

Camden Haven Community College Inc.

RTO 90018



STUDENT



HANDBOOK



Table of Contents

About the College.....	4
Welcome	4
Our College.....	5
Our Vision.....	5
Our Mission	5
Benevolent Relief.....	5
Access and Equity	6
Contact Information	6
Fees and Charges, Funding and Refund Policy.....	7
Fees and Charges.....	7
Funding.....	7
Refund Policy.....	7
Enrolment – Lifestyle Courses.....	8
How to Enrol.....	8
Enrolment Conditions.....	8
Age Restrictions.....	8
Enrolment – Vocational Education and Training.....	8
About VET.....	8-9
Pre-requisites & Application	9
Offer of Enrolment.....	9
Unique Student Identifier (USI)	10
Language, Literacy and Numeracy (LLN) Quiz	10
Induction	11
Learning and Assessment	11
Trainers.....	11
Assessment.....	11
Re-assessment.....	12
Recognition of Qualifications issued by other Registered Training Organisations.....	12
Recognition of Prior Learning (RPL).....	12
Work Placement.....	12
Appeals and Complaints.....	12
Reasonable Adjustment	12

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

Guarantee to complete training.....	13
Deferrals	13
Withdrawals	13
Student Rights, Responsibilities and Welfare	13
Student Rights	13
Student Responsibilities	14
Student Welfare	14
Work Health and Safety.....	15
Work Health & Safety.....	15
Fire Safety & Emergency Evacuation.....	15
Drugs and Alcohol	15
Smoking on College Venues	15
Can I bring my children to class?	15
Feedback	15
How do I give Feedback?	15
Discrimination, Bullying and Harassment	15
Client Protection, Workplace Harassment & Bullying Policy	16
Privacy.....	16
Use and Disclosure of Personal Information	16
Privacy and Confidentiality Policy	16
Records Management	17
Policies and Procedures	17
Code of Practice	17
Code of Conduct.....	17
Assessment Policy	17
Certification Policy and Procedures	18
Legal and Other Requirements.....	18
Continuous Improvement	18

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

1. ABOUT THE COLLEGE

Welcome

Thank you for choosing to study at Camden Haven & Manning Valley Community College (CHCC). No matter what your choice of course, we hope you gain great benefit and enjoyment. We pride ourselves on providing a warm and inclusive learning environment where everyone can learn, discover and reach their potential. This handbook will provide guidance throughout your studies on College services, policies and procedures but please don't hesitate to speak to us at any stage if you have questions or concerns.

Camden Haven Community College acknowledges the Traditional Custodians of the lands on which we live, work, and deliver training. We pay our respects to Elders past and present and honour the ongoing cultural and spiritual connection that Aboriginal and Torres Strait Islander peoples have to Country, culture, and community. We are committed to providing a culturally safe, inclusive, and respectful learning environment for Aboriginal and Torres Strait Islander students.

Support for First Nations Students

If you identify as an Aboriginal or Torres Strait Islander student, you are encouraged (but not required) to let us know during enrolment or at any time during your training. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- Access to a culturally safe staff member.
- One-on-one support, mentoring or regular check-ins.
- Flexibility in learning or attendance where cultural obligations arise.
- Referral to trusted local Aboriginal and Torres Strait Islander services.
- We will work in partnership with local community organisations to connect you with culturally appropriate services and advice.

Our Commitment to Cultural Safety

We aim to:

- Ensure your learning experience reflects respect, inclusion and understanding.
- Value your lived experience, cultural strengths and knowledge.
- Provide a culturally responsive learning environment.
- Continuously improve based on feedback from First Nations students and communities.

To discuss your support needs, contact the Training Manager noni@chace.org.au or Outreach Support outreach@chace.org.au or speak to your trainer in confidence.

You are welcome here—your culture, your story, and your success matter.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

Our College

Camden Haven Community College is a not-for-profit Incorporated Association with a volunteer governing Committee. It is community owned and a registered charity.

The college provides lifestyle and vocational courses for our local communities in the Camden Haven and Manning Valley and has been operating for nearly forty years.

Camden Haven Community College is a Registered Training Organisation (RTO 90018), approved to provide nationally accredited units and qualifications. We offer a diverse range of quality vocational and general education learning opportunities.

