



Student Handbook



Information handbook for
vocational education and
training students





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Community College Northern Inland Inc.

Welcome

As Executive Officer, I would like to take this opportunity to welcome you on behalf of our team of dedicated trainers and personally thank you for selecting Community College Northern Inland Inc. RTO ID 90027 as your training provider. We are fortunate to be able to offer this subsidised training under NSW Government Smart and Skilled Program in our communities.

As lifelong passionate learners, we ensure our personnel have the appropriate qualifications and experience to deliver with care and understanding, quality learning and assessment outcomes relevant to the training programs you select.

Acting as a catalyst for change Community College Northern Inland Inc. provides a unique delivery methodology for the individual, the community and the workplace, enhancing communication, relationships and productivity with a commitment to quality and transformational results.

CCNI Inc. wishes you well in your endeavours.

Yours sincerely

ALISON M. HEAGNEY

Executive Officer
Community College Northern Inland Inc. (CCNI Inc.)
ABN 46 590 341 073

CONTACT US

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Community College Northern Inland Inc.

History of the Community College Northern Inland Inc.

Community College Northern Inland Inc., started out as Barraba Community Learning Association Inc., which was formed in 1981 after a public meeting in Barraba. People recognised that Adult and Community Education could fill an educational void in rural communities for adults. Since 1981 the College has grown with branches in Narrabri (1994) and Inverell (1996) and Warialda (2003) and Moree and Gunnedah (2007) and Bingara (2011). We now enrol over 2,500 students each year in a variety of programs, that include; both in vocational qualifications and leisure and hobby courses.

The college structure is as follows:

Head Office is located in Barraba

Each campus has a coordinator that will be happy to answer any of your questions relating to this qualification.

Training campuses are located in the following locations:

Barraba Campus at 92 Queen St Barraba NSW 2347

Phone: 02 67821 662 Email: barraba@communitycollegeni.nsw.edu.au

Bingara Campus at 6 Riddell St Bingara NSW 2404

Phone: 026724 1965 Email: bingara@communitycollegeni.nsw.edu.au

Gunnedah Campus at 39 Chandos St Gunnedah NSW 2380

Phone: 026742 5630 Email: gunnedah@communitycollegeni.nsw.edu.au

Inverell Campus at 42-44 Campbell St Inverell NSW 2360

Phone: 026721 3656 Email: inverell@communitycollegeni.nsw.edu.au

Moree Campus at 47 Frome St Moree NSW 2400

Phone: 026751 1430 Email: moree@communitycollegeni.nsw.edu.au

Narrabri Campus at Shop 3 100 Maitland St Narrabri NSW 2390

Phone: 026792 6196 Email: narrabri@communitycollegeni.nsw.edu.au

Warialda Campus at CTC Centre Hope St Warialda NSW 2402

Mobile: 0429 934 346 Email: warialda@communitycollegeni.nsw.edu.au



Introduction

Community College Northern Inland Inc. (CCNI Inc. RTO: 90027) provides this Student Handbook for your induction and orientation as an enrolled student.

There are three forms requiring your signature at the end of this handbook once you have read and understood this document.

1. Student Induction Checklist
2. Student Agreed Responsibilities
3. Students Declaration of Understanding

Student Induction and Orientation

If you have any questions when reading through this handbook, you are welcome to contact by email:

- info@communitycollegeninsw.edu.au or
- Phone (02) 67821662.

Students are provided with a clear outline of their course of study and the relevant assessment requirements via our orientation process and student portal.

As a student enrolled with CCNI Inc.:

- You are offered the opportunity to request extra learning support
- Have the understanding and acceptance of all the details provided in this handbook
- You have understood and accepted Student Requirements and responsibilities as an enrolled student with CCNI Inc.

Code of Practice

As an RTO, Community College Northern Inland Inc. (CCNI INC.) has agreed to operate within the Standards for NVR Registered Training Organisations and undertakes the ASQA self-assessment against these standards annually.

CCNI Inc. will act in accordance with the highest level of industry standards to provide vocational education and training in the field of Leadership and Management. Our code of practice outlines our operational policies, our commitment to our clients and provides qualified and experienced Trainer/Facilitators and assessors who:

- Undertake their duties with honesty, objectivity, integrity and diligence
- Act professionally and give the highest standards of service to students
- Conduct fair, flexible, valid and reliable competency based assessments



Community College Northern Inland Inc. (CCNI INC.) code of practice;

- CCNI Inc. recruits students/clients in a responsible and ethical manner based on Access and Equity guidelines;
- CCNI Inc. treats students fairly, with professional concern for their interests and refers to external advice if necessary;
- CCNI Inc. delivers, regularly monitors and reviews training and assessment services to ensure the interests and welfare of students are maintained;
- CCNI Inc. maintains a policy and procedure for handling student complaints and assessment appeals.
- CCNI Inc. provides an appeals and grievance procedure and opportunities for reassessment;
- CCNI Inc. provides a suitable learning environment;
- CCNI Inc. acts in a way that promotes co-operation and effective relations between the people and organisations who are our clients;
- CCNI Inc. recognises the rights and dignity of students, observing always, the tenets of Anti-Discrimination and Equal Opportunity Laws;
- CCNI Inc. prohibits discrimination in any form;
- CCNI Inc. is committed to comply with all Commonwealth, State and Territory regulatory and legislative requirements;
- CCNI Inc. provides timely and accurate information to government agencies and funding bodies;
- CCNI Inc. maintains accurate confidential and secure training and financial records;
- CCNI INC.'s student records are managed securely and confidentially and are available for student access on request;
- CCNI Inc. observes total discretion and confidentiality in all their dealings;
- CCNI Inc. is committed to providing quality training with a focus on industry needs and enhances workplace outcomes;
- CCNI Inc. values feedback from students, team members, clients and employers as a basis for continuous improvement;
- CCNI Inc. will endeavour to meet the needs of individual students through the integration of access and equity guidelines in its policies and procedures;
- CCNI Inc. where necessary, will decide the best methods for those students who require language, literacy and/or numeracy support or reasonable adjustment to assessment;
- CCNI Inc. undertakes to recognise the qualifications issued by other Registered Training Organisations;
- CCNI Inc. will maintain a documented process for the recognition of prior learning (RPL) and/ or recognition of current competency (RCC) and ensure that RPL/RCC is offered to all students upon enrolment;
- CCNI INC.'s course information will ensure all fees and charges are advised before enrolment, course content and assessment procedures are explained and vocational outcomes are outlined;
- CCNI Inc. has in place appropriate systems to ensure sound financial and administrative practices and safeguards their students' fees until the course is delivered;
- CCNI Inc. has a refund policy which is fair and equitable;



