



**TAMWORTH
COMMUNITY
COLLEGE**

RTO ID 90095

**YOUR
PATH TO
SUCCESS**

Student Handbook 2021



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Welcome to Tamworth Community College

Thank you for choosing to further your education with Tamworth Community College. We would like to welcome you as a valued student and hope you enjoy your time with us.

Tamworth Community College (TCC) is a community based, not-for-profit, Registered Training Organisation (RTO) delivering high quality accredited and non-accredited training. TCC is recognised as one of the leading local education and training providers in the community and all training delivered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This Student Handbook describes some of the expectations of our students. We ask all students to carefully review and familiarise themselves with this Handbook. If you have any questions about anything in this Student Handbook or any aspect of your education with TCC, please don't hesitate to ask your trainer or any of our other wonderful staff.

We wish you every success during your training and trust that the skills you take away will assist you with your plans and aspirations.

Yours faithfully,

Michelle Simpson
Chief Executive Officer



About Tamworth Community College

Our Mission and Vision

Mission

To transform lives in our community through adult education and training.

Vision

As an organisation, we share the conviction that training enriches lives. We aim to offer innovative, flexible and engaging training opportunities that support and inspire people from all ages, backgrounds and skill levels.

We are committed to equipping people with the underpinning skills and knowledge they need to build their confidence, unlock their potential and seize opportunities to be involved in our community, gain meaningful employment or achieve career progression.

About the Organisation

TCC is a community based not-for-profit organisation and is one of the adult and community organisations in NSW that is supported by the Adult and Community Education (ACE) Unit within the NSW Department of Education and Communities (DEC). TCC is guided by a voluntary Board and managed independently to other Colleges around the region and nation.

TCC has been operating since 1984 under various identities - Tamworth Community Learning, Tamworth Adult Learning Group, Tamworth Regional Evening College. It became the Tamworth Adult Education Centre in 1992 and Tamworth Community College Inc. in 2004.

Most courses are held at 175 Peel Street Tamworth or the RSL Club in Quirindi, and TCC also uses other venues where appropriate. TCC has offered accredited courses under the Australian Quality Training Framework (AQTF), VET Quality Framework (VQF) and Australian Qualifications Framework (AQF) since 1994.

Our Commitment to Quality

TCC is committed to excellence and consistent standards of service. To ensure a consistently high quality of service in all TCC activities, we have a comprehensive set of Policies and Procedures in place. We comply with the requirements of Australian Skills Quality Authority (ASQA), the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2015, the AQTF and AQF standards, and support the process of continuous improvement.



Our policies and procedures cover:

- Organisational Planning, Quality Management and Self-Assessment
- Our core business, including program planning, development and delivery, as well as learning and assessment for Vocational Education and Training (VET) courses and our general courses program
- Student support
- Administrative support, financial management and premises management
- Marketing and community liaison, and
- Human resources management and development

Our Policies and Procedures may be viewed at the office within normal working hours.



Campus Information and Safety Information

Access to the Tamworth Campus – 175 Peel Street

1. Pedestrian Access

Student access to Tamworth Campus building is available via the reception door on the Peel Street side of the building. The rear door of the building is for employee use only.

2. Car Parking

The car park for the Tamworth Campus is off Peel Street and can be accessed as you are travelling north (towards Manilla). Parking is provided onsite in a parking area shared with the premises on the corner of Peel and Jewry Streets. There is one signposted disabled car space, three signposted TCC trainer car spaces and 4 undercover staff car spaces located in the parking area. The TCC Trainer car spaces are for teaching trainers only, while the undercover parking is for administration staff only (8 am – 5 pm Monday to Friday). Parking is only permitted where designated parking spaces are marked. If the car park is full, we recommend that students park along Peel Street or the nearby side streets.

3. Public Transport

Buses, operated by Tamworth Buslines, service the area surrounding the Tamworth Campus. Route 430 passes our premises on Peel Street and the closest bus stop is located near St. Andrews Retirement Village on Tribe Street. For more information on the bus services available, visit www.tamworthbuslines.com.au or phone 02 6762 3999.

Tamworth Radio Cabs Cooperative Ltd operates the local taxi service. Bookings can be made by calling 02 6766 1111 or 131 008.