Training and courses are available at the college in Laurieton, 16-18 Laurie Street (at the corner of Laurie Street and Bonser Lane, across from the little old church) and at the training rooms at Taree, Shops 5-6, 11-17 Manning St, Osborne Chambers (between Ray White Real Estate and Best and Less). Other sites in our communities are utilised for specific courses and we team up with workplaces for training, assessment and traineeships.

Camden Haven Community College is a member of the national peak body, Community Education Australia (CEA). We fully endorse and follow the CEA Code of Ethics. More information about CEA can be found on their website <https://cca.edu.au/>.

Vision

Camden Haven Community College (CHCC) will continue to operate as a not-for-profit, community-based Registered Training Organisation. It will provide equitable access to education and training through a diverse range of quality, professional, vocational, foundation and general learning opportunities that reflect the changing needs and interests of the Camden Haven and other communities. The college will be managed in an ethical manner and integrate sustainability into training and facilities.

Mission

To offer a friendly, supportive, and inclusive environment in which individuals can achieve their potential.

To be responsive to the community and provide educational opportunities to satisfy its diverse needs and interests.

To provide direct relief of poverty, suffering, distress, misfortune, helplessness, or disability in the community through training, education, advice, and provision of other services which provide learning and development outcomes to enhance opportunities.

Benevolent Relief

Our college aims to provide direct relief of poverty, suffering, distress, misfortune, helplessness or disability in the community through training, education, advice and provision of services which provide learning and development outcomes to enhance opportunities.

To this end we are proud to:

- ♦ be an Adult and Community Education (ACE) provider.
- ♦ be an approved Registered Training Organisation under the Smart and Skilled program with fee subsidies for those in need.
- ♦ provide training and courses for no fee to disadvantaged students.
- ♦ provide scholarships, on application, to assist with fees.
- ♦ assess students for fee exemption or concession due to barriers to education.
- ♦ subsidise fees for local community members and regional participants.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

- provide fully trained quality trainers and assessors who understand student needs, support requests and can refer to other relevant services.
- provide support in language, literacy and numeracy.
- provide training, access and support for people with disabilities.
- enhance opportunities for employment through quality subsidised national qualifications and vocational training.
- offer our sustainable organisation as a means of providing benevolent relief.

Refer to our [Benevolent Policy](#) for further details.

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. Refer to our [Access and Equity Policy](#) for further details.

Contact Information

Laurieton - Open weekdays, 9:30am - 3pm.

PO Box 301, Laurieton NSW 2443

 (02) 6559 6699

 reception@chace.org.au

 www.chace.org.au

 16-18 Laurie St, Laurieton
Entrance on Bonser Lane, opposite Longworth Park



Taree - Open Tuesday to Thursdays, 9am - 3:00pm

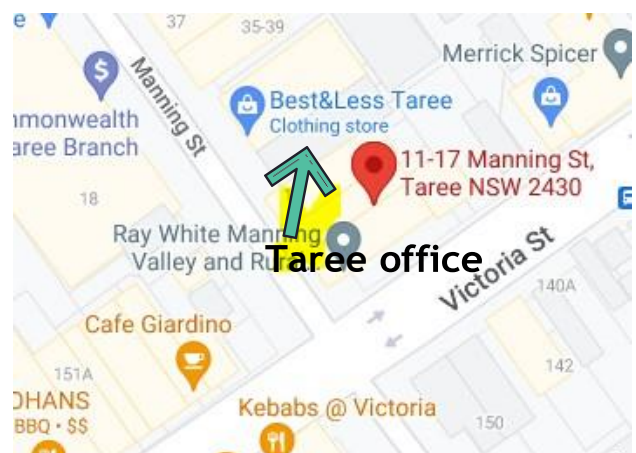
PO Box 301, Laurieton NSW 2443

 (02) 6559 6699

 life@chace.org.au

 www.chace.org.au

 Shop 1/11-17 Manning St, Taree
Between Best & Less & Ray White Real Estate



REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

2. FEES AND CHARGES, FUNDING & REFUND POLICY

Fees and Charges

Camden Haven Community College makes prospective students and clients aware of the College's fees, charges and refund arrangements before accepting enrolment. The [Fees, Refunds and Fee Protection Policy\\chccserver\\Common Files\\POLICIES & PROCEDURES\\POLICIES\\Fees, Refunds and Fee Protection Policy and Procedure July 2026.pdf](#) can be sourced from the College's website or a copy obtained from Reception.

