



# RIVERINA COMMUNITY COLLEGE

## NDIS PROGRAM PARTICIPANT HANDBOOK

Riverina Community College

*Engaging communities, enriching lives*

*Empowering and inspiring through education and community programs*

2021 - 2022

# Welcome!

Meet our dedicated Team

## RTO Manager

Dianne Potter	Available if you have questions about the College's Policies or you have feedback about the College, including complaints or appeals.
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## Administration & Customer Service Team

Brittany Chambers & Caitlin Mullavey	Administration, front desk, answer your phone calls, can put you through to the required area. Answer enrolment questions.
Mindy Rutland	Records assessments, and issues qualifications, records of results or statements of attainment. Issues and collates responses to student surveys.

## Student & Industry Support

Lisa Douglas	Industry Support and information
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## Accredited Programs Team – Course Coordinators

Kirby Perry	Business, Leadership & Management Coordinator
Karl Kelly	Hospitality Coordinator
Renee McGovern	Community Services & Health Coordinator
Mel Livermore	Beauty & Hairdressing Coordinator
Cheryl Cartwright	Learner Support Coordinator

## Non-Accredited and Community Programs Team

Leanne Dyer	NDIS Funded Programs – Art Programs
Julie Wilson	Community Visitors Program Coordinator

All enquiries  
(02) 6933 5555  
[info@riverinacc.edu.au](mailto:info@riverinacc.edu.au)

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# About the College

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## Welcome

We sincerely welcome you to our college and wish you every success in your studies with us. Please feel free to speak with any member of our team if you have any questions regarding the information provided to you or if you have any concerns during your course or program.

## History

Riverina Community College (the College) is a not-for-profit organisation, operating as an independent company limited by guarantee. The College provides high quality, adult education courses and activities to meet the expressed needs of the community, delivered at various facilities including the Wagga Wagga training facility, or within the community at various outreach centres, or in partnership utilising schools, community or commercial facilities.

Riverina Community College is a nationally regulated Registered Training Organisation (RTO), delivering Vocational Education and Training (VET) programs registered by the Australian Skills Quality Authority (ASQA). The College offers nationally recognised training and assessment in accordance with the Standards for Registered Training Organisations 2015 and issues qualifications within the Australian Qualifications Framework (AQF).

The College offers accessible skills-based learning opportunities in a non-threatening and professional learning environment. The College strives for ease of enrolment and for programs to attract a broad representation from our communities. Courses and activities are held during the day, evening and on weekends. Distance and Online study are also available for some qualifications.

In late 2013, Riverina Community College merged with integratedliving Australia Ltd (integratedliving), a non-profit, nondenominational organisation that has been caring for the elderly, people with disabilities and others in the community for over 30 years.

The Board of integratedliving utilise a governance system to set strategic directions, ensuring equitable resourcing of the organisation whilst also ensuring that contract deliverables are met.

## Abbreviations used in this Handbook

AQF – Australian Qualifications Framework	National Standards – Standards for Registered Training Organisations (RTOs) 2015
ASQA – Australian Skills Quality Authority	NDIS – National Disability Insurance Scheme
DPI – NSW Department of Primary Industry	RPL — Recognition of Prior Learning
LLN — Language, Literacy and Numeracy	RTO – Registered Training Organisation

## Qualifications provided by Riverina Community College

As an RTO, the College operates under the Australian Skills Authority (ASQA). This means that we provide quality assured and nationally recognised qualifications. Our courses have been independently evaluated by training and industry experts to guarantee that they meet the highest standards of course excellence. To review accredited qualifications and units of competency that are on the College's scope of registration, please refer to the national register for RTOs:

<http://training.gov.au/Organisation/Details/90133>

## Riverina Community College Contact Details

**ABN:** 20 201 193 994

**ACN:** 103662237

**RTO Code:** 90133

**NDIS Provider Number:** 4050015744

**POSTAL ADDRESS:** PO Box 5065  
Wagga Wagga NSW 2650

**STREET ADDRESS:** 96 Murray Street  
Wagga Wagga NSW 2650

**TELEPHONE:** 02 6933 5555

**EMAIL:** [info@riverinacc.edu.au](mailto:info@riverinacc.edu.au)

**WEB:** [www.riverinacc.edu.au](http://www.riverinacc.edu.au)

### CONNECT WITH US:



[RiverinaCommunityCollege/](https://www.facebook.com/RiverinaCommunityCollege/)



[@riverinacommunitycollege/](https://www.instagram.com/@riverinacommunitycollege/)

## Vision Statement

Engaging communities, enriching lives.

## Mission Statement

Empowering and inspiring through education and community programs

## Values



## Fees, Subsidies and Refunds

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The College will make prospective students aware of the College's fees, charges and refund policies prior to accepting an enrolment. The full Fees, Refund and Transfer policy is available on the College's website or can be obtained by request from the Reception desk.

For all programs that are NDIS funded, please refer to the NDIS client handbook.

### Protection of Fees paid in Advance

To provide protection to students' fees, Riverina Community College does not accept tuition fees paid in advance of more than \$1,500 from individual students and program participants. This policy is in line with requirements under the National Standards for RTOs.

