



RIVERINA COMMUNITY COLLEGE

STUDENT HANDBOOK

Riverina Community College

*Engaging communities, enriching lives
Empowering and inspiring through education and community programs*

2018-2019

Welcome!

Meet our dedicated Team

Administration & Customer Service Team

Brittany Harrison & Chelsea Habel	Administration, front desk, answer your phone calls, can put you through to the required area. Answer enrolment questions.
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Student & Industry Support

Rikki Moore	Student support services can assist you with determining your study support required.
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Lisa Douglas	Industry Support and information
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Accredited Programs Team

Kirby Perry	Business, Leadership & Management Coordinator
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Kim Roberts	Hospitality Coordinator
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Katherine Doyle	Community Services & Health Coordinator
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Mel Martin	Beauty & Hairdressing Coordinator
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Non-Accredited and Community Programs Team

Leanne Dyer	Community Program Coordinator NDIS Funded Programs – Art Programs Leisure & Lifestyle
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Alison Snow, Leanne Dyer, Leanne Billingham	Community Visitors Program
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All enquiries

02) 69335555

info@riverinacc.edu.au

Contents

Meet the Team.....	1
Contents.....	2
About the College	4
Welcome	4
History.....	4
Abbreviations used in this handbook	5
Qualifications provided by RCC.....	5
Riverina Community College Contact Details	5
Vision, Core Purpose & Values.....	6
Vision Statement	6
Mission Statement.....	6
Values	6
Fees, Subsidies and Refunds	6
Protection of Fees paid in Advance	7
Fee Payment Options.....	7
Subsidised Training	7
Refunds	7
Enrolment at RCC.....	8
Enrolment	9
Unique Student Identifier (USI)	9
Induction	9
Withdrawing from the Qualification:.....	9
Learning and Assessment	10
Direct Credit (DC)	10
Recognition of Prior Learning (RPL)	10
The Benefits of RPL	10
How Does the RPL Process Work?	10
Assessment	11
Assessment Appeals Process	11
Re-assessment	12

Work Placement.....	12
Certificates and Statements of Attainment	12
Student Support and Welfare	13
Career Support Information.....	14
RCC responsibilities.....	15
Student’s rights.....	15
Student’s responsibilities.....	16
Misconduct	17
College Policies.....	17
Workplace Health and Safety (WHS)	17
Equal Employment Opportunity (EEO) and Anti-Discrimination:	18
Privacy of your records	18
Access and Equity:.....	19
Discrimination, Bullying and Harassment	19
Complaints and Grievances	20
Changes of Details:.....	20
Student Orientation Checklist:.....	21

About the College

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 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 VET programs who are 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 study is also available for some qualifications. Online Learning is also available through a Learning Management System called Moodle. All on-line training is supported by qualified trainers and assessors. Further information regarding e-learning at Riverina Community College is discussed within the

In late 2013 RCC merged with integratedliving Australia Ltd and is 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, thus ensuring equitable resourcing of the organisation, whilst also ensuring that contract deliverables are met. The Board is supported by several committees, who provide advice on budget, financial strategy, performance, audit, risk management, training and compliance.

E-Learning guide.

Adult and Community Education (ACE) is supported by the NSW Department of Industry through grants to ACE Providers across NSW.

The College is supported through an annual Adult and Community Education (ACE) grant provided by NSW Department of Primary Industry (DPI). The College accesses other grants from DPI for Special Purposes and tenders for State and Federal Government contracts to meet clients' special needs

Abbreviations used in this handbook

ACE – Adult Community Education	ASQA – Australian Skills Quality Authority
AQF – Australian Qualifications Framework	DPI – Department of Primary Industry NSW
LLN – Language, Literacy and Numeracy	NRT – Nationally Recognised Training
RPL – Recognition of Prior Learning	DC – Direct Credit
LMS – Learning Management System	NDIS – National Disability Insurance Scheme

Qualifications provided by RCC

As a registered training organisation (RTO), RCC 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 colleges 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 ID 90133

POSTAL ADDRESS: PO Box 5065
Wagga Wagga NSW 2650

STREET ADDRESS: 94 Murray Street
Wagga Wagga NSW 2650

TELEPHONE: 02 6933 5555
FAX: 02 6933 5508

EMAIL: info@riverinacc.edu.au

WEB: www.riverinacc.edu.au

CONNECT WITH US:



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



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

Vision, Core Purpose & Values

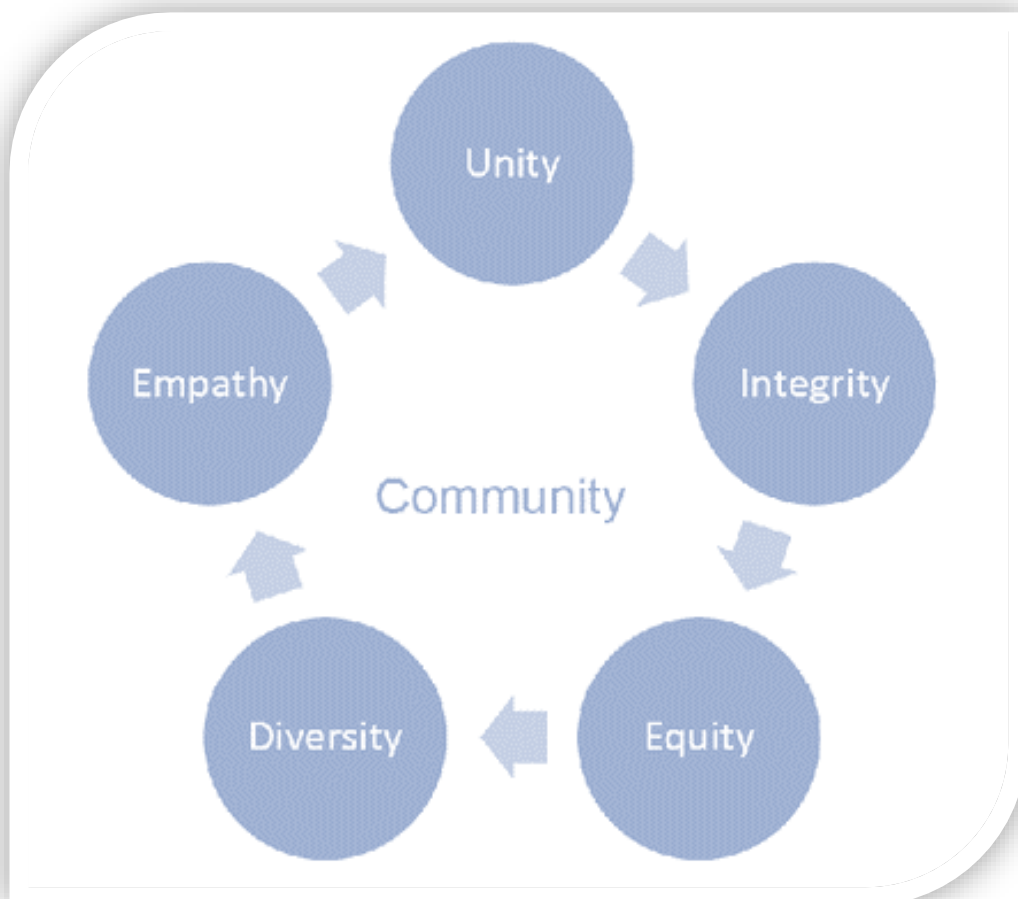
Vision Statement

Engaging communities, enriching lives.

Mission Statement

Empowering and inspiring through education and community programs

Values



Fees, Subsidies and Refunds

RCC 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 RCC website or can be obtained by request from the Reception desk.

All texts, resources and course materials are included in the cost of the course unless otherwise stated in the College's advertising material. The College determines course fees for its fee for service training. If your training program is subsidised by the Government, the associated student contribution fees are set by that Government body.

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 the [NDIS client handbook](#).

Protection of Fees paid in Advance

To provide protection to students' fees, Riverina Community College does not accept fees paid in advance of more than \$1500.00 from individual students and program participants. This policy is in line with the 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. The details are provided on the invoice that you receive.

Payment plans are available for most courses based on individual needs. Enquire with administration staff for payment plan information. Payment plans must be approved by the VET Manager.

Subsidised Training

Training Services NSW, through the NSW Department of Primary Industry, currently provides subsidised training under its Smart & Skilled initiative. The Training Coordinator or Student Engagement Officer will be able to assist you in determining your eligibility for enrolment and to advise on the appropriate course fee that applies. Student fees for training that is subsidised through Smart & Skilled is calculated using the Smart & 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, Course Coordinator, Student Engagement Officer or the College website.