Details of fees are supplied in our brochures, on our website or by contacting our office. 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. Students enrolling with Smart and Skilled 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. These courses may be fee free and fully funded by the NSW and Commonwealth Government.

Students enrolling in fee for service VET courses are required to make initial payment or establish a payment plan as per the terms outlined in the Enrolment Agreement and CHCC's Fees and Fee Protection Policy. Full payment must be received before issuance of the qualification.

Funding

Camden Haven Community College has various streams of funding for accredited courses and non-accredited courses with a vocational intent, available to eligible participants. Below are the types of funding available.

- ♦ **Smart and Skilled** - Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.
- ♦ **ACE Program** - The ACE Program is designed to target disadvantaged students across NSW, and students in regional and remote communities in NSW that experience significant barriers to training and employment. Where there are barriers to accessing Smart and Skilled entitlement training, ACE funding can be used to provide intensive support to assist eligible students to overcome these barriers. The ACE Program is a pathway program to help students access further training under Smart and Skilled, get a job or advance their careers.
- ♦ **Tech Savvy Seniors** - Tech Savvy Seniors is a NSW Government initiative in partnership with Telstra for seniors aged 60 and above or Aboriginal or Torres Strait Islander seniors aged 50 years and above. This initiative enables our Tech Savvy Senior courses to be offered at no cost to eligible participants.

For details about each funding type, including eligibility criteria, visit our website www.chace.org.au. You can also contact our office.

Refund Policy

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

Camden Haven Community College Inc (CHCC) offers refunds under a fair and equitable process. Please view our [Refund Policy](#) for more details.

3. ENROLMENT - LIFESTYLE COURSES

How to Enrol

Enrolment into Lifestyle courses is easy. You can visit our website to complete enrolments by adding selected course/s to your cart, by calling our office on 6559 6699 or coming into one of our offices. Enrolments are not confirmed until course fees have been paid in full.

Enrolment Conditions

Enrolments are not confirmed until:

- Student agrees to abide by the CHCC Code of Conduct and other policies.
- Student acknowledges their full responsibility for any damage, costs, misadventure or accident arising as a result of any act or failure to act on their part.
- Student accepts CHCC reserves the right to refuse enrolment to any person.
- Student accepts that information that may be given during a course does not constitute 'advice'.
- Student acknowledges CHCC Policies are available from the College website at www.chace.org.au
- Student consents to use and disclosure of personal information to the Department of Education and other Government agencies.

Age Restrictions

Anyone 18 years or older may enrol into our non-accredited courses at any time on our website by selecting the course they are interested in, finding a day and time that suits best and clicking the 'enrol now' button. Students aged from 15 years may be considered for enrolment upon trainer and college administration discretion, providing they remain in the company of a parent during the course.

4. ENROLMENT - VOCATIONAL EDUCATION & TRAINING

About 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 license/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.

Pre-enrolment Information and Support

Before a prospective student enrolls, CHCC ensures they have access to all necessary information to make an informed decision about their training. Prospective students are required to attend an information and application session at the College where their suitability for their chosen industry, their capacity to complete the training and their personal support needs are assessed. This is the student's opportunity to explore if the College and the training package meet their needs.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

Pre-Training Interview and Suitability Assessment

In the case of a student being unable to attend the information and application session, a student will have a pre-training interview and suitability assessment to ensure the chosen training product is appropriate for the student's individual needs, career goals, and existing skills,

Interviews with prospective students are conducted by the Training Manager or Taree Coordinator either face-to-face or via phone. The purpose of the interview is to discuss future career pathways, highlight the requirements and commitment required, and request any necessary documentation to determine suitability e.g. previous qualifications, USI transcripts.

Application and Enrolment Process

Once a student has completed the pre-training interview, they will receive an email invitation to attend the course information and application session.

Information and Application Session

At the session students will:

- Meet the VET Training Manager.
- Receive detailed information regarding the course outline, delivery, requirements, and commitment required.
- Discuss pathways e.g. type of work suitable for your new skills or further education or training opportunities.
- Complete and submit the necessary College Application documentation e.g. Application form, code of conduct and consent to share information.
- Complete the LLN Quiz.
- Provide details of their USI number or receive assistance from staff to complete the application process to obtain a USI.
- Provide a copy of their USI transcript if applying for any credit transfers.