### Fee Payment Options

There are a range of methods that you can choose to pay your training and program fee(s), including cash, cheque and direct deposit to our bank account. Payment plans are available for fees or student contributions of \$500 or over. Details of payment options are available within the College's Fees, Refund and Transfer Policy.

**For NDIS program participants, please refer to our fee policy which is implemented in accordance with NDIA policies and guidelines**

### Subsidised Training

Training Services NSW, through the NSW Department of Primary Industry, currently provides subsidised training under its Smart and Skilled initiative. Your Training Coordinator or the Administration and Customer Service Team will be able to assist you in determining your eligibility for enrolment. Student fees for training that is subsidised through Smart and Skilled is calculated using the Smart and Skilled Provider Fee Calculator.

Concessions and exemptions do apply to individuals considered to be in hardship or experiencing disadvantage. Additional evidence will be required to support your eligibility for concession and/or exemption. Further information regarding your fees, concessions and exemptions is available through the Reception desk, your Training Coordinator, or the Smart and Skilled Fee Administration Policy available via [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

### Refunds

Please choose your course carefully as refunds will only be considered in line with the College's Fees, Refund and Transfer Policy available on the College's website. A refund will apply if:

- the College cancels a course for any reason prior to the course commencing
- you cancel in writing 5 or more working days before the date the course commences
- you cancel in writing less than 5 working days before the date a course commences due to extenuating circumstances (such as illness or injury – evidence such as medical certificates may be requested)

In all other circumstances, a partial refund may be considered at the discretion of the College (less a non-refundable Course Administration Fee of \$250).

All non-accredited community programs offered by RCC adhere to the same policies and procedures outlined in this document. For all programs that are NDIS funded, please refer to NDIS client information is available upon request.

## Enrolment at Riverina Community College

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To enable you to make an informed decision regarding your studies you will be provided with the following information prior to enrolment:

- [Consumer Protection Policy](#)
- [Fees, Refund and Transfer policy](#)
- [Complaints and Appeals policy](#)
- [Recognised Prior Learning and Credit Transfer information](#)
- Support available to assist you during your studies
- Specific information regarding your course including:
  - All fees and payment options
  - [Eligibility for subsidies](#)
  - Course content including electives
  - Training and assessment methods including proposed schedule if applicable
  - Pre-requisites and entry requirements
  - Course delivery location
  - Work experience/ placement requirements

The College strives to ensure there are no unnecessary barriers for entry into a training/program and/or assessment services and will work with you to ensure that our services meet your needs. You will be required to undertake a [Language, Literacy and Numeracy assessment](#) to determine the level of support you may require which can include referral to support services or mentoring programs. As the College follows nationally set entry requirements, there may be times that we recommend pre-entry training and/or support. There may also be pre-requisite units for study (units that must be completed prior to enrolment). Talk with a team member if unsure.

### Enrolment

When a Training or Community Program has been agreed upon, you will be asked to complete an enrolment form. This will form the basis of the administrative information that we collect and provides us with essential information that may be used for reporting purposes. Additional information can be viewed in Privacy section of this handbook.

The [Enrolment Form](#) is also the source of information that we use to produce Certificate(s) or Statement(s) of Attainment, so these must be completed as per your official documentation e.g. birth certificate and/or driver's licence. You will also be required to present Proof of Identification on enrolment (e.g. birth certificate/driver's licence/passport) together with your [Unique Student Identifier \(USI\)](#) -see further information in [USI section of this handbook](#).

There may be other administrative requirements, dependent on the program. For example, funded training programs may require us to collect additional documentation e.g. consent to share information. You should not sign a document, without fully

understanding its contents, and any obligations. If you are unsure, please talk with a team member.

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is an Australian wide student number required by students who are completing nationally accredited vocational education and training (VET). A USI will allow an individual to track all their training results from all providers from all states and territories in Australia. Students undertaking nationally accredited courses need to apply for a USI and provide that USI to the College at enrolment.

An RTO cannot issue a student's qualifications without a receipt of the student's USI.

The USI is available online and at no cost to the student at <http://usi.gov.au>

This USI will stay with you for life and be recorded against any completed nationally recognised VET course <https://www.youtube.com/watch?v=HRYaaF-B7Ho>

## Induction

An induction session will be held for each training program which will provide specific and detailed information on the College and the course you have chosen. You will be expected to attend this session. For non-accredited and community programs, individuals will have direct contact with the Program Coordinator throughout the duration of the program.

## Withdrawing from a Qualification

Whilst we do not like to see students withdrawing from their qualification, it is sometimes unavoidable.

If you need to withdraw from your qualification/program, you must let the College know in writing as soon as possible. If you are studying under a government traineeship it is your responsibility (or that of your employer) to let your Australian Apprenticeship Centre know as soon as possible.

Refer to the College's Fees, Refund and Transfer Policy for more information on when a refund may apply, including where you are withdrawing from a qualification.