Refunds

There may be instances where training programs are cancelled due to lack of learners, and sometimes government funding. The College also recognises that student circumstances may change, meaning they are unable to continue with their current training program. Students should discuss their circumstances with their Trainer, Course Coordinator or the Student Engagement Officer who will assist them in determining the best way forward. This refund policy also applies to all non-accredited community programs.

Where possible and appropriate, the College will place a student in an alternate course of equal value, however refunds do apply in some instances and the following is a guideline to the [RCC Refund Policy](#).

A full refund will apply if:

- a training /community program has been cancelled by the College
- a student/participant cancels more than 7 days prior to commencement

A partial refund will apply if:

- a student/participant claims extenuating circumstances (such as accident or illness)
- the College has granted CT or RPL after enrolment and the fee recalculation is lower than the fee the student has already paid
- a student/participant cancels less than 7 days prior to commencement

The College's full Fees, [Refund and Transfer Policy](#) is available through Reception or online at <https://www.riverinacc.edu.au/policies&procedures>.

If you are unhappy with the outcome of any decision you may appeal using the [College's Complaints and Grievances process, available through Recreation or online at:](#)

Enrolment at RCC

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

- [Consumer protection policy](#)
- [Fee, Refund and Transfer policy](#)
- [RPL and CT information](#)
- Support available to assist you during your studies
- Specific information regarding your course including:
 - [All fees and payment options](#)
 - [Subsidies available](#)
 - 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

RCC strives to ensure there are no unnecessary barriers for entry into and training/program and/or assessment services and will always work with you to ensure that our services meet your needs. You will be required to undertake an [LLN assessment](#) to determine the level of support you require which can include referral to support services and additional support through mentoring programs. The organisation does need to follow nationally set entry requirements as per the relevant Training Packages, and 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 do need to be completed as per your official documentation e.g. birth certificate and/or driver's license. You will also be required to present [Proof of Identification](#) on enrolment (e.g. birth certificate/driver's license/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 etc. 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 students USI.

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

This USI will stay with the student 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 organiser throughout the duration of the program.

Withdrawing from the 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 within 5 days (for Smart and Skilled subsidised courses) and 14 days (for all other courses) of your enrolment date. 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.

Learning and Assessment

Direct Credit (DC)

DC or credit transfer is when a student applies for a 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, the applicant must attach a certified copy of the previous qualification, including a transcript of the course which sites the exact unit they are applying for.

Recognition of Prior Learning (RPL)

The Recognition 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.

The College recognises qualifications and Statements of Attainment issued by other RTOs within Australia or another AQF authorised issuing organisation and authenticated VET transcripts issued by the Registrar. To apply for RPL please speak with your Trainer or Course Co-ordinator at the time of enrolment or as soon as possible after enrolment.

RPL applicants will have to provide evidence to support their claim. The College will assist you in identifying appropriate evidence.

The Benefits of RPL

- Confirming competence for a workplace position
- Confirming eligibility for entry to credit within a qualification
- Ensuring that learners do not have to relearn skills & knowledge they already hold
- Ensuring that training time is spent acquiring new skills and competencies.

How Does the RPL Process Work?

The RPL process involves the candidate & the trainer working together, to gather evidence to enable the assessor to decide on your competency. Your trainer will assist you to identify relevant units of competency & explain the types of evidence (proof of your skills & knowledge) required. When you have provided this evidence, it is compared with the competency standards and 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

Assessment is how we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency.

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.

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 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 approaches](#) to assessment services, so please feel comfortable discussing your needs with your assessor and/or the [VET Manager](#).

There are a range of circumstance that can be negotiated including:

- Timing of your assessment
- Location of your assessment
- How you will be assessed (observed asked questions verbally and/or written).
- For example; your location may make it difficult for an assessor to come and observe you, so we may organise for your assessment to be captured on video/camera and forwarded to the assessor.

Assessment Appeals Process

If you disagree with an assessment decision you should address the matter with your assessor and/or trainer.