Required Documentation

Students must provide the following documentation during the application process:

- Proof of Australian Citizenship/Residency (e.g., Birth Certificate, Passport, Visa documentation).
- Proof of Identity (e.g., Driver's License, Photo ID).
- Medicare card.
- Proof of any government benefits or pension they receive.
- Copy of USI transcript (if applying for credit transfers).
- Unique Student Identifier (USI). If the student does not have a USI, CHCC will provide assistance to create one.
- School severance letter.

Offer of Enrolment

Upon successful application and suitability assessment, students will be provided with an offer of enrolment. This offer formally outlines:

- The agreed training product (qualification/unit of competency).
- Total course fees and payment schedule (if applicable).
- Refund policy terms and conditions.
- Student obligations and CHCC's commitments.
- Copy of the Student Handbook.

The student must read, understand, and acknowledge acceptance of their offer in writing, prior to the commencement of the course for their enrolment to be finalised. For students under 18, a parent or guardian must also consent and co-sign enrolment forms.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

Confirmation of Enrolment

Once all enrolment requirements are met (including all documentation, initial payment if required, and USI verification), CHCC will issue a formal Confirmation of Enrolment and welcome to the student. This will include:

- A welcome email.
- Reminder of course start date.
- Training Plan to be signed and returned.

Unique Student Identifier (USI)

To undertake Nationally Recognised Accredited Training and Government Funded Non-Accredited Training, you need to obtain your Unique Student Identifier number (USI). This applies if you are enrolling in single units of competency, skill sets, traineeships, and full or part qualifications. Learn more about the Unique Student Identifier at <https://www.usi.gov.au/>.

There are three options to get your USI:

1. Create a USI yourself

- Follow this link to create your USI <https://www.usi.gov.au/students/get-a-usi> or read and follow the steps provided in the Student Information Fact Sheet
- Write down your USI and keep it somewhere handy and safe
- Notify the college of your USI number via email or phone as soon as possible

2. Check for or find a previously created USI

- Follow this link to find your USI <https://www.usi.gov.au/students/find-your-usi>
- Write down your USI and keep it somewhere handy and safe
- Notify the college of your USI number via email or phone as soon as possible

3. Ask the college to apply for a USI on your behalf

- Possible If you are having difficulty creating a USI or finding a previous one, come into one of our offices and our friendly admin staff can assist you.

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.

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.

You will be required to set access controls should you wish to provide others access to your USI records. For further information please refer to the USI Student Help Line.

Language, Literacy and Numeracy (LLN) Quiz

As part of the application process, all prospective students will undertake an assessment of their language, literacy, numeracy, and digital literacy skills to determine their suitability for the chosen course and identify any support needs.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

The Online Language, Literacy and Numeracy Indicator Tool has been designed to gauge a person's skills in:

- ♦ Reading
- ♦ Writing
- ♦ Learning
- ♦ Oral Communication
- ♦ Numeracy

These are the five core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person needs in the community, classroom and workplace. The quiz can be completed on your own mobile phone or using a College laptop and students will need to bring headphones with them. By supporting students to complete the quiz at the beginning of a course, trainers can identify how each student learns best, how to support individuals in the classroom and identify any additional support that may be required to ensure students are set up for success.

The quiz should take less than 30 minutes. Students are permitted to use a calculator where required. Based on the results from the LLN assessment, a training supplement workbook may be generated by the LLN robot, specifically to meet the student's identified needs. If the College emails a student a supplementary workbook, please note it is a very useful resource to prepare for the course which the student has enrolled in, however completing it is optional, and students do not need to submit this. Students who are identified as in need of assistance with their learning will be provided with support throughout the learning process.

Induction

On the first day of the course, students will receive an induction appropriate to their course, which further ensures they:

- ♦ Understand the information contained in the Student Handbook and the pre-enrolment Information.
- ♦ Understand the rules and regulations as set out in the Student Handbook.
- ♦ Are familiar with the College's facilities and resources.
- ♦ Have identified the College's key training, administration and support people.
- ♦ Have the necessary course materials, course content and information about assessment.
- ♦ Know where to access more information.

