TLK Community College

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National RTO No: 90381

Student Handbook

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1. About The College

Welcome to TLK Community College (the 'College'). The College has a long history on the New South Wales Central Coast in providing community-based adult and youth education and training. We are a not-for-profit organisation committed to excellence in the provision of training and education for all segments of our community.

Why do people choose to study with the College?

- From your initial enquiry, through to enrolment and on to completion of your study with the College, there will always be a supportive team member to assist you.
- We are a Registered Training Organisation (RTO) under the Australian Skills Quality Authority (ASQA), the national regulator for Australia's vocational education and training sector.
- We provide flexible training and education programs.
- We provide practical and enjoyable courses, giving students the confidence and skills to gain employment, life skills and personal fulfilment in education and training.
- Our supportive industry trainers are fully qualified.
- Our history and reputation started from two organisations: Tuggerah Lakes Community College was established in 1981 as Berkeley Vale Leisure Learning; and, Kincumber Community College was established in 1984 as the Quality of Life Centre. Both Colleges merged in 2006 with classes today conducted from varying sites.

Our Vision

Inspiring individuals, communities and businesses to engage in learning for achievement and success.

Our Mission

A leading provider of accredited and contemporary education and training to enhance personal growth, career opportunities and productivity within workplaces.

Programs and Services

The College offers a wide range of programs and services including:

- The College's general training program consisting of nationally recognised training, supplementary vocational courses and leisure and lifestyle courses in classroom-based settings at our venues or specialised premises
- A flexible/distance learning program providing a number of qualifications by distance, or through a combination of delivery methods, these may include customised workplace training and recognition of prior learning and classroom-based training
- Customised training organised in consultation with local businesses and in response to specific requests for training, training may take place at college venues or at a venue provided by the business
- Traineeships which are available in a number of program areas
- Language literacy and numeracy training incorporating basic workplace skills, including support for students enrolled in other accredited programs, customised training is also available for language, literacy, numeracy and study skills support
- Special programs that may be set up in response to particular demand or for targeted funding programs sponsored by Government.

The College also operates a High School, TLK Youth College, at the College's Berkeley Vale site. The school provides an independent, community based, non-denominational, co-educational, Board of Studies accredited alternative for young people not seeking traditional educational models. The school is supported by State and Federal Government funding.

Scope of Registration

As a Registered Training Organisation (RTO), the College operates under the Australian Skills Quality Authority (ASQA). This means that we provide quality assured and nationally recognised qualifications. Our courses have been independently evaluated by government and industry representatives to guarantee that they meet the highest standards of excellence.

To check the nationally recognised qualifications and units of competency that are on the College's scope of registration, please refer to the Training.gov.au website at: http://training.gov.au. This website provides a database on vocational education and training in Australia. It is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) and has been developed for training sector users.

Completion Guarantee

The College is committed to making every reasonable effort to ensure that when students enrol with the College they can complete their study program. The College will only commence a course when there are sufficient students enrolled for the course to be viable. Should the College decide to cancel a course due to limited enrolments, the College will return all prepaid fees for that course to students.

Once a course commences, the College guarantees to complete the course within the period advertised. Where circumstances arise beyond the College's control, that force the College to discontinue the course, the College guarantees that it will:

- Refund any fees a student has paid for units or modules not delivered
- Issue Statements of Attainment for all the work successfully completed and
- Assist the student, to the best of the Colleges ability, to transfer to an equivalent course with another Registered Training Organisation.

Circumstances beyond the College's control may include a trainer becoming ill or resigning unexpectedly, the College's inability to source a replacement trainer/tutor or when continuing student numbers fall below viability levels.

Marketing and Advertising

We market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to customers and students has no false or misleading comparisons with other providers or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

Work Development Orders

The College is a Work and Development Order (WDO) approved organisation. WDOs help eligible people clear unpaid fines through approved activities instead of money, which may include participation in certain courses. For more information on WDOs go to www.nsw.gov.au/money-and-taxes/fines-and-fees/advocates-and-sponsors, or contact the College.

2. College Contact Information

TLK Community College

Office Hours: 8.30am to 5pm Monday to Friday

Phone: 02 4353 0017

Street: Suite 16, 1 Reliance Drive, Tuggerah Business Park

Postal: PO Box 5013, Chittaway Bay NSW 2261

Email: info@tlkcc.com.au **Web:** www.tlkcc.com.au

National RTO No: 90381 **ABN:** 47 568 269 236

3. The College's Code of Practice

The College's Code of Practice sets out the standards of conduct that apply as a not-for-profit organisation committed to the provision of high quality education, training and assessment services to all segments of the community, including services delivered as a Registered Training Organisation and as an accredited High School.