Where an assessment decision cannot be resolved informally (through discussion) the appellant is required to complete an [Assessment Appeal Form](#) which is to be forwarded to the VET Manager. All effort is to be made to see appeals responded to within 14 days. The VET Manager implements a range of options to resolve the appeal:

- Review the evidence supplied for assessment and communicates requirements for additional evidence with the appellant.
- Refer the evidence supplied for assessment to another assessor for re-assessment.
- The appellant will be notified in writing of the appeal outcome within 14 days. Where an appellant is not satisfied with the results of the appeal, the College's [Complaints and Appeals procedure](#) should be followed.

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 ensure you undertake further learning or a skills activity to become competent.

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 course or Unit of Competence at the normal enrolment fee
- Undertake additional private tuition
- Undertake career planning with Student Engagement Officer
- Transfer to another course
- Withdraw from the course

Work Placement

Some qualifications and training programs require the student 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.

Whilst it is important for you to gain valuable job seeking experience in obtaining your work placement, you will be assisted in this by your trainer, student support officer or the student engagement officer. RCC has many valuable long-standing relationships with a variety of business and organisations in the Riverina and is often able to assist with placement with one of those employers.

During your work placement you will be required to carry out certain activities in line with the policies and procedures of the host employer. You will also be required to complete relevant documentation including workplace logs and reflective journals. These documents form part of your assessment.

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.

Certificates and Statements of Attainment

On successful completion of your course/program and all associated assessment work, your Certificate, or Statement of Attainment will be posted to you. Please ensure we have your current postal address.

You can obtain replacement certificates or Statements 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:

- Send a new Certificate, Statement of Attainment or Statement of Participation; or
- 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

We aim always 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 course coordinator. Should your trainer identify that you would benefit from additional assistance they will discuss the options with you.

RCC uses **Student Support Officers** to work with students to ensure they achieve their outcomes and enjoy their learning experience.

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

All students can utilise the scheduled 'drop-in' sessions provided and can contact their trainer or Student Support Officer at any time during College hours.

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	Web Link
Lifeline:	13 11 14	www.lifeline.org.au
Beyond Blue	1300 224 636	www.beyondblue.org.au
Headspace Wagga	(02) 69233170	www.headspace.org.au
Link2home Homelessness	1800 152 152	www.facs.nsw.gov.au/housing/help/ways/are-you-homeless
1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service	1800737732	www.1800respect.org.au
REACHOUT.COM Support for young people 24/7	131114	https://au.reachout.com/urgent-help

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:

	<p>JOB OUTLOOK at http://joboutlook.gov.au/</p>	<p>Provides a variety of information about labour markets, jobs and career choices.</p>
	<p>MY FUTURE https://myfuture.edu.au/</p>	<p>An online facility to aid you in deciding your future career path.</p>
	<p>BULLSEYE POSTERS https://docs.education.gov.au/node/33659</p>	<p>A useful tool to map your interests and skills to a job. Links jobs to the qualification levels needed to access them.</p>
	<p>JOB SEARCH BY JOB ACTIVE https://jobsearch.gov.au/for-jobseekers</p>	<p>Job board with wide variety of jobs for jobseekers.</p>
 <p>Australian Apprenticeships Pathways</p>	<p>AUSTRALIAN APPRENTICESHIP PATHWAYS http://www.aapathways.com.au/Home</p>	<p>Detailed information on traineeships and apprenticeships: what they are and what they can do for you.</p>
 <p>Australian Apprenticeships Pathways</p>	<p>APPRENTICESHIP APPS http://www.ausapp.com.au/</p>	<p>Explore the many pathways you can take through apprenticeships with this useful APP.</p>
	<p>NDIS Participant Portal https://www.ndis.gov.au/participant-portal-user-guide</p>	<p>My place The NDIS portal is called 'Myplace'. It is a secure website for participants or their nominee to view their NDIS plan, request payments and manage services with providers. For those with an NDIS package wishing to undertake non-accredited community programs and training.</p>

 <p>Australian Qualifications Framework</p>	<p>Australian Qualifications Framework https://www.aqf.edu.au/</p>	<p>A useful webpage where you can research the requirements for all training. The AQF is the national policy for regulated qualifications in Australia education and training.</p>
	<p>Australian Government Department of Education and Training https://www.education.gov.au/</p>	<p>Explore and discover various topics related to education in relation to Apprenticeships, Learning English for migrants, University, International students, VET students and educational providers.</p>