Students will also be provided with induction on:

- ♦ Work, health and safety (WH&S) requirements
- ♦ Dress codes and conduct
- ♦ Their rights and responsibilities (Code of Conduct – student specific) as a learner.

5. LEARNING AND ASSESSMENT

Trainers

All trainers teaching accredited courses are qualified in accordance with the VET Quality Framework. All trainers hold a Certificate IV in Training and Assessment and have relevant industry experience and qualifications.

Trainers 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.

Assessment

To be deemed competent against a nationally accredited unit, you must be assessed for that unit and be competent in all

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

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, workplace assessment and other methods of assessment. Refer to our [Assessment Policy](#) for further details.

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.

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)

CHCC acknowledges that students may have existing skills, knowledge, or prior qualifications that can contribute to their current training.

- Students are informed about the availability of RPL and CT during the pre-enrolment phase.
- Students can apply for RPL if they believe their existing skills and knowledge (gained through work experience, informal learning, or other training) meet the requirements of specific units of competency.
- The RPL process involves gathering evidence and assessment against the unit's requirements (refer to the [RPL and Credit Transfer Policy](#)).
- Students can apply for CT if they have successfully completed equivalent units of competency or qualifications from another RTO or education provider (refer to the [RPL and Credit Transfer Policy](#)).
- Students wishing to apply for RPL or CT must submit a formal application form and provide supporting evidence.
- All RPL and CT applications will be assessed by qualified CHCC assessors in accordance with the [Assessment Policy](#) and RPL/CT Procedure.
- Successful RPL or CT may result in a reduction of course fees and/or the overall duration of the training program. This will be clearly communicated to the student.

Work Placement

Camden Haven Community College may at times, offer work placement as part of training to assist students to gain employment or to provide a simulated environment for practical activities. There are some compulsory work placement requirements for some courses. Work placement is an unpaid experience in a workplace in which real-life experience is gained prior to the issue of a qualification. Camden Haven Community College has a responsibility to protect members of the public (and students) from being harmed when taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time. All students should speak with their Trainers if they have any questions or require any assistance with regards to their work placement.

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. If you have a complaint or grievance, it should be brought to the attention of the Training Manager. It may then be referred to the College Manager. Please refer to our [Complaints Policy and Procedure](#) for further details.

Reasonable Adjustment

Students Identified at enrolment and/or assessed by their trainer to ensure any required adjustments are included in their training and assessment plan. Reasonable Adjustment may be made as per CHCC Policies.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

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.

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. They may refer you to another appropriate staff member to discuss any support requirements, or to the Training 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.
- You will be issued with a withdrawal Training Plan to sign
- You will be given the results of any assessments.

6. STUDENT RIGHTS, RESPONSIBILITIES & WELFARE

Students Rights

As a student with Camden Haven Community College, you have a right to:

- Expect us to provide courses of high quality that recognise and appreciate your 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 your prior learning, acquired competencies, and experience appropriately recognised in determining requirements for accredited courses.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of your 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

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

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 you.
- ♦ Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- ♦ Privacy and confidentiality, and secure storage of your records in accordance with our policies, to the extent permitted by law.

Students Responsibilities

As a student with Camden Haven Community College, you have a responsibility to:

- ♦ Understand and accept the Enrolment Conditions for the courses you undertake.
- ♦ Provide accurate information about yourself at enrolment and advise us of any changes to your address, email or phone numbers.
- ♦ Pay all fees and charges associated with your course and provide your own course requirements where notified.
- ♦ Recognise 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.
- ♦ Maintain regular and punctual attendance.
- ♦ Ensure you attend classes sober and drug free, and smoke only in allowed open areas away from other people.
- ♦ Promptly report all incidents or accidents to the office.
- ♦ Respect the organisation's property and observe Policy Guidelines and instructions for the use of equipment.
- ♦ Follow the [Code of Conduct and Code of Practice](#) (refer to the website).

Where the above is not observed the trainer has the right to counsel the student involved. If the problem continues the student's involvement in the training and assessment process will be terminated. Camden Haven Community College has the right to withhold any applicable certificates wherever a student is requested to cease training or assessment for behavioural reasons. No refund will be provided.