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Community College Northern Inland Inc. (CCNI INC.) code of practice;

- CCNI INC.'s training courses are marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are drawn with any other training organisation or course;
- CCNI Inc. issues Qualifications or Statements of Attainment to students who meet the required outcomes of the courses on CCNI INC.'s scope of registration, in accordance with all relevant guidelines;
- CCNI Inc. will honour all guarantees outlined in this Code of Practice, and understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn;
- CCNI Inc. will take every opportunity to ensure that this Code of Practice is disseminated, understood and valued by all team members, clients and students;
- CCNI Inc. team members are bound by, and committed to, the implementation of this Code of Practice.

Important Legislation which affects the RTO

CCNI Inc. will ensure it is compliant with Commonwealth and State legislation and regulatory requirements.

CCNI Inc. will observe laws governing:

- Vocational Education and Training;
- Work Health & Safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination, including equal opportunity and racial vilification;
- Disability discrimination;
- Privacy and confidentiality
- Consumer Rights



Vocational Education and Training

Vocational Education and Training (VET) is a term used to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already employed in Australia.

The *National Vocational Education and Training Regulator Act 2011* governs the registration of RTOs in Australia and has as its main objectives standards under the Australian Skills Quality Authority (ASQA) who exercises its responsibilities based on:

- A robust framework of legislation and standards
- A risk-assessment focus
- Active engagement with industry
- A rigorous audit methodology
- Fairness and transparency
- Promoting informed consumer choice
- Accountability
- Accessibility

Work Health and Safety (WHS)

The safety of students and team members is of paramount importance in all activities conducted by CCNI INC. CCNI Inc. observes WHS legislation. CCNI Inc. will inform students regarding WHS issues associated with their learning at the beginning of their course. This will include information regarding emergency exits and evacuation procedures from the building in which the training is being conducted.

Students have a duty of care and what is considered as 'reasonable practicable' to follow instructions for safe working practices, to work and behave in ways which are safe and without endangering the health and safety of others and/or damage to property.

Any accidents or damaged equipment must be reported immediately to a CCNI Inc. team member. Students requiring counselling or support are to discuss matters with their Trainer / Assessor in the first instance. The Trainer/Facilitator/ Assessor will assist wherever possible. However, in the event further action is required or professional counselling appears necessary, they will refer the student to one of the Directors who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of these fees will be the responsibility of the student.



Workplace Harassment, Victimization and Bullying

CCNI Inc. is a harassment and bully free workplace. This applies equally to team members, clients and students.

Harassment may include:

- Deliberate physical contact, displaying sexually graphic or offensive materials;
- Victimization, bullying or destruction of personal belongings;
- Intimidation, abuse or indecent exposure;
- Persistent staring or rude gestures, obscene or threatening phone calls and letters.

CCNI Inc. ensures all training and day to day work practises occurs in an environment free of harassment, victimisation and bullying.

Anti-discrimination

CCNI Inc. will not support and/or accept any discriminatory behaviour.

Any student, client or team member connected with CCNI Inc. must not engage in discriminatory conduct. Students, clients and team members should be aware that under current legislation, individuals can be prosecuted and ordered to pay a substantial monetary penalty if found to have engaged in discriminatory behaviour.

What is “discriminatory conduct”?

Discrimination means treating someone unfairly because they belong to a group of people. It is illegal to discriminate against someone because of their sex, race, age, marital status, sexual preference, disability, transgender or trans-sexuality, responsibility as a carer or because of their relationship or association with someone else.

It is important to understand the difference between discrimination and equal employment opportunity (often referred to as EEO).

EEO is to ensure workplaces are free from all forms of unlawful discrimination and harassment. They provide programs to assist members of EEO groups to overcome past or present disadvantages.

This means having workplace rules, policies, practices and behaviours are fair and do not discriminate and/or disadvantage people because they belong to particular groups. CCNI Inc. aims to create an environment where all team members and students are valued, respected, have opportunities to develop their full potential and pursue a career path of their choice.



Racial Discrimination

Racial discrimination is when a person is treated less favourably than another person in a similar situation because of their race, colour, descent, national or ethnic origin or immigrant status.

For example, it would be 'direct discrimination' if a real estate agent refuses to rent a house to a person because they are of a different background or gender. It is also racial discrimination when there is a rule or policy that is the same for everyone yet has an unfair effect on people of a race, colour, descent, gender, nationality, ethnic origin or immigrant status. This is called 'indirect discrimination'. For example, it may be indirect racial discrimination if a company policy states: workers must not wear hats or other headwear in the workplace, as this is likely to have an unfair effect on people whose racial/ethnic backgrounds requires covered headwear.

What is racial hatred or racial vilification?

Racial hatred (sometimes referred to as vilification) is stating or behaving in public in such a way it incites others to hold a negative view based on the race, colour, national, gender or ethnic origin of a person or group of people which is likely to offend, insult, humiliate or intimidate.

Examples of racial vilification may include:

- Racially offensive material on the internet, including webinars, blogs, social networking sites and video sharing sites
- Racially offensive comments or images in a newspaper, magazine or other publication such as a leaflet or flyer
- Racially offensive speeches at a public rally
- Racially abusive comments in a public place, such as a shop, workplace, park, on public transport or at school
- Racially abusive comments at sporting events by players, spectators, coaches or officials.