Core Values

The College's Code of Practice embraces the core values of:

- **Respect of persons:** delivering community education with the recognition that each student has a unique and inherent equal worth and right to wellbeing, self-fulfilment and self-determination, consistent with the rights and culture of others and a sustainable environment
- **Commitment to social inclusion:** promoting opportunities and social fairness in community education with the aim of reducing barriers and expanding choice and potential for all persons, with special regard for those who are disadvantaged, vulnerable, oppressed or have exceptional needs
- **Professional conduct:** delivering high standards of service aligned to the principles and responsibilities prescribed by this Code of Practice and supported by the College's policies and procedures.

Principles and Responsibilities

The College adheres to the principles and responsibilities of:

- Ethical Student Recruitment and Marketing
- Quality in Education and Training Services
- Sound Organisational Framework and Financial Standards and
- Inclusive Community-Wide Focus.

For a full extract, refer to the College's website at:
https://www.tlkcc.com.au/policies

4. Enrolment and Induction

Pre-Enrolment Information

To enable an informed decision to study with the College, relevant Pre-Enrolment Information (available for each nationally recognised course or program) and the College's Student Handbook are both made available to all potential students prior to enrolment.

Course Pre-Enrolment Information and the Student Handbook may be accessed on the College's website at www.tlkcc.com.au/course-pre-enrolment-information or from College reception. The Student Handbook includes information on assessment procedures, complaint and appeal procedures, facilities, equipment and support services.

Entry Requirements

By enrolling with the College you agree that:

- You must enrol and pay the applicable course fee before course commencement
- You must be 15 years or over, unless the course is for younger students or you have College permission to enrol
- For nationally recognised training, you have read the relevant pre-enrolment information and Student Handbook (available at www.tlkcc.com.au or from College reception)
- Enrolment confirmation is subject to a suitability assessment and any pre-requisites (disclosed in pre-enrolment information), with nationally recognised training also requiring a language, literacy, numeracy and digital (LLND) review
- The College will advise you of available learning support and reasonable adjustments before enrolment confirmation, if required
- You must not bring anyone who is not enrolled, unless an approved carer or aide has been arranged with the College in advance
- You must follow all College policies and meet any applicable Smart and Skilled or other funding eligibility criteria
- The College may change course arrangements, cancel or terminate a course, or refuse enrolment as permitted by law.

Students who have a disability and may need support to participate in a class are encouraged to discuss their individual needs with the College before completing their enrolment.

Enrolment Application Forms

A completed enrolment application form is required to provide all details necessary to register as a student. The enrolment application form may be posted, completed on College premises, or submitted by online enrolment at www.tlkcc.com.au (note: the option for online enrolment may not be available for funded courses). All questions should be answered and the student's signature should appear under the certification section or, if online submission is applicable, electronic acknowledgement and acceptance is required.

If a student is completing an apprenticeship or traineeship then additional enrolment forms must be completed. This may also apply to other types of funded programs. Please speak to a member of our team for further information.

The College's acceptance of an enrolment application is conditional on the applicant meeting the entry requirements. On acceptance of the enrolment application the

payment of applicable course fees then becomes due. Receipt of payment then completes the enrolment process and confirmation of enrolment is provided by the College.

Smart and Skilled Subsidised Training

Smart and Skilled is a NSW Government funded training grant program that provides eligible people living or working in NSW with an entitlement to government subsidised training. Further information is available at: https://smartandskilled.nsw.gov.au/.

Notification of Enrolment Process

The College will follow the below procedures when enrolling students in NSW Government Smart and Skilled subsidised training:

A. Eligibility Check: the College will check your eligibility for the program. A general guide of eligibility is included in the table below and all students must meet the eligibility criteria for point one (1). Further conditions apply for unemployed, people with a disability or Aboriginal people. If you are not sure of your eligibility please discuss it with the College.

Smart and Skilled Eligibility Requirements Table	
Type of Training	**Eligibility Criteria**
1. Applies to all Smart and Skilled Courses	• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and • aged 15 years or older, and • left school, and • live or work in New South Wales (or a defined NSW border) • Any student registered as a NSW Apprentice or New Entrant Trainee
2. Applies to Courses up to and including Certificate III level	• Level of fee subsidy or eligibility may be affected if enrolling student has previously completed a Certificate IV or higher qualification.
3. Applies to other training, e.g. part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma.	• Enrolling student may have any level of qualification
4. All	• Enrolling student must reside in postcodes designated in the Funding Contract.

