>• Disadvantage – trainer or college administration will check your eligibility</li> </ul>

2. **Declarations:** You will also be required to sign the following documents: (you will be given a hard or electronic copy of them):
  - Consent to Use And Disclosure of Personal Information to The Department of Industry and Other Government Agencies
3. **Pre-enrolment information:** Prior to enrolment you will be provided with, or given access to, the following information:
  - Recognition of Prior Learning and Credit Transfer information
  - Consumer protection information
  - What a student should do if they wish to defer or discontinue training
  - How students can access support during training
  - The fees
  - Information on your course, including the Units of Competency/Qualification.
4. **Notification to Department:** On completion of the enrolment process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.

If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us.

## Smart and Skilled Fee and Refund Policy and Procedure

### Policy

Camden Haven Community College (CHCC) (RTO 90018) is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. This policy works with and is in addition to the CHCC Refund and Fee Protection policies. CHCC will comply with the Smart and Skilled Fee Administration Policy.

### Procedure

To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment or on completion of the Notification of Enrolment Process.
- Students will be notified of any schedule of payments on enrolment.
- Students will be notified of any additional equipment costs prior to enrolment
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment and before Certificate is issued.
- Certificates or Statements of Attainment will not be issued until all fees are paid.
- All fees collected will be retained by Camden Haven Community College.
- Where applicable the employer will pay the fee for Traineeships.
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees CHCC will refund proportional fees.

### Withdrawal of students

- Withdrawal without Penalty: students will be notified that they can withdraw from the course up to a week before commencement and receive a full refund of fees paid to date.
- If course dates have commenced, no refund applies.

### Extenuating Circumstances

- If for any reason CHCC (RTO 90018) is unable to complete the training the following Refund Policy will apply: Refer to Refund Policy and Fee Protection Policy.
- If a student withdraws from training not of their own accord (for example the Provider no longer approved) fees will be refunded. Refer to Fee Protection Policy and Refund Policy.

### RPL and Credit Transfer

As per pre-enrolment information regarding RPL and Credit transfer.

### Smart and Skilled Consumer Protection Policy

Refer to website at [www.chace.org.au](http://www.chace.org.au)

### Reasonable Adjustment

Any Disadvantaged students will be interviewed at enrolment and/or assessed by their trainer/assessor to ensure any required adjustments are included in their training and assessment plan. Reasonable Adjustment may be made as per CHCC Policies.

### Student Support

Camden Haven Community College provides support for services students. Refer to the 'Services' on the website.

## Deferral or Withdrawal from training

### Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member. We will endeavour to implement processes that will support you to continue with your training. If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Should your qualification change during the deferral period, RPL or upgrade to current qualification may be required at the student's cost.

## Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Manager if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated
- You will be given the results of any assessments

## Unique Student Identifier

### Student Information

From January 2015 it is a requirement that all students in Australia have a Unique Student Identifier (USI). The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system.

You must have a USI before a RTO can issue a Certificate or Statement of Attainment.

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create a USI:

#### 1. Create your own

This can be done by going to the [Unique student Identifier Website](http://usi.gov.au/students/Pages/default.aspx) and following some simple steps:

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail. Some form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.
- Some privacy questions will need to be answered.

You may also need to nominate CHCC RTO as being allowed to access your USI.

To do this

- go to MANAGE PERMISSIONS
- ADD ORGANISATION
- type in our RTO number (90018) and Camden Haven Community College and ADD.

This will allow our college to check your student details.

#### 2. Camden Haven Community College can create a USI for you if you are unable to create your own.

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a Privacy Notice to this effect.

## Protection of students privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by you and the organisations and employers you choose to have access to your records.

### Your privacy

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

### Access to records: Smart and Skilled

You will be required to set access controls to allow the Department of Industry and Camden Haven Community College the appropriate levels of access to your USI records. For further information please refer to the USI Student Help Line.