COVID-19 Conditions of Entry

The following information, effective immediately, outlines the conditions of entry and procedures all students, visitors and staff must follow whilst attending TCC to ensure their health and safety and that of others, through minimisation of the risk of exposure to COVID-19.

Conditions for Exclusion

Students, visitors and staff are not permitted to enter TCC if they:

- are experiencing any of the following symptoms (sore throat, runny nose, cough, shortness of breath, fever, loss of taste, loss of smell, diarrhea, conjunctivitis, headache, myalgia/arthralgia (muscle/joint pain), a rash on the skin, or discolouration of fingers or toes);
- have been in close contact with a person who has tested positive for COVID-19 (during the time in which the virus is contagious);
- are awaiting the results of a test for COVID-19;
- should be self-isolating;
- have visited any locations and local government areas (LGAs) that have been classified by NSW Health for action (hotspot) in the last 14 days;
<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>
- visited identified hotspot areas outside of NSW in the last 14 days.



Conditions of Entry

Students, visitors and staff who are not subject to any of the above conditions for exclusion must be willing and able to agree to the following requirements to:

- sanitise their hands immediately with the supplied sanitiser or an alternate alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol (onus of proof rests upon you to prove it meets the required alcohol content) upon entry to TCC;
- be subject to a mandatory temperature check when they enter the building. Student's and visitor's temperature will be checked by TCC staff upon entry with an infrared non-contact forehead thermometer. Anyone presenting with an abnormal body temperature of 38°C or above will be denied entry and advised to seek medical advice;
- leave the site immediately if they become unwell, after notifying a staff member;
- at all times, maintain social distancing measures (as per the NSW Health guidelines);
- maintain good personal hand hygiene by washing their hands regularly and thoroughly and/or using an alcohol-based hand sanitiser (as per the NSW Health guidelines);
- maintain good respiratory hygiene by coughing or sneezing into their elbow or a tissue, and then disposing of tissues immediately;
- provide TCC with their name and contact details (mobile and/or email) and consent to TCC providing their name and contact details to the NSW Department of Health or any other third-party government department, as required to enable COVID-19 contact tracing procedures. These records are stored confidentially and securely and will be destroyed securely after 28 days.

If you have any questions or would like to know more about the steps we are taking to protect our students and team, you can contact us on 02 6763 0630 or at enquiries@tamworth.nsw.edu.au

Work Health & Safety, and Property

TCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment TCC uses is undertaken regularly, and a report on items requiring attention is provided to the Chief Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course, students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of a fire or another emergency. An evacuation plan is in all classrooms and the reception area of the College building in Tamworth.

Staff and students are expected to exercise proper care of TCC's property, leased premises, equipment and materials at all times.



Your trainer or another staff member should be advised as soon as possible in the following instances:

- There is any loss of property belonging to TCC, staff or students
- There is any damage to TCC premises, equipment or materials
- Any hazard is identified with TCC property
- Any other situation is identified that could adversely affect TCC, its staff or students

Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking some courses. Examples of this may include safety glasses, gloves, earplugs etc. Students will be notified of equipment they are required to provide on confirmation of enrolment. TCC will call the student approximately one week before the course commencement date. A student will be unable to commence the practical activity if he/she fails to provide the required equipment.

Incidents and Emergencies

To deal with an emergency, all staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

TCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on TCC's premises or property hired by TCC will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation procedures are set out in notices displayed in each classroom and the reception area and should be followed in the event of a fire or other incident forcing an evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly points in the event of a fire.