## Learning and Assessment

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### Credit Transfer

A Credit Transfer is when a student applies for credit for a unit they have previously completed elsewhere. Credit Transfers are only issued if the unit is an exact match. When applying for a Credit Transfer, you must attach a certified copy of your previous qualification, including a transcript of the course which sites the exact unit you are applying for. A certified copy is a copy of your qualification and transcript that has been signed by a Justice of the Peace (JP) as being a true and correct record of the original.

### Recognition of Prior Learning

The Recognition of Prior Learning (RPL) process allows you to apply for credit for previous study, work, life and educational experience that matches the learning outcomes of specific units within a course.

Riverina Community College recognises that current and future applicants to nationally recognised training courses and competencies may already have skills and knowledge that satisfy some or all the competencies in that course.

### Recognised Prior Learning:

- Confirms competence for a workplace position
- Confirms eligibility for entry to credit within a qualification
- Ensures that you do not have to relearn skills and knowledge you already hold
- Ensures that training time is spent acquiring new skills and competencies

To apply for RPL please speak with your Trainer or Training Coordinator at the time of enrolment or as soon as possible after enrolment.

RPL applicants will have to provide evidence to support their claim and a fee applies. The College will assist you in identifying appropriate evidence and will provide you with a quote to proceed.

### How Does the Recognised Prior Learning Process Work?

You and your Trainer will work together to gather evidence to enable an assessment of your competency. Your Trainer will assist you to identify relevant units of competency and explain the types of evidence (proof of your skills and knowledge) required. When you have provided this evidence, it is compared with the competency standards. Your Assessor will decide whether sufficient evidence has been provided to determine the extent to which you have achieved the required learning outcomes or standards. Your Assessor may also determine that an assessment conversation or partial assessment may be required.

### Assessment

To achieve a Statement of Attainment or qualification under the [Australian Qualifications Framework \(AQF\)](#) it is necessary to be assessed as competent against a unit or units of competency from an industry Training Package.

Assessment is the process of collecting evidence and making judgements about the extent to which a student demonstrates the knowledge and skills as set out in the National Standards or learning outcomes of a unit of competency.

At all times, Trainer and Assessors will maintain key principles of fairness, flexibility, validity and reliability.

### Submitting Assessments

During your first session, your Trainer will advise you of the assessments required for your course. Assessments must be submitted to your Trainer by the due date and must be accompanied by the Student Assessment Cover Sheet provided.

Whilst every care is taken, it is strongly advised that you keep a copy of ALL assessments submitted to the College to avoid loss of completed work.

We encourage you to communicate openly with your Trainer and/or Assessor with any questions or concerns that you may have regarding your assessment. We are committed to providing a flexible and blended learning approach to assessment services, so please feel comfortable discussing your needs with your Trainer and/or your [Training](#)

**Coordinator.** There are a range of circumstances that can be negotiated including:

- Timing of your assessment
- Location of your assessment
- How you will be assessed

For example, if your location makes it difficult for an Assessor to come and observe you, we may organise for your assessment to be captured on video/camera and forwarded to the Assessor.

### **Re-assessment**

If you are deemed Not Yet Competent (NYC) in an assessment, you will have the opportunity to re-submit your work. Your Trainer will provide feedback on your assessment and work with you to support undertaking further learning or a skills activity towards competency.

You will be given a maximum of two opportunities to repeat (i.e. three attempts at each Unit of Competency in total), unless stated otherwise under licensing requirements (where you will be advised of the maximum opportunities available).

If after appropriate assistance, you are still not able to achieve competence, it may be necessary to consider other options. These options will be discussed in liaison with your Trainer and Course Coordinator and may include:

- Re-enrol in the Unit of Competence at a fee for service administration and assessment fee per unit. If further training is required, there will be additional charges and you will be provided with a quote in advance
- Review your course and study options with your Training Coordinator and/or Learning Support Coordinator
- Transfer to another course
- Withdraw from the course

### **Assessment Appeals Process**

If you disagree with an assessment decision you should address the matter with your Trainer or Training Coordinator in the first instance.

Where an assessment decision cannot be resolved informally (through discussion), or you are dissatisfied with the outcome, you are encouraged to lodge an Appeal in writing in accordance with the College's Complaints and Appeals Policy.

### **Work Placement**

Some qualifications and training programs require students to gain real life on the job experience to gain the knowledge and skills to become competent.

You will be advised prior to enrolment if your course includes work placement and the course duration will include time for this.

It may also be necessary for your Trainer or an Assessor to visit your workplace to carry out a practical assessment. This will be done in liaison with the host employer and you will be consulted in the process.

### **Qualifications and Statements of Attainment**

On successful completion of your course/program and all associated assessment work,  
Riverina Community College  
RTO ID 90133

your Qualification certificate (including a Record of Results) or Statement of Attainment will be posted to you. Please ensure we have your current postal address.

You can obtain a replacement Qualification or Statement of Attainment at any time at a cost of \$55.00. Requests should be made in writing or by email and should include the following information:

- Your name (if your name has changed please write both your new name and your name at the time of the course)
- Your date of birth
- Your current address (and your address at the time of the course)
- The course you completed (e.g. CHC40312 Certificate IV in Disability)
- When that course started and finished or at least the year of the course
- Photo identification may be required

We will review your request and either:

- (a) Send a new Qualification or Statement of Attainment; or
- (b) Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here

## Student Support and Welfare

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### Support Services Available

We aim to provide a positive and rewarding learning experience for all students. If you have any concerns that may affect your training, please discuss this with your Trainer or Training Coordinator. Should your Trainer identify that you would benefit from additional assistance they will discuss the options with you.