RCC responsibilities

RCC ensures it:

- Provides adequate and accurate information to all prospective students regarding fees, charges and refund arrangements
- Provides adequate and accurate information to all prospective students regarding the training program they wish to undertake
- Provides the training and support necessary to allow participants to achieve competency
- Provides a quality training and assessment experience for all participants
- Provides a clear and accessible [feedback](#) and [complaints system](#), including a designated and identified consumer protection officer
- Maintains procedures for protecting consumers' personal information – please refer to the [Privacy section of this handbook](#) for further information
- Has established, documented and accessible [consumer feedback and complaints handling policies and procedures](#)
- Provides clients with details of these pathways for [resolving or escalating complaints](#)
- Complies with the [Standards for RTOs 2015 & Australian Qualification Framework \(AQF\)](#)

Student's rights

Whilst a student/participant at RCC, you have the right to:

- Be treated with respect
- Be treated fairly and equally
- Be free from physical and other forms of abuse, intimidation or harassment
- Be informed about services available to assist you
- Receive support and assistance to complete your studies
- Access your records and any information held about you
- Lodge a complaint or appeal of an assessment decision

- Actively participate in decisions which affect 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
- Make suggestions about the delivery and effectiveness of the service
- If you feel your rights have been disregarded, you have the right to:
 - Discuss your concerns with your trainer, the VET Manager or another staff member
 - Refer your concerns or written complaint to the VET Manager
 - 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 at RCC you are expected to:

- Treat staff and fellow students/participants with respect and fairness
- Follow reasonable directions from a member of staff including instructions on use of personal mobile phones and other electronic communications or media devices
- Not behave in any way that may offend, embarrass or threaten others
- Not harass fellow students or staff by, for example, using offensive language or making unwanted sexual advances
- Take care of facilities by not damaging, stealing, modifying or misusing property
- Act in a safe manner that does not place you or others at risk
- Ensure personal details are current and correct
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability
- Not smoke in non-smoking areas
- Not be under the influence of alcohol or illegal drugs
- Follow normal safety practices

Responsibilities of external visitors

Whilst students are on RCC premises and/or undertaking course related activities and/or engaged in RCC training/programs, external organisations that work with RCC in any capacity, must respect the privacy of all individuals who reside within RCC premises by adhering to RCC policies and procedures.

- External Providers who wish to meet with students, must book an appointment time that is suitable for the trainer and student. Meetings are to be booked with the Student Engagement Officer. All meetings must be conducted in a private meeting area.

- External visitors are required to enter via the front entrance and are required to sign in at the visitor's register. All visitors are required to leave via the front entrance and sign out, on their departure.
- External visitors are not permitted to enter training areas, except for occasions where previous approval has been provided by the Student Engagement Officer.
- Students are not to be taken from RCC premises during training programs without prior agreement with the Student Engagement Officer and student.

These procedures consider the privacy and safety of all students and staff within RCC and are reflective of legislations including; Privacy & Confidentiality, WHS, Student & Staff safety.

Misconduct

Plagiarism and cheating are considered academic dishonesty and will not be tolerated at RCC. Plagiarism is using someone else's words/work and submitting it as one's own. Cheating may include providing or receiving information to other students.

Other acts of misconduct will also not be tolerated and will be subject to sanctions including exclusion from training. Some examples of misconduct include, but is not limited to:

- Theft
- damaging property
- misuse of equipment
- threatening behaviour
- harassment and abuse of staff or students

College Policies

Workplace Health and Safety (WHS)

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

As a course/program participant you are required to:

- 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 tutor when they are informing you of WHS matters and abide by all WHS rules.
- Ensure the tutor 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 and others.

Equal Employment Opportunity (EEO) and Anti-Discrimination:

RCC 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 RCC RTO staff members.

Discrimination, Bullying and Harassment Policy is in accordance with the following:

Sex Discrimination Act 1984	(http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/)
Human Rights and Equal Opportunity Act 1986	(http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/)
Racial Discrimination Act 1975	(http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/)
NSW Anti-Discrimination Act 1977	(http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/)

If you witness or experience any incident of discrimination, bullying or harassment you are expected to report it to your trainer, Student Engagement Officer or the VET Manager immediately. Any report will be treated with absolute seriousness and privacy of those involved will be respected.