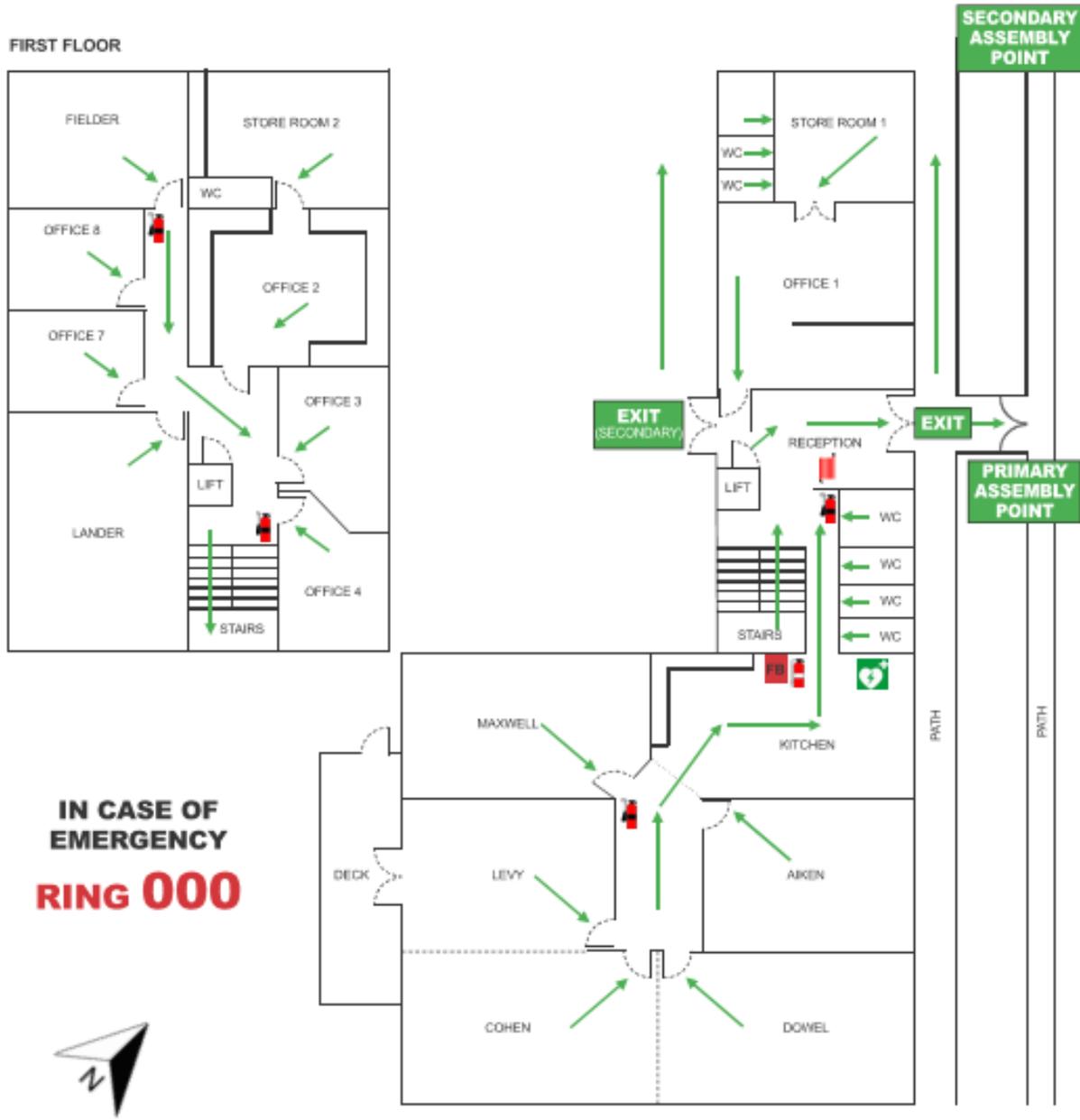
In the event of an emergency a student should:

- Upon hearing the alarm, following the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

Tamworth Campus Map and Evacuation Plan

EVACUATION DIAGRAM

175 Peel Street, Tamworth, NSW, 2340



**IN CASE OF EMERGENCY
RING 000**



EVACUATION PROCEDURE

1. On hearing an evacuation alarm, or on instruction of the Chief Warden, immediately cease all activity and evacuate the building immediately.
2. Assist with the general evacuation if directed to do so.
3. Assist any person in immediate danger, only if safe to do so.
4. In a fire, do not use the lift to evacuate a building.
5. Close doors behind you, (do not lock) except in bomb threats.
6. Assemble at the Primary Assembly Point, or, in the event this area is unavailable, the Secondary Assembly Point.
7. Report to the Chief Warden to be marked as evacuated.
8. Remain at the assembly point until direction is given by authorised emergency personnel or the Chief Warden.

IN CASE OF FIRE

Remain calm - remember RACE
Rescue any people in immediate danger (only if it is safe to do so).
Alert others and emergency services
Contain fire and smoke, close all doors and windows to contain the fire (only if it is safe to do so).
Extinguish the fire using appropriate firefighting equipment only if you are trained and it is safe to do so.