Riverina Community College uses Learner Support Assistants to work with students to assist in achieving their outcomes and enjoy their learning experience.

If you feel you could benefit from extra assistance with any specific learning needs, the College's Learner Support Coordinator and Learner Support Assistants are available. We suggest you make an appointment in advance by contacting the Administration and Customer Service Team.

The College facilities at Wagga Wagga include complimentary tea and coffee, a student recreation room and access to computer equipment at various times.

### Student Welfare

The College is always concerned for the welfare of students. If you require any extra assistance, please contact a member of our team who will be happy to support you.

If you require counselling or personal support, please contact one of the following organisations:

Service	Contact Number
<u>Lifeline</u>	13 11 14
<u>Beyond Blue</u>	1300 224 636
<u>Headspace Wagga</u>	(02) 6923 3170
<u>Link2home Homelessness</u>	1800 152 152
<u>1800RESPECT</u>	1800 737 732

## Career Support Information

The Australian government provides a wide variety of career information and support online. We encourage you to explore any of the following links:

### [Job Outlook](#)

Provides a variety of information about labour markets, jobs and career choices

### [My Future](#)

An online facility to aid you in deciding your future career path

### [Bullseye Posters](#)

A useful tool to map your interests and skills to a job. Links jobs to the qualification levels needed to access them

### [jobactive](#)

Job board with a wide variety of jobs for jobseekers

### [Australian Apprenticeship Pathways](#)

Detailed information on traineeships and apprenticeships – what they are and what they can do for you

### [Apprenticeship Apps](#)

Explore the many pathways you can take through apprenticeships

### [myplace NDIS Participant Portal](#)

Secure website for NDIS participants or their nominee to view their NDIS plan, request payments and manage services with provides

### [Australian Qualifications Framework](#)

Research the requirements for all training. The Australian Qualifications Framework is the national policy for regulated qualifications in Australian education and training

### [Australian Department of Education](#)

Explore and discover various topics related to education, including Apprenticeships, learning English for migrants, University education, international students and VET students

# Rights and Responsibilities

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## Students' rights

Whilst a student/participant at Riverina Community College, you have the right to:

- Be treated with respect
- Be treated fairly and equitably
- Learn in an environment that is free from bullying, harassment or discrimination
- Be informed about services available to assist you
- Receive support and assistance to complete your studies
- Receive access to a qualified trainer, and quality training and assessment in courses which are current and relevant to industry
- Actively participate in decisions which affect you
- Be informed about the fees that may apply to your training and the circumstances in which a refund may be available
- Be informed about the collection of your personal information and be able to review and correct that information
- Make suggestions about the delivery or effectiveness of the College's services, have access to a consumer protection complaints process and/or lodge a complaint or appeal in relation to a decision that affects you
- Have any issues you discuss or information you give, treated confidentially, except where this information may endanger your life, or the life or wellbeing of another person
- Expect that the quality of your training meets the standards, regulations and requirements set down by the Australian Skills Quality Authority and NSW Smart and Skilled Program

If you feel your rights have been disregarded, you have the right to:

- Discuss your concerns with your Trainer, the RTO Manager or another staff member
- Refer your concerns or written complaint to the RTO Manager in line with the College's Complaints and Appeals Policy
- Have a support person present in any meeting should you desire it
- Refer the complaint to an appropriate external body or the Department of Fair Trading, should the issue remain unresolved

## Student's responsibilities

Whilst a student or participant at Riverina Community College you are expected to:

- Be punctual, courteous and act in a manner appropriate to a workplace
- Attend scheduled training and assessment sessions
- Present a professional image, wear clean and professional attire and appropriate footwear, including a uniform where required
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability
- Follow reasonable directions from a member of staff, including instructions on the use of personal mobile phones and other electronic communication or media devices

- Treat staff and fellow students/participants with respect and fairness, including respecting the rights of other students/participants
- Not behave in any way that may offend, embarrass, discriminate or threaten others
- Not harass fellow students or staff, for example, by using offensive language or making unwanted sexual advances
- Not behave in a manner that may impact the reputation of the College. This includes behaviour in a public space, or on social media, that can be directly or indirectly linked to Riverina Community College
- Take care of personal possessions while on College premises
- Take care of facilities by not damaging, stealing, modifying or misusing property
- Take reasonable steps to protect your own health and safety and the health and safety of others, and report anything you feel is unsafe to your Trainer or Training Coordinator
- Always follow safety instructions and adhere to work health and safety requirements, including wearing protective clothing and using safety equipment as directed by staff
- Provide accurate information to the College, including ensuring your personal details are current and correct
- Not smoke in non-smoking areas
- Not be under the influence of alcohol or illegal drugs
- Refrain from any form of academic misconduct, including (but not limited to) plagiarism (using someone else's work or words as your own) and cheating
- Read and understand the terms and conditions that apply to training and services offered by the College

At all times, students must maintain appropriate behaviour. Breaches of a student's responsibilities, inappropriate or disruptive behaviour will result in penalties commensurate to the severity of the breach.

