

Camden Haven Community College Inc.

RTO 90018



STUDENT



HANDBOOK



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Student Welfare

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.

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

- Lifeline Telephone: 13 11 14 or website: www.lifeline.org.au
- Beyond Blue Telephone: 1300 224 636 or website: www.beyondblue.org.au
- MensLine Australia: 1300 78 99 78 or website: <https://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.

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 while on College's 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 and there will be many ways you can do this. 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

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 to approach the person or the behaviour continues, please report it to your trainer or 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.

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.

Refer to 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 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 Procedures](#) 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.