LEGEND

- CO2 Fire Extinguisher
- Dry Chemical Extinguisher
- Fire Hose Reel
- Fire Blanket
- Fire Blanket



Rights and Responsibilities

Code of Conduct

TCC is committed to helping our students achieve their varied learning objectives and encouraging them to embrace the challenges and opportunities of lifelong learning. This Code of Conduct is designed to outline the principles that underpin our approach to adult education, to address significant features in the relationship between trainer and student and to set out some of the key operating arrangements that need to be observed so that we can continue to provide consistently high-quality courses and support services.

TCC is committed to the following:

1. TCC staff shall at all times, act in an ethical manner and with integrity in dealing with all clients and members of the community.
2. The students' best interests will be a priority and students will be treated with dignity and fairness, acknowledging the adult environment in which we operate and the varied experience and life skills that students bring to it.
3. Courses and programs will be of high quality and reflect the principles of adult learning. They 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, and create an appropriate, relaxed learning environment.
4. Trainers will be diligent in preparation, delivery, assessment and evaluation of their courses. They will assess and mark work fairly, without favour, and in compliance with AQF guidelines and other guidelines issued from time to time. Re-assessment can be requested by students if the competency is not achieved the first time (although payment of an additional fee may be required).
5. Students are to 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.
6. People with disadvantages are to be encouraged to use, and benefit from, our programs and support services wherever practicable, although access for all disadvantaged people may be limited by financial resources and available facilities.
7. The rights of students and others to privacy and confidentiality is respected. The integrity and security of all personal information will be paramount. Personal information shall not be communicated to others without the written permission of the person concerned, unless it would normally be available to the public, or is required by law to be released.
8. Staff may not solicit or accept remuneration for, or derive benefit from, carrying out their duties with the organisation, other than from salary or other payments the organisation makes to them for that work. In particular, trainers may not take commercial or other advantages of students arising from their participation in TCC programs and courses.
9. Trainers will be punctual and well prepared with adequate copies of notes and/or resources. They will discuss with participants at the first session proposed course outcomes and seek input into the program to ensure they achieve the desired learning outcomes.



10. TCC administration staff will organise and deliver prompt refunds of course fees where applicable.
11. Access to a fair system to assist with appeals, complaints and grievances will be provided and treated with confidentiality and respect.

In return, students are expected to:

1. Respect the rights, privacy and safety of other students and staff.
2. Treat other students and staff with dignity, respect and consideration.
3. Conduct their studies with honesty and integrity and actively participate in the learning process.
4. Respect all facilities, resources and property owned by TCC and our hosts when off campus and leave work and study areas in clean and tidy order.
5. Provide accurate, current student information as needed, to facilitate the process of administration, enrolment and assessment.
6. Be open to, and welcoming of the diversity of, students on campus and respect the rights of other students and staff to have their own opinion.
7. Observe designated smoking areas and all other signposted instructions on campus.
8. Not participate in any forms of unacceptable behaviour, such as but not limited to, bullying, harassment, sexual harassment, verbal or physical violence, vandalism or anti-social behaviour.
9. Dress appropriately for the course being undertaken, including work, health and safety requirements if necessary.
10. Never attend classes under the influence of drugs or alcohol, nor enter any centre or classroom with drugs, weapons or alcohol.
11. Take care of their possessions.
12. Pay all course fees.
13. Report all injuries or incidents of harassment by another student, trainer or staff member promptly to the Chief Executive Officer.
14. Follow Work Health and Safety practices and adhere to directions given by staff or trainers.
15. Arrive for class on time, and do nothing to disrupt the class, or prevent staff or trainers from performing their duties.



Student Grievances and Dispute Resolution

A grievance or complaint occurs when there is dissatisfaction with TCC's courses or services. It becomes a dispute when the complainant does not accept TCC's response.

Students may complain to the trainer in the first instance. The trainer will immediately meet with the complainant and endeavour to resolve the matter. The trainer will complete a Grievance and Dispute Resolution Form detailing the date, name of the complainant, nature of the complaint, the agreed outcome of the meeting and recommending an agreed course of action resulting from the discussion. The completed form will be forwarded to the Training & Quality Manager. The complaint details will be entered into the Continuous Improvement Register.