The Act protects against discrimination in many areas of public life, including:

- Employment – job interviews and recruitment, terms and conditions of employment, training, promotion, being dismissed
- Education – enrolling or studying in a course at a private or public school, college or university
- Accommodation – renting or buying a house or unit
- Obtaining or using services – such as banking and insurance services, services provided by government departments, transport or telecommunication services, professional services provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues
- Accessing public places – such as parks, government offices, restaurants, hotels or shopping centres.



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The Racial Discrimination Act covers situations where a person may feel, because of their gender and or race, you have been:

- refused employment
- dismissed
- denied a promotion, transfer or other employment-related benefits
- given less favourable terms or conditions of employment
- denied equal access to training opportunities
- selected for redundancy
- subject to harassment

Equity & Equal Opportunity

CCNI Inc. is committed to the development of a working and learning environment that embraces diversity and offers equality of opportunity to both team members and students. CCNI Inc. will endeavour to ensure equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. CCNI Inc. will also ensure all team members are committed to upholding the access and equity principles outlined in CCNI INC.'s policies and procedures.

CCNI Inc. will endeavour to meet the needs of individual students through integration of access and equity guidelines in its policies and procedures. CCNI Inc. team members are responsible for ensuring students understand and implement access, equity and behave in a courteous, sensitive and non-discriminatory manner when dealing with students and other team members.

If you believe you have been treated unfairly in any way we ask you to please refer the matter to the VET Manager who will promptly investigate your concerns.

Disability Discrimination

A disability is defined as 'a physical or mental impairment which has a substantial long-term adverse effect on the individual's ability to carry out day-to-day activities'.

The *Disability Standards for Education (2005)* ("the Standards") are formulated under the *Disability Discrimination Act 1992* (Cwth). The Standards clarify the obligations of education and training providers to ensure students with disabilities can access and participate in education and training on the same basis as those without disability.

The Standards outlines the process whereby education providers can meet their obligation, which includes a requirement to make reasonable adjustments where necessary.





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The process includes:

- consultation with the student;
- consideration of whether an adjustment is necessary;
- if an adjustment is necessary, identification of a reasonable adjustment;
- making the reasonable adjustment.

If an education provider complies with this process, then they have complied with the Standards, and it cannot be said to have discriminated. Even though education providers are required to make reasonable adjustments, they are exempted from making adjustments that would impose unjustifiable hardship on their organisation.

Access and Equity

CCNI Inc. provides equal access to learning and delivery services for all students. Wherever possible, we conduct flexible learning to meet specific needs of individual students. The student enrolment form requires students to self-assess their level of English language capabilities and to indicate any special learning requirements and or support they may require. This includes their level computer literacy.

The learning support strategies used by Trainer/Facilitators/Assessors at *CCNI Inc.* include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Provide literacy support to assist in the understanding of language specific to the industry
- Encouraging students to work at their own pace
- Where necessary inviting students to record training session on an audiotape
- Providing written learning material and illustrations to reinforce the learning
- Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies
- Recruitment to *CCNI Inc.* is conducted in an ethical manner in accordance with Access and Equity principles

CCNI INC.Trainer/Assessors:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assist all students to achieve course outcomes
- Provide equal access to resources



Privacy and Confidentiality

CCNI Inc. acknowledges and respects the privacy of individuals as required by the *Privacy and Personal Information Protection Act 1998*. CCNI Inc. collects information from students (or prospective students) to provide information regarding study opportunities, course administration, academic information, and to maintain proper academic records.

Personal information collected and used may include your name, date of birth, current address, email address, telephone number and other means of personal identification. Provision of personal information is voluntary, however if this information is not provided by a prospective student, CCNI Inc. may be unable to enrol the student in a course or supply them with appropriate support. Upon enrolment, students will be required to produce original photo identification such as a current Drivers' Licence or Passport. Students who are studying remotely will be required to provide certified copies of photo identification.

Information provided will not be disclosed to any third party unless CCNI Inc. has written authorisation to do so, or unless required or authorised by law.

CCNI Inc. takes all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. CCNI Inc. will also take all reasonable steps to ensure that personal information which is collected, used or disclosed is accurate, complete and up-to-date.

Students have the right to access their personal information and can also request incorrect information is corrected or deleted. Access to this information is available by applying in writing to info@communitycollegeninland.edu.au.

CCNI Inc. may charge a fee. Any request for personal information must be accompanied by proof of identity.

All CCNI Inc. students have access to CCNI INC.'s online learning management system where their personal information is kept including training plans, training records, completion of units of competency and all assessment tasks.

Security of Information

Our student portal, internal network, databases and paper-based records are protected from unauthorised access using current technologies and secure premises. All student can only access their own information stored on a secure cloud server in CCNI INC.'s student portal. Students are allocated personal user name and password at the time of their enrolment. Students change their passwords the first time they access the student portal to ensure maximum privacy.



Consumer Rights

Consumer Protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual Agreement

Clients/ Students who enrol in a training program with CCNI Inc. should be aware they are entering a contractual agreement. With a view to ensuring all candidates are fully aware of their rights and obligations, CCNI Inc. will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, yet not limited to:

- Wording to encourage prospective client/student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the candidate
- Fair dealings for disadvantaged client/student

For more information refer to:

www.treasury.gov.au/Policy-Topics/Consumer and www.consumerlaw.gov.au

Enrolments, Fees and Refunds

Students must complete an enrolment form prior to commencing a course of study. CCNI Inc. will acknowledge receipt of all enrolment forms with a confirmation letter sent via email to the student.

Payment of fees, a maximum of \$1500 deposit, must be received prior to course commencement. Following course commencement, CCNI Inc. may require payment of additional fees in advance from students, yet only such, that at any given time, the total amount attributable to tuition or other services yet to be delivered does not exceed \$1500.

The payment of all fees and charges is receipted and dated at the time of payment. Cancellations and transfers must be notified in writing within 7 business days prior to course commencement. A cancellation made after that will incur an administration charge. For full details see Refund and Withdrawals Policy.