Riverina Community College reserves the right to exclude from training, and/or refuse entry, and/or remove without warning any person from a class and/or future class(es), if their behaviour is deemed unacceptable (in line with these responsibilities), offensive or potentially harmful or dangerous to themselves, staff or other students/participants. This may result in the non-completion of your course.

## College Policies

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### Workplace Health and Safety (WHS)

Riverina Community College takes seriously its responsibility to protect health and promote safety. Please report anything that you believe to be unsafe.

As a course/program participant you are required to:

- Take reasonable steps to protect your own health and safety and the health and safety of others
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. You will be notified of any special clothing requirements at enrolment

- Ensure any safety directions are followed and act so as not to endanger the safety of others
- Listen carefully to the Trainer and/or College staff when they are informing you of WHS matters and abide by all WHS rules
- Ensure the Trainer is aware of issues relating to WHS regulations or any practices you believe to be unsafe
- Not attend class if under the effects of drugs or alcohol
- Smoke only in designated areas
- Report anything you think is unsafe or a danger to yourself or others

Report all incidents and accidents to the College as soon as possible and comply with the College's WHS reporting requirements

If you are sick and cannot attend class, you should notify the College prior to class commencing by calling 6933 5555 (after 9am). If you feel unwell during class, you should notify your Trainer or Learner Support Officer as soon as possible.

## Access and Equity

The College is committed to a flexible approach to its training/programs and assessment services with a range of strategies in place to ensure that individuals are not unfairly disadvantaged when undertaking training and/or assessment services. The organisation will always consider the Language, Literacy and Numeracy levels of the learner, the ethnic and cultural background and the needs of people with disabilities. Additional consideration can include personal circumstances e.g. childcare and work commitments, personal difficulties and illness. If you are experiencing barriers to your training, you should discuss this with your Trainer and/or Training Coordinator.

A range of support mechanisms may be put in place including:

- Mentoring
- Language Literacy and Numeracy support
- IT Support
- Telephone, emails, networking and tutorial support for learners
- Adjustment of assessment process

The College is committed to providing an environment for work and training that is free from discrimination, bullying and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from a course. This applies to both participants and staff members.

Further details of the College's commitment to equal opportunity is outlined in its [Access and Equity Policy](#) available on the College's website.

If you witness or experience any incident of discrimination, bullying or harassment you are encouraged to report it to your Trainer, Trainer Coordinator or the RTO Manager immediately. Any report will be treated with absolute seriousness, in line with the College's [Complaints and Appeals Policy](#).

## Privacy of your records

The College keeps your information private and only collects data that relates to your training outcomes or as required for statistical analysis by government authorities such as the NSW Department of Industry and National Centre for Vocational Education

Research Ltd (NCVER).

Riverina Community College is subject to audit by Commonwealth and State agencies. Access to your training file may be given to government officers from agencies (or their approved representatives) such as the Department of Education and Training, Department of Industry or ASQA for the purposes of these audits.

Your information may also be disclosed to Commonwealth and State agencies for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcript
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates, for policy, workplace planning and consumer information, and
- Administering VET, including program administration, regulation, monitoring and evaluation

In addition, where training is being provided to a trainee through their employer, the employer is entitled to receive updates on the trainee's progress throughout the traineeship.

You can access your records at any time by making a written request and providing adequate proof of identity to your Training Coordinator.

Further information is available in the College's [Privacy Policy](#) available on our website.

## Complaints and Appeals

Riverina Community College is committed to providing quality service to all clients. We encourage and use feedback, both positive and negative, as an opportunity to maintain and improve the quality of our services.

Students are encouraged to first attempt to resolve their complaint by raising their concerns with their Trainer or Training/Program Coordinator. On most occasions, this is the most effective and efficient way to manage disagreements or complaints. If, however, you have attempted this way without success, then you are encouraged to lodge a complaint in writing in accordance with the College's Complaints and Appeals Policy. Following this, if you feel matters are not resolved to your satisfaction and you wish to inform a third party, you should contact one of the following:

- Australian Skills Quality Authority by referring to <http://www.asqa.gov.au>
- [Department of Fair Trading in your capital city](#)
- NDIS Quality and Safeguards Commission by referring to [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

If your course is part of the Smart and Skilled funded programs you should contact their Consumer Protection Unit for Students. You can do so at:

<https://smartandskilled.nsw.gov.au/for---students/consumer---protection---for---students>

Further information on the College's [Complaints and Appeals policy](#) is available at the Reception desk or on the [College website](#).

## Changes of Details

If there is any change to your circumstance during your training, you must notify us so

that your records can be updated: any change of name, change of address, change of contact details (phone, email, etc).

The College can only issue a Qualification or Statement of Attainment in accordance with the details provided by you and verified against your identification. The College cannot issue documents in a name that does not match the identification and details provided by you.

If you do not notify Riverina Community College of any change in details, any Qualification or Statement of Attainment issued may be incorrect, and a fee will apply for reissuing any updated documents.