If the action proposed by the trainer is accepted by the student and the Training & Quality Manager, the trainer's involvement ceases. If the student or the Training & Quality Manager is unable to accept the proposal, he/she will arrange a meeting with the trainer and Chief Executive Officer to explain the reason for non-acceptance and endeavour to negotiate a mutually satisfactory alternative arrangement. If this fails, the matter will be referred to the TCC Management Committee, and if a resolution at that stage has not been achieved, the complaint will be lodged with the Department of Fair Trading or another appropriate organisation for determination.

TCC's facilities are utilised by a range of external RTOs, businesses and community groups. Students should direct any complaints and grievances pertaining to these groups directly to the RTO, business or group concerned.

Misconduct and Exclusions

Important information on the conduct of students is contained in TCC's Code of Conduct (above) which all students are required to observe. Any instance of violence, sexual harassment, theft, or the improper use of TCC equipment is regarded as serious misconduct. Any report of breaches of the Code of Conduct will result in TCC staff taking appropriate action which will include an initial conversation between trainer and student and possible exclusion from the classroom.

Students may be excluded from a course if:

- they fail to meet the published requirements for the course
- they fail to pay the course fee without reasonable excuse
- they are late for class
- the limit to the number of students permitted for the class has been exceeded
- they are disruptive, abusive or violent in class
- they fail to accept any reasonable direction from the trainer, Training & Quality Manager, Chief Executive Officer, or another staff member

TCC provides an opportunity for a student to appeal against exclusion. Further details in such an instance can be obtained from the Training & Quality Manager or Chief Executive Officer.

If a student believes that TCC has failed to honour its obligations in delivery of quality training, they have the right to complete and lodge a Grievance and Dispute Resolution Form for investigation.



Alcohol and Other Drugs

Students should not be under the influence of alcohol and/or other non-prescription drugs when attending classes at TCC. If a student is suspected of being under the influence of alcohol and/or drugs and is disruptive or troublesome, the student will be removed from the grounds of TCC by Management. If at any time there is a risk to the person/s, other students or TCC staff of injury the Police will be called in the first instance before attempting removal of the affected person.

Smoke-Free Policy

TCC is a smoke-free campus.

Access & Equity

TCC encourages the enrolment of students, 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.

Students with a disability are asked to identify their disability at the time of enrolment and whether they require any special assistance. TCC will, in most cases, be able to accommodate their needs e.g. we may change or modify the venue for a course to enable a student with a disability to gain access, or to use the classroom.

Privacy Policy

TCC is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. Accordingly, staff and trainers will respect the rights of students to privacy and shall not communicate personal information to others without the written permission of the person concerned, unless it is to be given to an authorised member of staff in the normal conduct of their duties, would normally be available to the public, or is required by law to be released.

Information collected about students includes date of birth, country of birth, residential status, schooling level, language spoken at home, disability status, Aboriginal or Torres Strait Islander status, the level of education completed, and the reason training has been undertaken. We are required by the State and Federal Governments to collect data on all our activities and participants in accordance with the Australian Vocational Education and Training Management Information Statistics System (AVETMISS). We submit this information annually to the Adult and Community Education (ACE) Unit within the NSW Department of Industry. This information, together with any assessment outcomes, is stored for 30 years.

The statistical information including your details and course outcomes will be made available to ACE or other government agencies requiring the information by law. The information supplied by TCC will be used by the government for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes. By signing the TCC enrolment form students consent and declare their agreement to the use of the information for these purposes.

Employee and student telephone numbers and addresses will not be given out at any time except for the provision of class roll information for trainers at the commencement of classes or if requested by TCC Management. Student information is solely to communicate with students in connection with the trainer's teaching obligations. The information will not be



released to a third party without the student's consent.

Students, who would like to know what information TCC holds on their student file, can access these records by appointment with the Training & Quality Manager. Please contact the office to arrange a mutually convenient time. TCC cannot give out information about other students.

Trainers' phone numbers or addresses will not be given to students who desire contact with the trainer unless the trainer has given permission to do so. However, a student's request to speak to a trainer will be passed on to the trainer by a member of staff.