Total Course Fee

Each qualification, unit of competency or accredited and/or non-accredited course offered by CCNI Inc. has a specific course fee. The course fee is the maximum fee that may be charged to the student for his / her selected training program.

It is CCNI Inc.'s policy the course fee will be all-inclusive. Client/students will not be 'surprised' by unexpected requirements, fees or expenses.

Inclusions:

- All tuition
- Support and coaching
- Learning and assessment materials

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer. Travel, venue hire and/or catering) the client/student will be clearly advised prior to course commencement. A proposal is forwarded outlining the project and costs and on agreement both parties sign the proposal and an invoice is generated.

Refund Policy

CCNI Inc. protects fees paid in advance and has a fair and reasonable refund policy. All fees paid in advance are protected via sequestered funds held in term deposits to ensure sufficient funds are always available for refund.

CCNI Inc. operates predominately on a 'fee for service' training business. This means all training programs attract fees. These fees are paid by or charged to the client/student, a government agency or the client/student employer.

An application for a refund is addressed according to the notice given by the person making the request:

- Upon commencement of the course, it is understood and agreed there is no entitlement to any refund of the tuition fees or other charges paid to CCNI Inc. under the Contract and all outstanding payments will be fully paid by the client/student no later than the specified date.
- No refunds will be available after the course commences
- If CCNI cancels a course for any reason, full course fee will be refunded via the Student Refund/Withdrawal Form.
- A \$50 administration fee will be incurred if a student cancels their enrolment 5 business days prior to the course running.
- If there is unique or extenuating circumstances which prevent attendance, the case will be assessed on an individual basis with approval from the Executive Officer.
- When a course has been paid for by an employer / job agency, the refund will be returned or a credit note can be issued depending on the business requirements.



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- If a student withdraws from a Certificate course, a student refund/withdrawal form must be completed. Partial refund may occur depending on the length of the course, number of subjects completed, resources used and the fees received. The final decision will be made in consultation with the Executive Officer.
- A deferment of face to face training sessions is possible provided course fees owing at the time are paid in full. Any deferment must be applied for in writing prior to commencement of the deferment. The granting of the deferment is not automatic and is at the discretion of CCNI Inc. If approved, the deferment needs to be fulfilled within twelve months from enrolment.
- The student should note the deferment is for face to face classes only. The assessment delivery schedule is still expected to be completed within the original 12 month schedule.
- Refunds in special circumstances will be considered on a case by case basis at the total discretion of CCNI Inc.
- CCNI Inc. may at its discretion, refund some or all course fees where it determines there are extenuating or compassionate circumstances. Where an incorrect eligibility assessment is made, and course fees have been received by CCNI INC., a full refund will be issued. CCNI Inc. reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws.

Course Information

CCNI Inc. is a Registered Training Organisation (RTO) with ASQA. We provide training delivery and assessment services in the areas of Leadership, and Management Development. A course outline has been developed as a separate document. Please ensure you have received a course outline prior to your commencement of the course. If you have not received the course outline please notify admin@communitycollegeni.nsw.edu.au requesting a course outline.

The course outline provides information on:

- ✓ Course name
- ✓ Course content
- ✓ Qualification name and code
- ✓ Course entry requirements
- ✓ Delivery dates
- ✓ Fees and refund policy
- ✓ Nominal duration





Course Prerequisites

Outlined are the pre-requisites for student enrolment:

- Age eligibility will be course specific (check course requirements)
- A student must have an adequate command of English
- A student is required to provide a current e-mail address for contact and communication.
- Some courses may have nominated units of competency as prerequisites

Due to the nature and demands of the course and profession, *CCNI Inc.* reserves the right to refuse entry to any individual based on their course suitability.

Issuing Certificates

On successful completion of all required units of competency for the program in which student is enrolled, a national qualification will be issued. Students, who do not complete the entire course of study, where relevant, will be issued with a Statement of Attainment for the units of competency successfully completed.

The Qualification or Statement of Attainment is issued as per AQF guidelines and is nationally endorsed and recognised.

Please note: A request to have a qualification and or Statement of Attainment re-issued will incur an administration fee of \$125. All requests must be in writing and provide proof of identity.

Teaching and Learning Methods

Our teaching methods include face-to-face seminars, webinars, online meeting platforms, workshops and conferences, online learning materials, one-to-one coaching and mentoring, and skype calls if and when required. All instructions are in English.

Learner Support & Reasonable Adjustment

The learning support strategies used by Trainer/Assessors at CCNI Inc.;

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Encouraging students to work at their own pace
- Providing written learning material

CCNI Inc. Trainer/Assessors are approachable, able to identify and provide the relevant support and adjustment for students' learning needs.

Delivery and assessment material are modified to suit individual learning needs to accommodate our diverse range of clients. This is undertaken by Trainer/Facilitators/Assessors in association with the VET Manager.



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Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Any adjustments made must be 'reasonable' so they do not impose an unjustifiable hardship upon CCNI Inc. If you feel you require an adjustment to assessment please talk to your Trainer / Assessor or the VET Manager.

Learning Delivery & Assessment Services

CCNI Inc. student and tutor portal is where most learning, assessment materials including templates can be accessed at any time. Trainers and assessors will record all student activity in CCNI Inc.'s portal. This includes Skype, telephone and email contact as well as receipt and judgment of assessment tasks. Students will have an up to date record of their progress throughout their course.

Learning Delivery

Learning delivered by CCNI Inc. meets national standards and requirements for registration as a registered training organisation. Each learning program has specific resource requirements for delivery. CCNI Inc. has in place a system for ensuring suitable resources are available prior to commencement.

Accredited training is delivered against competency standards and course outlines set by the Training Package requirements. Students are advised of the units of competence they are studying. Courses and programs delivered by CCNI Inc. are continually updated through industry consultation. This ensures clients/students, have access to current information and learning strategies.

Learning is delivered in group workshops, seminars, webinars and lectures, using online learning materials. This blended learning model and flexible delivery of learning strategies provides students with opportunities to select learning methods to best suit their needs.