## Student Orientation Checklist

The following checklist summarises the information you should understand before you commence your course. Keep this handbook somewhere safe so that you can refer to it as you progress through your qualification.

	Tick
❖ I understand competency-based training and the qualification I am enrolled in	<input type="checkbox"/>
❖ I understand the non-accredited course or community program that I have enrolled in	<input type="checkbox"/>
❖ I have received my student handbook	<input type="checkbox"/>
❖ I understand how to lodge a complaint or appeal an assessment decision	<input type="checkbox"/>
❖ I understand how to apply for a Credit Transfer or Recognition of Prior Learning	<input type="checkbox"/>
❖ I have been provided with access to the College's Fees, Refund and Transfer Policy, Complaints and Appeals Policy, Consumer Protection Policy, Work Health and Safety Policy, Privacy Policy and Access and Equity Policy	<input type="checkbox"/>
❖ I understand that I need to keep a copy of the assessments I submit	<input type="checkbox"/>
❖ I understand that my assessments will not be marked until I submit a completed and signed cover page for each one	<input type="checkbox"/>
❖ I know that I will not be marked as competent until all components of my assessment have been completed and submitted including work placement documentation and journals, and I need to keep a copy of these documents	<input type="checkbox"/>
❖ I understand when my assessments are due, and I know how to apply for more time	<input type="checkbox"/>
❖ I know that I need to let Riverina Community College know any change in my circumstances or personal details	<input type="checkbox"/>
❖ If I withdraw from this training, I will notify Riverina Community College in writing as soon as possible	<input type="checkbox"/>
❖ I have received my materials and I am ready to begin my qualification	<input type="checkbox"/>

## RIVERINA COMMUNITY COLLEGE

### Contacts

<b>Enrolment &amp; Student Administrative Support</b>	Name: Administrative Team Days/Hours: Monday - Friday 9.00-5.00pm Contact Number: (02) 6933 5555 or 1800 000 212 Email: <a href="mailto:info@riverinacc.edu.au">info@riverinacc.edu.au</a>
<b>Online Learning Moodle Support</b>	Name: Moodle Support Team Days/Hours: Monday - Friday 9.00-5.00pm Contact Number: (02) 6933 5555 or 1800 000 212 Email: <a href="mailto:info@riverinacc.edu.au">info@riverinacc.edu.au</a>
<b>NDIS Student Support</b>	Name: Community Programs Days/Hours: Monday - Thursday 9.00-5.00pm Contact Number: (02) 6933 5555 or 1800 000 212 Email: <a href="mailto:info@riverinacc.edu.au">info@riverinacc.edu.au</a>
<b>RTO Manager</b>	Name: RTO Manager Days/Hours: Monday - Friday 9.00-5.00pm Contact Number: (02) 6933 5555 or 1800 000 212 Email: <a href="mailto:info@riverinacc.edu.au">info@riverinacc.edu.au</a>

### ACCESSIBILITY OF INFORMATION

Should you require any information regarding NDIS Programs and associated information contained within this Handbook, please speak with your program worker. All information can be provided through an in-person explanation, through larger text and easy-read documents. We will endeavour to ensure that all information is available, that meets your individual requirements.

## NDIS Program Information

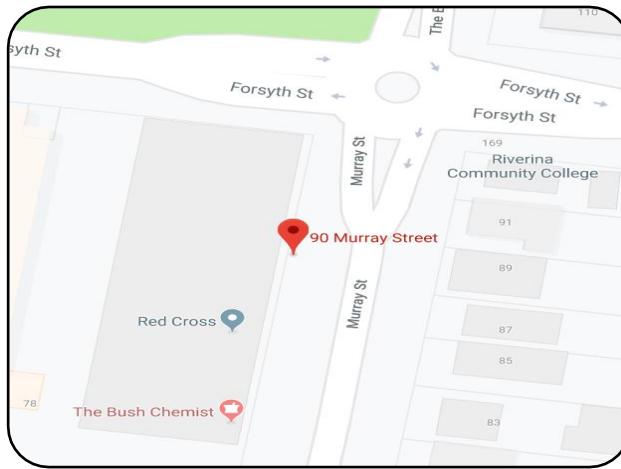
- This information is provided to ensure you have all the information you require, before commencing your programs with Riverina Community College.
- They are rules for you and the staff who work with you.
- We will give you a copy of this manual to keep.
- If you have any questions, please do not hesitate to speak with the program staff.
- NDIS programs are guided by a range of policies and procedures that are implemented by Riverina Community College. NDIS Programs must also work within guidelines set out by the NDIS.