Proof of Identity

Some courses offered at TCC require '100 points of identification' to be produced before the course commencing, while all accredited courses require a form of photo ID to be produced at enrolment. Students will be informed upon enrolment if they are undertaking a course with either of these requirements. If you are unsure of what forms of identification are acceptable, please speak to the student support staff before the course commencement date.

Unique Student Identifier (USI)

All students undertaking nationally recognised training will need a USI from 1 January 2015. RTOs cannot issue a qualification or Statement of Attainment for training completed after that date without collecting a USI. Students can obtain their USI by visiting www.usi.gov.au. TCC student support staff are available to assist students with this process.

Change of Personal Details

Please ensure that you promptly notify administration of any change in your name, address, telephone number, email address or employer (if apprentice/trainee). Failure to provide such information may result in certificates being posted to an incorrect address.



Important Information

Enrolment

Our student support officers and training team provide specialist support, guidance and advice to our students to assist students to find the course to achieve their educational and career dreams.

Our team can assist you to:

- Select the course to suit your personal experience and skill level
- Customise the delivery mode to suit your preferred study method and availability
- Access required support and guidance throughout your training
- Plan for future education and employment

All students enrolling into a course via e-learning will be required to have access to a computer and the internet. Students will also be provided with the Tamworth Community College e-Learning Handbook and appropriate support during their e-learning course from their trainer.

Assessments

For nationally recognised qualifications or units of competency, you will be required to successfully complete assessments as a part of your chosen course.

Your trainer will provide you with the details of the required assessments.

Payment of Course Fees

All enrolments are considered tentative until the course fees are paid. Payment of the full (or concession) fee is required on enrolment or at least one week before the course commencement date. If fees are to be invoiced to an employer or agency, a purchase order is required to be submitted to the office upon enrolment.

For courses costing more than \$1,000, no more than \$1,000 from one individual student will be accepted before the course commencement date. Upon course commencement, the remaining amount will be invoiced.

TCC acknowledges that particular courses may be a significant monetary outlay for some people and will ensure no student enrolled in a course is unfairly disadvantaged or discriminated against because of their circumstances. A payment plan or other arrangement may be made; however, an agreement must be reached before commencing the course. Any student having trouble keeping up with their agreed payment plan should contact the office staff as soon as possible.

Any student who has an outstanding debt will not be eligible to receive a Certificate, Statement of Attainment or enrol in any other courses until payment is made in full.



Student Concessions

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full course fee.

Eligible benefits include:

- Age Pension
- Austudy
- Carer Payment*
- Disability Support Pension
- Farm Household Allowance
- Family Tax Benefit Part A (maximum rate)
- Jobseeker Payment
- Parenting Payment (Single)
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Youth Allowance
- Widow Allowance

**The Carer Payment is a specific benefit paid by the Commonwealth; this category does not include the Carer Allowance or Carer Adjustment Pay.*

Additionally, reduced fees, or an exemption from fees, may be allowed in cases of genuine hardship. All such requests should be referred to the Chief Executive Officer.

Cancellation of Courses or Closure of Tamworth Community College

Minimum class sizes have been determined for each course. If a course has insufficient students enrolled one week before the commencement date, the course may be cancelled, and the students enrolled in that course will be notified.

In the highly unlikely event of TCC closing and ceasing to exist we will endeavour to ensure all our enrolled students are transferred to another RTO who offers the same course in the same location.

Student Refunds and Transfers

If TCC cancels a course, the student/s will be notified and issued a refund.

TCC cannot accept responsibility for changes in personal circumstances or work commitments. Refunds will only be given when notice of withdrawal/non-attendance is received at least three (3) working days before the scheduled course commencement. Where notice of withdrawal/non-attendance is received less than three (3) working days before course commencement, no refund will be issued, and no transfers offered.

In certain circumstances (i.e. illness, death in the family), TCC can offer one transfer and credit fees to a later course. A \$20.00 administration fee will apply. A decision will be made on a case by case basis.



If a student withdraws during a scheduled course that runs for longer than six weeks, the student may be eligible for a part-refund. Part-refunds are subject to approval from the Chief Executive Officer and/or Training & Quality Manager. Consideration will be given to the circumstances of the withdrawal and fees paid up until that point.