Assessment

CCNI Inc. aims to ensure students successfully complete all aspects of the course within twelve to fifteen months. Students will be required to complete all set assessments and be marked as 'Competent' within 15 months from their course commencement.



Flexible Learning-Assessment

CCNI Inc. prides itself on its flexible learning and assessment procedures and can tailor its training and assessment to suit individuals' needs. Flexibility allows for assessments in a variety of formal and informal ways. Flexible learning and assessment methods may be negotiated with individual students provided the validity and reliability of assessment decisions is assured.

Reasonable learning adjustments include such things as: 'make up hours/ days', video presentations, written material (e.g. to support dyslexic student's needs), accommodation for different student learning styles/needs. Adjustments to assessment may also be made to take into account the special characteristics of a student. Any adjustments made must be 'reasonable' so as not impose an unjustifiable hardship upon CCNI INC. If you feel you require an adjustment to assessment please talk to your Trainer / Assessor or the VET Manager.

Conduct of Assessment

CCNI Inc. conducts assessments in accordance with the Australian Quality Framework (AQF), assessment guidelines for NVR Registered Training Organisations (RTO) and is competency based against the standards outlined in the relevant units of Competency for the nominated qualification.

- Assessment to determine the student's training needs
- Assessment of performance at the end of the units
- Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)

Assessments involve the collection of sufficient evidence to demonstrate a student's competency level. This may include:

- Observation of practical skills
- Measurement of your knowledge and understanding
- Observation of the attitudes demonstrated
- Measurement of skills
- Third party verification
- Question and answers

Assessment Methods may involve:

- Demonstrating your skills
- Participating in a simulation / role play
- Submitting project work or research assignments
- Producing examples of workplace practice
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work (evidence)
- Oral presentations to the group



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The outcomes of assessment are awarded as '*Competent*' or '*Not Yet Competent*'. In instances where students are awarded '*Not Yet Competent*' a request for re-assessment can be made in writing. (See: Assessment Appeals).

During the program's delivery, individual student's assessment records are maintained by CCNI Inc. on their secured server within the 'CCNI Inc.'s student portal.

Because of the flexible delivery options available, some units involve projects, assessment tasks and a range of other learning activities that are 'clustered'. CCNI Inc. will provide written project and assessment outlines for these activities and indicate the due date for project/assessment task's completion.

Evidence for assessment is required from both practical and theory perspectives. The assessment tasks relate to activities with the student's workplace and involve the actual conditions faced in the workplace which will demonstrate the dimensions of competency required in task skills, task management skills, contingency management skills and the job role environment skills.

Demonstrated evidence from the workplace is required and will be relevant to the skills being assessed for competence. Collection and submission of sufficient evidence to demonstrate a student's competence is required to meet the unit requirements. Where there is insufficient evidence a student will be requested to resubmit their assessment with the extra evidence requests. A fee of \$75 will be charged for each resubmission of evidence for a unit of competency. There is a maximum of three resubmissions, after which a student will need to reenroll in the course and pay the appropriate course fee.

CCNI INC.'s Student Portal

Students have access to all Learning and Assessment materials via CCNI Inc.'s Student Portal. Assistance will be given to students to improve computer literacy so they can access the portal and submit assessment tasks electronically.

Assessors may provide feedback emailed to you via the portal and your personal/ work email. The competency sign-off sheet details outcomes of the assessment and any further evidence required to achieve 'Competency'.

Please Note:

- a) Only one extension for each assessment task will be granted. If assessments are not received by due dates (or by requested extension date) students may be required to repeat the unit at an additional cost. If an extension is being requested on medical grounds, the medical certificate must accompany the request.
- b) Students who defer after completing face to face workshops are still required to submit all pertaining assessments within initial specified due dates.
- c) No extensions are provided for assessment tasks when a deferment has been granted.
- d) Students who fail to respond to three consecutive requests for assessment tasks to be submitted will be sent a letter or email with a Refund or Withdrawal Form. If no response is forthcoming to that letter within 7 days it will be assumed that the student has resigned from the course and their personal file will be closed and archived.





Assessment Policy:

- a. Assessments are marked within 28 days of the specified due date and students are advised in class or by email of the outcome, on a CCNI Inc. competency sign-off record whether “Competent” or “Not Yet Competent”.
- b. Where a result of “Not Yet Competent” has been awarded, students are advised of the requirements to be awarded a result of “Competent”;
- c. Re-submitted assessments will be assessed and students advised by email of the result, as described in point b. above;
- d. Once all assessment tasks have been received and assessed as “Competent” the Certification process will begin.
- e. Students are encouraged to plan their study activities to ensure assessments are completed on time.

Assessment Appeal

Any student can appeal against an academic decision or other procedural matters regarding assessment. Appeals will be accepted up to 14 days from the date an assessment result was received by the student. All appeal outcomes, including reasons for the decision will be communicated to the student in writing.

The appeal process is outlined:

1. In the first instance, students make an informal approach to their nominated CCNI Inc. Trainer/Assessor with any new evidence or clarification of existing evidence relating to the assessment.
2. Assessment will be reviewed having due regard to the submission and will be responded to in writing within 7 days.
3. Where the student remains dissatisfied with the decision, a request in writing is made to the VET Manager for an assessor who has not been involved in the original decision, to review the decision. This process may take up to 14 days and the student is advised in writing of the outcome.
4. If a student still remains dissatisfied with the decision of the reviewing independent assessor a written request can be lodged with CCNI Inc.’s EO for a final review of the assessment. The student is advised in writing of the outcome of the final review within 14 days.
5. If a student still remains dissatisfied with CCNI Inc. EO’s decision a formal complaint can be lodged under the Complaints Handling and Resolution Policy and Procedure with ASQA.



National Recognition

CCNI Inc. recognises relevant qualifications issued by another RTO under the Australian Qualifications Framework (AQF). CCNI Inc. reserves the right to contact the issuing body to ensure authenticity. This is an 'automatic' recognition rather than going through a RPL process.