Student Welfare & Support 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. We endeavour to create a positive learning environment where all students feel welcome and respected. College staff are always there to support and assist. College staff are aware of the challenges of study and will respond to and attempt to alleviate any signs of student distress.

CHCC is committed to providing appropriate support to ensure student success.

- Information about available support services (e.g., academic support, counselling, disability support) is provided during the enrolment process and is accessible throughout the student's enrolment.
- Refer to the [Student Support Policy](#) for further information on accessing services available.
- The Outreach Student Support is available for students throughout their time with the College.
- Referrals to external support services will be made where appropriate and necessary.

If you require counselling or personal support, you can also contact:

- Lifeline Telephone: 13 11 14 or website: www.lifeline.org.au

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

- Beyond Blue Telephone: 1300 224 636 or website: www.beyondblue.org.au
- MensLine Australia: 1300 78 99 78 or website: www.mensline.org.au

7. WORK HEALTH & SAFETY

Work Health & Safety

We all have a responsibility to keep the College a safe place to work and study. If you see something that may be unsafe, please let your trainer or a staff member know immediately. Students must listen to all instructions by the trainers when discussing WH&S issues and follow all direction. First aid kits are available in all facilities.

Refer to our [Work Health and Safety Policy](#) for further details.

Fire Safety & Emergency Evacuation

Each training venue has a displayed fire procedure. This will be pointed out by your trainer. Please take the time to familiarise yourself in case of an emergency. Your trainer is responsible for making sure you know where the emergency exits are and what to do in case of an emergency. There are also posters in every classroom in our centre that show you how to exit the building.

Drugs and Alcohol

Camden Haven 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

Smoking is not permitted at any College venues and precludes anyone from smoking on College premises. This includes the areas immediately outside entrances to the College's buildings.

Can I bring my children to class?

Minors, who are not enrolled in a VET course, are not allowed on site during a course as they may disrupt the learning environment and their safety, health and welfare cannot be assured.

8. FEEDBACK

How do I give feedback?

The College is committed to continuous improvement. We want your training experience to be the best possible and your feedback is an important part of that process. We welcome feedback throughout your course, to your trainers or other college staff. At the end of your accredited course, you will receive a Learner Questionnaire from the AQTF. Your feedback is critical to the College maintaining the highest standards, so we encourage all students to take the time to complete the survey. It will only take a few minutes and your feedback is anonymous.

9. DISCRIMINATION, BULLYING & HARASSMENT

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

The College is committed to ensuring that all staff, students and clients are protected and enjoy a work and learning environment free of workplace harassment and bullying. CHCC is committed to providing a safe and secure environment for all employees, contractors and visitors, particularly vulnerable persons.

If you witness or experience any incident of discrimination, bullying or harassment you are encouraged to address it with the person concerned. If you do not feel confident approaching the person or the behaviour continues, please report it to your trainer or a staff member immediately. Any report will be treated with absolute seriousness and privacy.

Client Protection, Workplace Harassment & Bullying Policy

CHCC believes that all workers (including volunteers), students, visitors and clients are entitled to enjoy a work and learning environment that is safe and secure and free of workplace harassment and bullying. This includes:

- ♦ Unsolicited approaches, comments or physical contact of a sexual nature
- ♦ Victimisation
- ♦ Bullying
- ♦ Racial vilification
- ♦ Unfair treatment
- ♦ Unsafe learning environment

This Policy applies to all workers (as defined by Work Health & Safety legislation), students, visitors, volunteers and members of the governing body while at the CHCC workplace and while engaged in CHCC business or otherwise representing the CHCC. Refer to the [Client Protection, Workplace Harassment & Bullying Policy](#) for further details.

9. PRIVACY

Camden Haven Community College embraces the intent of the Australian Privacy Principles (AAPs). The AAPs are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). The AAPs reflect the information lifecycle, from ensuring transparency in the collection of information through to its use, disclosure, quality, security, access and correction. Any information collected on our clients is only used for the purpose of our delivery of services.

Use and Disclosure of Personal Information

Sensitive personal information will only be collected as required from students, is treated as confidential within the College and is used for the purpose for which it was collected or for a related purpose. This includes:

- ♦ Providing the training services.
- ♦ Informing students about additional or upcoming courses available.
- ♦ Gathering feedback from students regarding training for the College's market analysis and course development.