Attendance and Absenteeism

For all accredited courses, it is a requirement that students attend and actively participate in at least 80% of the scheduled course sessions. Where sufficient evidence of competency can be obtained, attendance of less than 80% may be accepted at the discretion of the Training & Quality Manager, under the recommendation of the trainer.

Students are expected to provide notice of absenteeism where possible before the absence. Trainers are required to notify the TCC Administration of all absences.

Minimum Enrolment Age

The minimum age for a student enrolled in a course at TCC is 14 years. Enrolment forms for students under the age of 18 must be signed by their parent or guardian. Any school-aged student (17 or under) must obtain permission from their school if enrolling in a course that is delivered during regular school hours. Students, regardless of age, must be respectful of the adult learning environment in which they are participating. TCC adheres to the Child Protect (Working with Children) Act 2012.

Plagiarism and Referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from research sources or another student's work, including re-worded or paraphrased material without acknowledgement, is plagiarism. Plagiarised work will not be accepted and will result in disciplinary action. All material gathered from other sources should be referenced accordingly. Please speak to your trainer if you are unsure of how to reference your work.

Student Evaluations and Feedback

TCC conducts systematic, ongoing student evaluations to assess student satisfaction with its courses and services and to determine whether a course provides the desired outcomes, as a basis for future improvement. A standard Course Evaluation Form is used to allow benchmarks to be developed and comparisons made.

Course evaluation forms, AQTF Learner Questionnaires and AQTF Employer Questionnaires will be distributed by trainers on the last or second last session of your course or posted as appropriate. Students can return the completed evaluation forms to their trainer, place them in the box in the kitchen/dining room or post them to TCC.

Also, students will be invited to provide feedback via the Tamworth Community College online mid-course survey.

The Training & Quality Manager will advise the trainer if the evaluations indicate there are areas for improvement and will discuss any suggested action.



The Chief Executive Officer or the Training & Quality Manager or nominated staff may conduct telephone evaluations with students and their supporting workplace.

Issue of Qualifications

Qualifications for accredited courses are nationally recognised under the Australian Qualifications Training Framework and may provide pathways to further education with ACE, TAFE and Universities. Upon successful completion of all the requirements of a course of study, students are eligible to receive their qualification.

Qualifications will be issued by TCC within 21 days after completion of the course. They may be collected from the office by the student or will be posted to the address provided on the enrolment form.

Statements of Attainment are issued upon successful completion of one or more units of competency in short courses or where a student has withdrawn from a full qualification. They will be issued within 21 days after the completion of the short course or the date of withdrawal.

Reprints of Certificates and Statements of Attainment are available from the office for \$50.

VET Students' Appeals against Assessment

Students can appeal against an assessment decision. Initially, they should appeal to their trainer and present evidence to justify reassessment. They may nominate another person to be present to act as their advocate. The trainer will notify the Training & Quality Manager of the appeal and its outcome on the Appeals Form.

If the issue is not resolved at that meeting a further appeal can be made to the Chief Executive Officer. If the dispute is then still unresolved an appeal can be made to TCC Management Committee for final assessment review. At each level of appeal, TCC will keep a record of the proceedings.

VET Recognition of Other RTO's Qualifications

TCC recognises the Qualifications and Statements of Attainment issued by other RTOs in accordance with the requirements of the AQF and the Standards for Registered Training Organisations (RTOs) 2015. Any student seeking recognition should be advised to contact the office at the earliest opportunity. (TCC's Policy and Procedure on Recognition of Other RTO's Qualifications is available from the office).

VET Recognition of Prior Learning (RPL) and Current Competency (RCC)

Recognition is offered to all VET students on enrolment. TCC endeavours to keep the time and cost of the Recognition process to a minimum and will assist applicants with information and advice to help them gather evidence for recognition of their competencies. All applications for recognition should be referred in the first instance to the Training & Quality Manager.



VET Students' Course Information

Information about and access to this Student Handbook is provided to students on enrolment in a VET Course. It is also available via the TCC Website for non-accredited courses and in hardcopy for some accredited courses.

VET Student Records and Access

TCC retains student records for 30 years. These records are maintained in accordance with the Privacy Act. Students have the right to access these records and can do so by arranging an appointment with the Training & Quality Manager.