CCNI Inc. reserves the right to verify the authenticity of submitted documents as required and to determine the currency of the units of competency/modules indicated on the testamur.

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC) are processes that assess a student's prior formal or informal learning against the competencies or learning outcomes of a course/unit to provide partial or total credit.

To assess RPL/RCC, sufficient evidence must be provided by the applicant to identify their current experience, qualifications, skills and knowledge against the requirements of a course.

To apply for RPL/RCC, students complete an application form and prepare relevant documentation in the form of a Portfolio of Evidence submitted for review by a qualified assessor.

The student is notified whether their application for RPL/RCC has been successful or whether further assessment is needed. If further assessment is required, the procedures and requirements are explained. If RPL/RCC is not granted the student receives feedback and the appeal process is explained.

A record of the RPL/RCC decision is signed by the assessor and the student and placed on the student's file.

Applications for RPL/RCC are lodged with the student's application for enrolment and the process is explained before a student's enrolment is finalised. Due to the integrated nature of the course, RPL/RCC can only be granted for complete units of study. Cost of RPL/RCC is determined by course enrolment.

To request RPL/RCC you will need to:

- Collect and complete the Request for Recognition of Prior Learning application pack from either CCNI INC.'s website or administration office;
- Check student's skills and knowledge for each unit of competency;
- Collect student's evidence to demonstrate competence. The evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to date) and authentic (your own work);
- List the types of evidence being submitted for each unit of competency;



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- The student submits their portfolio of evidence and the RPL/RCC application to the VET Manager for assessment.
- In circumstances where the assessor requires further evidence before granting RPL/RCC the student may be provided with a challenge test.
- The student will be provided with a written report on the outcomes of their application for RPL/RCC. The student will be requested to counter sign the report. This report will be filed in the student's personal file.
- Full payment of the fee for RPL/RCC must be received by CCNI Inc. before the issuing of the qualification and / or Statement of Attainment.

Qualification Issue

Students are required to successfully complete the full course in which they are enrolled and meet all competencies relating to the required units of competency within the Nationally Recognised Training Package to receive the qualification.

If the entire course of study is not completed the student will be issued with a Statement of Attainment for the units of competency they have been successfully completed taken from the Nationally Recognised Training Package (NRT).

To receive a qualification or Statement of Attainment all assessments must be completed and a competent decision reached on the totality of work. The VET Manager completes all paperwork and requests a qualification issue. The CEO validates this request. The qualification or statement of attainment is issued as per AQF guidelines and is nationally endorsed and recognised.

Certification Process

1. Once all individual assessment tasks are submitted by the student and are marked as 'Competent' the student is notified.
2. Prior to the Certificate being generated a confirmation email will be forwarded to completing students to confirm their name on the qualification being awarded and their mailing address. This will be mailed to the nominated address provided within 21 days.
3. Community College Northern Inland Inc. (CCNI Inc.) will issue students whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:
 - meets the Australian Qualifications Framework (AQF) requirements
 - identifies CCNI Inc. by its national provider number from training.gov.au
 - includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.





Language, Literacy and Numeracy

At the time of enrolment all students asked to determine their literacy level. Some students may be provided with an LL&N assessment prior to their enrolment. This will determine the level of literacy requirements to ensure the student's successful completion. Students are also requested to advise their nominated Trainer/Facilitator if additional LL&N skills are required.

Plagiarism

CCNI Inc. regards plagiarism and cheating as serious offences. Students using answers or evidence other than their own will not be granted competency and may face disciplinary action.

Special Assistance

When a student has a challenge either personally or related to their qualification, there is an open invitation to discuss this with their nominated Trainer/Facilitator, the VET Manager or a CCNI Inc. team member. CCNI Inc. also has an extensive referral network.

Students with physical and/or intellectual disabilities

CCNI Inc. encourages students with physical and intellectual disabilities to participate in learning programs within the scope of reasonable adjustments to delivery process. Information and advice on special assistance and support programs is available through an Australian Traineeship/ Apprenticeship Centre.

The goal of our learning programs is the development of a skilled workforce and as such, students enrolled with CCNI Inc. who have a physical or intellectual disability are encouraged to access funded training through the Australian Traineeship/ Apprenticeship Program.

Attendance and Absenteeism

Students who are unable to continue with their assessment tasks, and / or learning options for a period of time, are requested to notify CCNI Inc. in writing and request an application to 'DEFER STUDIES' for approval.

- Deferment is granted **ONCE ONLY** and is not to exceed the proposed course completion date.
- An application to 'Recommence Studies' must be completed and approved by the EO.
- The return date will be at the discretion of CCNI Inc. and a re-entry fee of may be charged.
- After **FOUR** months if the student has not recommenced study at CCNI Inc. a reminder letter will be issued to the last advised address.
 - After **SIX** months a letter of discontinuation of the course will be issued to the student.



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Please note:

- a) When a student does not apply for deferment and does not attend any classes or complete assignments without WRITTEN notice, they will be considered to have abandoned their enrolment.
- b) It will be assumed the student has resigned from the course and their personal file will be closed and archived. A letter confirming this will be forwarded to the student's address (as per student file details).
- c) If a student changes their address and contact details at any time during their period of study, CCNI Inc. must advise us within 7 days.

Student's Personal Contact Details

CCNI Inc. requires each student to operate from their own individual / work email address.

Students are requested to use the option a 'read receipt' when sending an email. This way CCNI Inc. can confirm receipt of all communications, as spam filters sometimes strip or delete emails. It is the responsibility of the student to contact CCNI Inc. if they do not receive a 'read receipt' within 24 hours of sending an email.

Records Maintenance

CCNI Inc. ensures each student has access to current and accurate records of their participation and progress via 'CCNI Inc. student portal'.

CCNI Inc. maintains accurate and current records of each student's progress towards and achievement of competencies. The data is recorded on 'CCNI INC.'s student portal' and into AVETMISS. When the student has achieved the requirements for completion of the qualification a certificate is issued.