### **NDIS PROGRAM SITES**

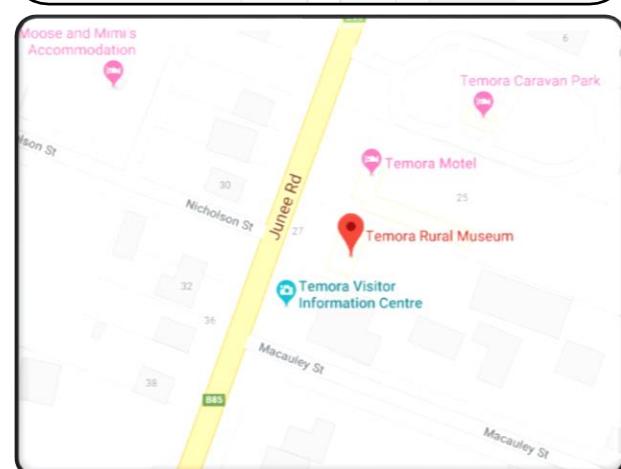
Currently NDIS programs are provided at two permanent locations within the Riverina. At times programs have events at different locations and your program worker will discuss this with you, should an event at a different location be planned.

The two locations are:

**Location 1:**  
Riverina Community  
College  
90-98 Murray Street  
Wagga Wagga.



**Location 2:**  
Temora Rural Museum  
29 Junee Road Temora  
NSW



## **NDIS PARTICIPANT RIGHTS**

We will recognise, promote and fully respect your right to dignity and respect, freedom of expression, self-determination, choice and control, confidentiality and privacy. Thus, ensuring to the best of our ability, that you are free from discrimination, exploitation, abuse, harm, neglect and violence.

## **PARTICIPATION AND INCLUSION**

We focus on people with a disability being valued members of their communities and will work with you, your family and friends to foster opportunities for your meaningful participation and active inclusion in NDIS programs and the wider community.

## **INDIVIDUAL OUTCOMES**

We will plan, deliver and review our NDIS services to you, based on your personal strengths and goals and will ensure that our quality standards of practice support you to exercise choice and control over the design and delivery of your participation with us. We will work alongside you in the development of your service plan and program goals. These can be at any time, upon your request.

## **FEEDBACK AND COMPLAINTS**

We respect your right and that of your family/carer to give feedback and make complaints if dissatisfied. You can expect a complaint to be dealt with in a manner that reflects your individual and cultural needs and be guided and supported in the process of resolving dissatisfaction.

## **ACCESS TO NDIS PROGRAMS**

We focus on the importance of providing information that is readily available, is adapted to individual need and outlines the features and capacity of the services we provide. We will ensure that you have access to those services in a way that is transparent, fair, equal and responsive to you.

## **SERVICE MANAGEMENT**

We will ensure that you receive quality services that are well managed and delivered by staff with the right values, attitudes, goals and experience and quality services which are effectively and

efficiently governed. We will strive to continually improve the quality of our service to you.

NDIS Program staff are employed by Riverina Community College and undertake a vigorous pre-employment process including reference, police and working with children check (as required).

Within NDIS programs a staff member is always present, that hold a current first-aid certificate.

## **PRIVACY AND CONFIDENTIALITY**

- We will make sure that information about you is kept safe in a locked cupboard or on a computer with a password.
- We will not tell anyone anything about you unless we have permission from you or your family.
- We will support you in the least intrusive way possible and in a manner, which respects your privacy, dignity and confidentiality.
- We will always treat you with respect when we talk to you or talk about you.
- We will make sure your personal care is private and comfortable.
- We adhere to Riverina Community College's Privacy and Confidentiality Policies and Procedures. We are also required to comply with guidelines endorsed by the NDIS Information Handling Operational Guidelines.

## **DECISION MAKING AND CHOICE**

- We will encourage you to make your own decisions and choices.
- We can support you with an advocate to help you in your decision-making.
- We will listen to your ideas and decisions.

## **CODE OF CONDUCT**

You have a right to:

- Be treated fairly, regardless of religious, cultural and sexual difference, age, disability or socio-economic status.
- Be free from all forms of intimidation or bullying.
- Work in a safe, clean, orderly and co-operative environment.
- Have personal property protected from damage or misuse.
- Have any disputes settled in a fair and rational manner (as per Complaints Procedure).

- Learn in an environment that is conducive to success and without interference from others.
- Express and share ideas and to ask questions.
- Each participant is encouraged to be verbally and physically respectful towards other participants and staff.

## **MAKING A COMPLAINT OR SHOULD YOU HAVE A DISPUTE**

- We will support you to feel safe about saying something to the NDIS Program Staff and/or team, when you do not agree, do not like something, or when you have a problem,
  - We will tell you about other people or places you can go to, to talk about your complaint,
  - We will support you to access the Complaint Procedure,
  - We can also help you nominate an advocate to assist you to resolve your complaints.
  - Please feel free to speak with program staff or a manager, if you have any issues concerning you.
  - If you wish to make a complaint, you can contact the following service, who can assist you.

## **NSW OMBUDSMAN DETAILS FOR COMPLAINTS**

Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Complaints: **ONLINE COMPLAINT FORM**

Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

## **ADVOCACY**

Participants within our NDIS programs can access advocacy services through Disability Advocacy NSW at <https://da.org.au/>

Disability Advocacy NSW can assist people with a disability and their families, to navigate the National Disability Insurance Scheme (NDIS) in several ways including:

- 1) General Advocacy Support
- 2) Internal (NDIS) Appeals
- 3) External (NDIS) Appeals.