Learning Support

The staff and trainers of TCC are here to assist students to achieve their learning goals. Help is available with reading, writing and mathematics. If support needs are requested or identified during the enrolment process you may be required to attend TCC and meet with a specialist Trainer to identify the best support options for you to complete your training. Extra support or help can also be arranged through the course trainer or by contacting the Training & Quality Manager.

Computing course students can access the computer room during business hours when there are no classes scheduled; however, trainer support is not available during this time and bookings are required. TCC can also assist you with photocopying, faxing, printing and internet access. There will be a small fee incurred to cover costs.



General Information

Children on Campus

TCC acknowledges that occasionally there may be the need to bring children onto the campus. While TCC will ensure that no student enrolled in a course is unfairly disadvantaged or discriminated against because of their parental responsibilities, reasonable steps will be taken to protect the study and work environment of others at TCC. Students shall only bring their children onto TCC premises in temporary circumstances, where parents retain the sole responsibility of their children and the children are not disrupting the work or the learning environment for staff and other students. In these situations, the trainer and the Training & Quality Manager must give their approval before the occurrence.

Food, Drink and Litter

A kitchen/dining room is provided for the consumption of food and drink. Students are welcome to use all facilities provided including the fridge, microwave and stove. Tea and coffee making facilities are provided, at the cost of \$0.30 per cup. Vending machines containing drinks and snacks can also be found within the kitchen area for student use. However, food and drink, with exception of water (in a sealed container), must not be consumed in any classroom as this may cause a health or safety hazard and risk to expensive equipment.

Please ensure all personal litter, such as food scraps, drink containers etc. are disposed of in the bins provided.

Mobile Phones/Personal Music Players

Mobile phones and personal music players are to be switched off (or in silent mode) at all times during classes. Students are to be considerate of the rights of others always whilst both on campus and at any off-campus activity. Any use of mobile phones or cameras which impinge on the rights of others may result in the suspension or exclusion of the student from TCC for a specific period.

Lost Property

Any property lost or left behind will be held at the reception area for 3 months. Any property not claimed after this period will be given to the police (valuable items) or the Salvation Army Family Store, 186 Peel Street, Tamworth (other items).

Sustainability

TCC is committed to sustainable work practices. Students are asked to assist TCC in achieving and maintaining a sustainable workplace through:

- limiting photocopying and printing
- recycling
- power saving practices in all classrooms
- educating others on the importance of a sustainable workplace

In line with this practice, TCC will provide course materials, where possible, on flash drives. There will be a cost incurred if a student requires their course materials to be printed or additional flash drives are required.



Copyright

TCC observes the requirements of the licence for copying documents under the Copyright Act, and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for a profit, a person may make multiple copies of:

- The whole or part of a single article, or multiple articles on the same subject, from a newspaper or periodical
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than 10 pages in length
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of textbooks for students and 30 days in the case of other works) at a normal commercial price

Separate provisions relate to reproduction and communication in an electronic form and, if you are considering any such form of copying or are in doubt about any other aspect of the guidelines, you should consult the Chief Executive Officer for a ruling before copying material.

Training Awards

Each year, trainers and employers nominate eligible students from TCC for the New England and North West Regional Training Awards and the NSW Training Awards. The awards include the following categories:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- VET Achievement Award for a student with a Disability
- Aboriginal and Torres Strait Islander Student of the Year

These awards recognise and reward outstanding achievement in VET in the New England and North West regions, of which we are proud to be a part. For further information, eligibility criteria and nomination forms, please visit www.gnsd.com.au/about-the-training-awards or www.training.nsw.gov.au/training_awards

Need more information?

Students should approach their trainer if they require any further information about their course. If you are still unsure or have unanswered questions, please see the Training & Quality Manager.

Office staff are also more than happy to assist with any questions you may have.

Further information can also be found on our website: www.tamworth.nsw.edu.au

Thank you for studying with Tamworth Community College
We hope you enjoy your learning experience!



Please return this student acknowledgement to your trainer

I acknowledge that I have received the Tamworth Community College Student Handbook. I have read and fully understood the contents contained in this Handbook. Further, I confirm that I will comply with the contents contained in the Handbook and understand that my enrolment as a student may be jeopardised if I fail to comply.

Student Full Name	
Student Signature	
Date	