Procedure:

1. Upon enrolment, student details are recorded on the secure database within 'CCNI Inc.'s student portal'.
2. All fees and refunds are recorded
3. All personal details of students are confidential and only CCNI Inc. team members directly involved in the welfare of students and/or their results will have access to the files
4. Student's results are archived and kept for 30 years in sufficient detail to enable the re-issue of an award/ SOA
5. CCNI Inc. will provide access to a student's own records on written request by the student to the EO.



Please note:

- Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure
- Student's personal information may be made available to Commonwealth and State Agencies
- Student records are confidential and available on written request
- CCNI Inc. keeps student file results for 30 years following their course completion.
- CCNI Inc. will hold a student's hard copy on file for 3 years following their course completion
- Students will bear the cost of re-issuing of records and qualifications
- All Students MUST keep CCNI Inc. informed of their current address and contact details including the emergency contact person at ALL times.

Student Behaviour and Disciplinary Policy

Students are expected to behave appropriately in a mature and ethical manner in accordance with the following Code of Behaviour.

It is expected students must:

- Not engage in any offensive conduct or unlawful activity;
- Respect and not interfere with any other students' property;
- Not remove, damage or mistreat CCNI Inc. property;
- Not wilfully interfere with another's ability to learn through disruption of classes or harassment of any kind;
- Not cheat or plagiarise other people's work;
- Not engage in any aggressive physical contact with any other person whilst on campus;
- Not smoke inside training facilities;
- Not attend workshops/training sessions under the influence of alcohol or illicit drugs;
- Wear appropriate clothing which does not cause undue offence.

Penalties for breaches of this Code of Behaviour, or other unsuitable or disruptive behaviour, will be imposed depending on the nature and severity of the breaches. In certain cases this may include exclusion from the course or sanctions on the student.

Events involving theft, assault and other acts which are against the law will be immediately referred to the Police. All students are required to abide by the laws that impact on their behaviour and actions towards others.



Drug and Alcohol Policy

Any student who attends a workshop/training session or meeting while under the influence of alcohol or drugs may be temporarily or permanently suspended from all current and/or future training.

Student Complaints/Compliments/Suggestions

CCNI Inc. aims to:

- develop a culture which views student complaints as an opportunity to improve the organisation;
- ensure any student complaint is resolved promptly, objectively, with sensitivity and with complete confidentiality;
- set in place a complaints handling system to prevent complaints recurring;
- ensure consistency when handling complaints.

Complaints, Compliments and Suggestions

A complaint can be defined as a student's expression of dissatisfaction with an aspect of CCNI INC.'s services. A complaint may be a student expressing dissatisfaction with, amongst other things:

- the enrolment or induction process;
- the quality of training or assessment provided;
- access to their personal records;
- the way they were treated.

Procedure:

Stage One: Complaints, Compliments and Suggestions must be submitted in writing on the Student Suggestion/Compliment/Complaint Form and addressed to the VET Manager. Response to the complaint will be acknowledged within five working days.

All complaints will be dealt with by CCNI Inc.'s representative, who will conduct, where necessary an investigation in an endeavour to resolve the complaint or implement a suggestion. The result of any investigation will be provided in a written report to the complainant as to the process taken to resolve the complaint. When necessary the response will detail any requirements for a formal interview, that is, when and where to attend.



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Stage Two: If the complaint remains unresolved, the complainant may appeal the decision, in writing, reached in Stage One to the EO. The EO will appoint a person not involved in the original decision to consult with the complainant and other relevant parties.

Where possible such consultations will be face-to-face interviews so the complainant has an opportunity to formally present their case. The complainant may ask another person to act as a support / witness and accompany them to interviews.

The EO's appointee will endeavour to resolve the issue. Where the complaint is not resolved to the mutual satisfaction of all parties, the EO's Appointee will seek to identify with the Complainant a suitable mutually agreeable independent person or panel to resolve the issue.

Stage Three: If the complaint remains unresolved after the decision of the EO, there might be a need for an independent mediator. Contact information is available through the Head Office Administration Officer.

Stage Four: If the complaint remains unresolved after the decision of the independent person or panel, the final option to both parties is to seek the Assistance of ASQA. ASQA can be contacted on 1300 701 801.

More information (including the complaints form) can be found on:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Student Counselling and Support

Students requiring counselling or support should discuss the matter with their Trainer//Assessor. The Trainer / Assessor will assist wherever possible, however, in the event further action is required or professional counselling appears necessary, students will be referred to the Administration Manager who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of those fees is the responsibility of the student.

Suspension or Expulsion

CCNI Inc. ensures all students receive fair and equitable treatment. If a student is unwilling to adhere to CCNI Inc. rules and regulations, they may be requested to depart the premises for a specified duration of time stated by the CEO. CCNI Inc. reserves the right to suspend students who are unwilling to adhere to CCNI Inc. Policies & Procedures as stipulated in this Student Handbook.

CCNI Inc. may implement an immediate suspension in the following situations;

- Theft
- Non-payment of fees
- Disruptive or inappropriate behavior

The timeframe for suspension depends on the incident(s) and is dependent upon the discretion of the CEO. CCNI Inc. reserves the right to suspend students.





Procedure is as follows:

Step 1

A meeting is conducted with the student in question and a verbal warning issued. It is documented on the student discipline register, which the student counter signs. It is filed in the student records.

Step 2

A second meeting is conducted with the student in question if behaviour has not changed. This generates a verbal warning and is documented on the Student Discipline register which the student signs and is filed in the students file.

Step 3

If a third meeting is required, the student will be given a written letter documenting the reasons for the disciplinary action (being suspended or expulsion) and will be asked to show just cause why their enrolment at CCNI Inc. should be continued. Details are documented in the student file. No refunds will be given if the suspension or expulsion is the final outcome.

Step 4

The outcome is provided in writing to the student.

Step 5

The student has the right to appeal. If the student is dissatisfied with the outcome they may appeal the decision by requesting an external independent arbiter. The student has the opportunity to formally present their case. CCNI Inc. will provide a written statement of the appeal outcome.