The College does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by law to do so. If you wish to authorise a third party to access your records, please contact the Manager.

Privacy and Confidentiality Policy

The College is committed to maintaining confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. We will not give out personal information to any person, body or agency without your permission, unless we are required to do so by law. We will not use your personal information for any purpose other than that for which it was collected, unless we are required to do so by law.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

We are required to provide some statistical information about our students to the Government, to help with the future planning of education. Refer to our [Privacy and Confidentiality Policy](#) for further details.

Records Management

The organisation will ensure that its record keeping procedures meet the requirements of the Standards for RTOs, regulations, legislation, guidelines for funded and/or government subsidised programs, preserve confidentiality of all personal information on staff, students and volunteers, and ensure the security and good condition of the organisation's records.

Non - Accredited Courses

A confidential file will be maintained by the Program Coordinator for each non-accredited course, containing full details and associated information on student enrolments, brochures, tutor details, course outlines, attendance rolls, course outcomes, course planning documents, records of advertising, and course evaluation. All such files will be maintained in good order and condition.

Accredited Courses (VET)

In addition to the materials for non-accredited courses, accredited course files will contain Training Plans, assessment validation documentation, program plans, student enrolments, attendance, outcomes, assessment plan, assessment tasks and reports, proof of competencies and credentials, trainer and assessor details, including trainer qualifications, and course evaluations. VET assessment outcomes and qualifications issued will be both computerised and hard copied. All documentation for VET outcomes will be kept for three years to comply with both ASQA and Smart and Skilled requirements. After three years and until 30 years the enrolment form and a copy of Certification with enough information to reissue the certification if required will be archived. This can be electronically filed, stored on the Student Management System or filed as hard copy.

Request a copy of our [Records Management Policy](#) for further details.

10. POLICIES AND PROCEDURES

There are many other policies and procedures that guide the work of our College. If you can't find what you are looking for please contact the office and administration will be able to assist you.

Code of Practice

CHCC is a Registered Training Organisation (RTO 90018) offering a diverse range of quality vocational and general education learning opportunities. The college is independent, not-for-profit and community owned. We contribute 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 be ethical and fair and observe legislative and other requirements. Refer to our [Code of Practice](#) for further details.

Code of Conduct

All those involved in activity with the College are to observe the highest ethical and professional standards at all times and be fair and ethical in all their dealings on the organisation's behalf. They should refrain from any conduct which may damage the organisation or its reputation and seek to advance its interests within the community. Refer to our [Code of Conduct](#) or [Student Specific Code of Conduct](#) for further details.

Assessment Policy

Camden Haven Community College, RTO 90018, complies with the Standards for Registered Training Organisations (RTOs) 2015. In particular, Standard One is relevant to Assessment: The RTO's training and assessment strategies and practices

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								

are responsive to industry and learner needs and meet the requirements of training packages. Refer to our [Assessment Policy](#) for further details.

Certification Policy and Procedures

Camden Haven Community College Inc RTO 90018 (CHCC) ensures qualifications, statements of attainment and records of results are issued once the learner has completed all requirements. CHCC complies with the RTO Standards and Australian Qualifications Framework (AQF) to ensure graduates receive the certification documentation to which they are entitled, and certification is issued to learners assessed as meeting the requirements of the training product as specified in the relevant training package. Refer to our [Certification Policy and Procedure](#) for further details.

11. 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. These include, but are not limited to:

- ♦ Workplace Health and Safety
- ♦ Workplace harassment, victimisation and bullying
- ♦ Anti-discrimination, including equal opportunity, racial discrimination, disability discrimination Vocational
- ♦ Education and Training (VET)
- ♦ Apprenticeships and Traineeships
- ♦ Copyright
- ♦ Corporations
- ♦ Privacy and Personal Information
- ♦ Children and Young People
- ♦ Employment
- ♦ Taxation
- ♦ Workplace conditions VET
- ♦ Quality Framework

Further information on current relevant legislation is available online by search or at the college.

12. 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. This includes recommendations from student feedback.

A Continuous Improvement Register is maintained.

REPAIRED/REVIEWED BY	L.Walsh								
DATE	22.09.25								
VERSION	V1								