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 Department of Primary Industry (DPI).

RCC is subject to audit by Commonwealth and State agencies. Access to your training file may be given to government officers from agencies such as DEC, DPI or ASQA for the purposes of these audits.

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 providing adequate proof of identity to your Course Coordinator.

Access and Equity:

The Organisation 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 [LLN levels of the learner](#), the ethnic and cultural background and the needs of people with disabilities. Additional consideration can include personal circumstances e.g. child care and work commitments, personal difficulties and illness. If you are experiencing difficulties, you should discuss this with your Trainer and/or the Student Engagement Officer.

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

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

Discrimination, Bullying and Harassment

The College is committed to providing an environment for work and training this 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 the program. This applies to both participants and College staff members.

If you witness or experience any incident of discrimination, bullying or harassment you are expected to report it to your trainer, course coordinator or the VET Manager immediately. Any report will be treated with absolute seriousness and privacy.

For more information on discrimination, bullying and harassment please refer to the Refer to the following Federal Acts:

Age Discrimination Act 2004	www.humanrights.gov.au/sites/default/files/GPGB_age_discrimination.pdf
Australian Human Rights Commission Act 1986	www.legislation.gov.au/Details/C2017C00143
Disability Discrimination Act 1992	https://docs.education.gov.au/system/files/doc/other/dse-fact-sheet-1-dda_0.pdf
Racial Discrimination Act 1975	www.legislation.gov.au/Details/C2014C00014
Sex Discrimination Act 1984	www.legislation.gov.au/Details/C2014C00002
NSW Anti-Discrimination Act 1977	https://legislation.nsw.gov.au/#/view/act/1977/48

Complaints and Grievances

The organisation adopts an open policy regarding feedback from the learner(s). Whilst positive feedback is always rewarding, it is to be expected that there may be incidents that need to be brought to the attention of the College.

Where there is a dispute with a trainer, assessor or fellow learner which you cannot resolve, you should notify the VET Manager who will adopt the necessary procedures for resolution. All complaints and grievances will be addressed promptly, and you will be advised of progress. All complaints and/or grievances are treated with the strictest confidence.

If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact one of the following, listed below:

- <http://www.asqa.gov.au>
- [Department of Fair Trading in their capital city](#)

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 with the College you must notify us so that your records can be updated: Change of Name, Change of Address, Change of contact details (phone, email, Etc.)

If you do not notify Riverina Community College of any change in details and you need to obtain your Certificate RCC will charge a fee for reissuing, you with another Certificate.

Student Orientation Checklist:

Please complete the following checklist to indicate that you have read and understood the student orientation. 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 community program that I have enrolled in	<input type="checkbox"/>
❖ I have received my student handbook	<input type="checkbox"/>
❖ I understand how to appeal an assessment decision	<input type="checkbox"/>
❖ I understand how to apply for Recognition of Prior Learning	<input type="checkbox"/>
❖ I understand how to handle a grievance	<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 document	<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 RCC know any change in my circumstances	<input type="checkbox"/>
❖ If I withdraw from this training, I will notify RCC within 14 days	<input type="checkbox"/>
❖ I have received my materials and I am ready to begin my qualification	<input type="checkbox"/>
❖ I have read, understood and completed the student orientation.	
Student Name	Date:
Student Signature	

RIVERINA COMMUNITY COLLEGE

Contacts

Enrolment & Student Administrative Support	Name: Administrative Team Days/Hours: Mon-Fri 9.00-5.00pm Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au
Student Support Officer	Name: Student Support Services Days/Hours: Mon-Fri 9.00-5.00pm Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au
Online Learning Moodle Support	Name: Moodle Support Team Days/Hours: Mon-Fri 9.00-5.00pm Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au
NDIS Student Support	Name: Community Programs & projects Manager Days/Hours: Mon-Fri 9.00-5.00pm Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au
VET Manager	Name: VET Manager Days/Hours: Mon-Fri 9.00-5.00pm Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au
Community Programs & Projects Manager	Name: Community Programs & Projects Manager Days/Hours: Mon-Thurs 9.00-5.00pm (Can vary) Contact Number: (02) 69335 505 or 1800 000 212 Email: info@riverinacc.edu.au