Step 6

Each event will be recorded on the Student Discipline Register by the VET Manager. If an appeal is requested the process will be as per the complaints and appeals policy and procedure of CCNI Inc. This dispute process does not prevent the student from exercising the student's rights to other legal remedies. CCNI Inc. ensures a prompt resolution.



Student Suggestion/Compliment/Complaint Form

Student Name: _____

Contact Number: _____

Staff Member Name _____

Date: _____

Course Code and Title: _____

Term/Dates of Course: _____

SUMMARY OF NATURE OF SUGGESTION/COMPLIMENT/COMPLAINT

Description of Suggestion/compliment/complaint:

If specific situation:

Date: _____
Time: _____
Location: _____

Suggestion for improvement:

Student signature: _____

Date: _____

VET MANAGER ACKNOWLEDGEMENT OF RECEIPT

Signature: _____

Date: _____





Induction Checklist

CCNI Inc. is required to provide students with information relating to the program prior to commencement.

Please complete the following checklist, and sign and date to acknowledge your understanding of the following:

- I understand I am completing _____
(insert course name)
- The Trainer/Facilitator has discussed the information contained in the Student Handbook
- I have seen my training plan/timetable for this program
- I understand I will undertake classroom and practical components during this program
- I understand how I will be assessed for competency
- I understand I have access to a grievance process
- I have been asked if I have any qualifications or experience which may be able to be used for a Recognition of Prior Learning/Recognition of Current Competence process.
- I have been asked if I have any literacy, numeracy or other special learning needs.
- CCNI Inc.'s responsibilities for access and equity have been explained
- I have been advised that CCNI Inc. is a Registered Training Organisation RTO.
- Workplace health & safety requirements – including evacuation procedures were covered
- Learner safety issues were explained
- CCNI Inc. policies and procedures were discussed including student responsibilities, assessment tasks and plagiarism

NAME (please print) _____

SIGNATURE: _____ DATE: _____

Thank you for your co-operation



Student Responsibilities

Whilst you remain a student at the *CCNI Inc.* it is your responsibility:

- To attend all workshops or advise CCNI Inc. of any necessary absences
- To make available for scheduled sessions with your CCNI Inc. Trainer/Facilitator
- To keep CCNI Inc. informed of current address and contact details
- To comply with and assist in CCNI Inc.'s emergency procedures
- To conduct yourself in a safe and healthy manner and behave in a manner which prevents injury & disease to yourself, your Trainer/Facilitator and / or fellow students
- To identify and report to your Trainer / Assessor any possible hazards from equipment, facilities and the environment
- To ensure there is non-discriminatory or harassing behavior to other students, CCNI Inc. team members or visitors to premises
- To report any discriminatory behaviour or harassment to your Trainer/Facilitator/Assessor
- To register complaints, disputes or grievances with your Trainer / Assessor or the EO
- To refrain from unacceptable behaviour including the use of bad language, alcohol and/or drugs.
- To refrain from the use of devices which may disrupt classes; e.g. mobile phones and pagers unless discussed with your Trainer/Assessor
- To comply with the Assessment Information outlined in the Student Handbook and to complete and submit all assessment tasks by due dates
- To abide by CCNI Inc. Policies & Procedures outlined in the Student Handbook

Failure to comply with these responsibilities will result in the following disciplinary action:

- ✓ In the first instance the student will be given a verbal warning
- ✓ In the second instance the student will be given a verbal warning
- ✓ In the third instance the student will receive a written warning and asked to show just cause why their enrolment at CCNI Inc. should continue. If there is no change in the student's behavior the student will be dismissed from CCNI Inc.
- ✓ Each process will be recorded and filed in the student's file



Community College Northern Inland Inc.

I give permission for *Community College Northern Inland Inc.* (CCNI Inc.) team member/s to call for an ambulance in the event of a **MEDICAL EMERGENCY** where I require an ambulance. I fully understand, I will bear the cost of this service and do not hold Community College Northern Inland Inc. (CCNI Inc.) or its team member/educators responsible for any costs incurred.

I have read, understood and agree to adhere to the Student responsibilities.

Student Name _____

Student Signature _____ Date _____



Declaration of Understanding

Students are required to read and sign they understand the following statement upon Induction;

- CCNI Inc.'s Code of Practice
- Course Information
- Legislative & Regulatory Requirements
- Training Delivery & Assessment Services
- Records Maintenance
- Complaint and Appeals
- Suspension or Expulsion
- Student Responsibilities
- Declaration of Understanding
- Student Declaration
- Introduce students to Teachers, principal & designated Student Manager
- Tour of Classrooms/Reception/Office/Bathroom Facilities, Fire Exit and Evacuation meeting point in the event of an Emergency
- Deferment of Studies incurs a re-entry fee (currently \$750.00)
- Refund policy
- Flexible learning
- Explain timetable and durations of each course offered
- Advise RPL/RCC/Exemptions/mutual recognition
- Explain how to access teachers
- Students invited to view all CCNI Inc.'s Policies & Procedure documents in full and relevant government Acts held on site including the Child Protection Act
- Outline facilities available to students undertaking courses, including;
 - Counselling
 - Medical / First aid officer on site
 - Student administration
 - The learning resources (for example reference texts and software)
 - When necessary, provide students with contact numbers of CCNI Inc.'s team members
 - Bullying and Disciplinary Guidelines and Policy
 - Process for providing feedback including the use of the student survey/feedback form
 - Unit/Course outlines
 - Assessment & teaching methods used
 - Flexible Learning



Community College Northern Inland Inc.

I have read, understood and agree to abide by the above Declaration of Understanding explained by Community College Northern Inland Inc. team member.

I understand I will be bound by all CCNI Inc. policies, terms and conditions noted in the Student Handbook.

I agree that I have purchased the following Training:

Course Name:- _____

Course Code _____

Student Name _____

Student Signature _____

Date _____

Induction by _____

Inductor Signature _____

Date _____