Phone: 1300 365 085  
(02) 4927 0111  
Email: [newcastle@da.org.au](mailto:newcastle@da.org.au)

## **WORKPLACE HEALTH AND SAFETY (WHS RESPONSIBILITIES)**

**You have the right to study and work in a safe and healthy environment, but in return you must:**

- Take reasonable care for the health and safety of others within the environment of which you are present.
- Tell your program worker about hazards or other safety matters of which you are aware.
- Co-operate with your program worker to ensure your safety and the safety of others.

**Co-operating with your program worker includes:**

- Wearing or using safety equipment supplied to you.
- Carrying out work in a safe manner.
- Following instructions and being responsible and respectful of the environment and others around you.
- Following health and safety instructions.
- Using and maintaining machinery and equipment properly.
- Taking notice of signs.

**STAY HEALTHY AND SAFE!**

# Media Release

PARTICIPANT NAME		
PROGRAM		
DATE		
CONTACT NUMBER		
<p>I, .....</p> <p>Give permission for the release of images to be used by local media sources including; social media, local media, radio and internet, for the promotion of Riverina Community College programs.</p>		
PARTICIPANT'S SIGNATURE		DATE
WITNESS SIGNATURE		DATE
		POSITION

# Participant Feedback Form

STUDENT NAME (Optional)		
DATE		
WHICH PROGRAM DID YOU ATTEND?		
DID YOU LIKE THE ACTIVITIES? (Put a circle around your answer)	YES	NO
DID YOU LIKE THE TIMES OF THE CLASS? (DISCUSS)		
WOULD YOU COME TO THE CLASS AGAIN? (DISCUSS)		
ARE THERE ANY OTHER ACTIVITIES YOU QOULD LIKE TO DO OR LEARN? (DISCUSS)		
DO YOU LIKE THE WAY THAT YOUR PROGRAM IS? WOULD YOU LIKE TO MAKE ANY CHANGES? (DISCUSS)		

## **WE ENCOURAGE YOU TO ASK QUESTIONS.**

**IF YOU WOULD LIKE TO ASK QUESTIONS, WE HAVE PROVIDED  
A LIST OF SOME THAT YOU MAY LIKE TO ASK.**

1.	Can you please explain the process involved in enrolling in a program?	
2.	I would like to attend programs at RCC, how do I enroll?	
3.	What are your policies to help me feel respected and have choices about my program?	
4.	How do I report an incident or make a complaint?	
5.	How will RCC ensure that my information is treated with privacy and confidentiality?	
6.	Am I able to get extra support, if needed, to attend and participate in my program?	
7.	Do I have, the opportunity to plan and direct my program?	
8.	Have I been provided a copy of my service agreement and information about my fees?	
9.	What will RCC do to ensure that I feel safe when Attending programs?	
10.	How and where do you store my information?	
11.	Do program workers have the skills and experience to assist me?	
12.	Can I please have a copy of the fees for my program?	
13.	How do I cancel my program?	
14.	How do I get my fees returned, if I chose to not continue with the program?	

# Riverina Community College

Where to obtain further information and guidance for Individuals supported through NDIS.

TOPIC	CONTACT NUMBER	ONLINE INFORMATION & ASSISTANCE
NDIS Fees and Charges (New 2019 Price Guide effective 1 July 2019)	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/providers/price-guides-and-information">https://www.ndis.gov.au/providers/price-guides-and-information</a>
Cancellations	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/participants/working-providers/making-service-agreement">https://www.ndis.gov.au/participants/working-providers/making-service-agreement</a>
Fee Refunds	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/participants/working-providers/making-service-agreement">https://www.ndis.gov.au/participants/working-providers/making-service-agreement</a>
Service agreements	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/participants/working-providers/making-service-agreement">https://www.ndis.gov.au/participants/working-providers/making-service-agreement</a>
Taking Leave from your programs	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/participants/working-providers/making-service-agreement">https://www.ndis.gov.au/participants/working-providers/making-service-agreement</a>
Making a complaint	NDIS 1800 800 110	The NDIS Quality and Safeguards Commission <a href="https://www.ndiscommission.gov.au/">https://www.ndiscommission.gov.au/</a>
Confidentiality and Privacy	NDIS 1800 800 110	NDIS <a href="https://www.ndis.gov.au/about-us/policies/privacy">https://www.ndis.gov.au/about-us/policies/privacy</a>
Discrimination	NDIS 1800 800 110	<a href="http://ndisrights.org.au/wp-content/uploads/2014/09/Desrimination.pdf">http://ndisrights.org.au/wp-content/uploads/2014/09/Desrimination.pdf</a> <a href="http://www.advokit.org.au">http://www.advokit.org.au</a> <a href="https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets">https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets</a>
Worker screening requirements NDIS registered providers	NDIS 1800 800 110	<a href="https://www.ndiscommission.gov.au/providers/provider-responsibilities/worker-screening">https://www.ndiscommission.gov.au/providers/provider-responsibilities/worker-screening</a>
Riverina Community College Policies & Procedures	Riverina Community College (02) 6933 5555	<a href="https://www.riverinacc.edu.au/policies&amp;procedures">https://www.riverinacc.edu.au/policies&amp;procedures</a>