You will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable. The College will take you through a Proof of Eligibility Checklist on enrolment. You will be required to provide some documents and sign statements.

B. Declaration and Consent: you will be required to make a declaration concerning the accuracy of information provided and to consent to the collection, use and disclosure of personal information to government departments.

C. Pre-enrolment Information: prior to enrolment you will be provided with the following information detailed and available on the College's website at www.tlkcc.com.au/smartandskilled:

- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information

- Subcontractor information if relevant
- What a student should do if they wish to defer or discontinue training
- How students can access support during training
- Contact details for any support services provided
- The fees chargeable.

D. Notification to Department: On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.

If you have any questions regarding to the Smart and Skilled Notification of Enrolment Process please feel free to contact the College.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is an Australian-wide student number required by students who are completing nationally recognised Vocational Education and Training (VET). A USI provides the capacity for students to track their nationally recognised VET records online across all Australian states and territories.

Students undertaking nationally recognised courses need to apply for a USI and provide their USI to the College to receive their qualification Certificate or Statement of Attainment.

Students can apply (at no cost) to the Commonwealth Government for a USI at: http://usi.gov.au.

The USI stays with a student for life and is recorded against any completed nationally recognised VET course or qualification.

Induction and Orientation

By the first day of the course (at the latest) students are to receive induction and/or orientation appropriate to their course, which further ensures they:

- Understand the information contained in the Student Handbook and the Pre-Enrolment Information
- Understand the rules and regulations as set out in the Student Handbook
- Are familiar with the College's facilities and resources
- Have identified the College's key training, administration and support people
- Have the necessary course materials
- Know where to access more information.

Students will also be provided with induction on:

- Work, health and safety (WHS) requirements
- Dress codes and conduct
- Their rights and responsibilities (Code of Behaviour) as a student.

5. Apprenticeships and Traineeships

An apprentice or trainee is a person employed under a training contract; apprenticeships and traineeships provide a combination of employment and structured training. Each party involved in an apprenticeship or traineeship has responsibilities which they must fulfil, which will be detailed in their agreement.

6. Course Information, Outcomes, Resources and Trainers

Nationally Recognised (Accredited) Course Information

Potential students can access information on the College's nationally recognised courses or qualifications by referring to the relevant Pre-Enrolment Information made available before enrolment. Such information will also help a potential student identify whether a course or program they are interested in will meet their expectations or career plans.

Vocational Outcomes

When students have completed their studies with the College, a register of the competencies achieved by the student will be maintained by the College and the evidence regarding the student's assessment is archived.

Student Resources

All students are provided with various resources throughout the duration of their course. It is the student's full responsibility to maintain the resources provided to them by the College. Please note that charges will be incurred for replacement of any student resources. Please contact the College for further information.

Facilities and Equipment

The College offers safe, compliant and comfortable training facilities. Each training room is equipped the resources required to adequately deliver the course or program being undertaking. This may include whiteboards, course specific equipment or supplies and information technology resources. The College also encourages students to access community libraries and/or the internet for an array or resources.

Subcontractor Arrangements

The College does not enter into subcontracting arrangements with other training organisations for the delivery of nationally recognised training and assessment without advising students prior to enrolment. No subcontractor arrangements exist for the College's delivery of Smart and Skilled subsidised training.

College Trainers

Nationally recognised training and assessment is conducted by qualified trainers and assessors with extensive industry experience and expertise, and who have additionally undertaken the vocational training qualification Certificate IV in Training and Assessment.

Tutors of non-accredited courses have experience and expertise in their training field but may or may not hold a Certificate IV in Training and Assessment, which is not a requirement for these courses.

7. Fees and Charges

Course fees and charges are made available prior to enrolment through course pre-enrolment information and via the College's website. The College's Fees and Refund Policy applies, available at www.tlkcc.com.au/policies or from College reception.

All texts, resources and 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 provision. For government subsidised programs, the program contract may stipulate the fees that a student is required to pay.

Smart and Skilled Fees

Students enrolling with Smart and Skilled subsidies must pay the relevant fee as set out in the NSW Skills List. The College will calculate the relevant fee using the Smart and Skilled Provider Calculator, the student's eligibility criteria and any applicable Recognition of Prior Learning and Credit Transfer arrangements.

Adult and Community Education (ACE) Program Fees

Students enrolling in an Adult and Community Education (ACE) Program subsidised by the NSW Government must pay any applicable fees set by the conditions of the program. The College will calculate any relevant fee under the ACE Program operating guidelines, the student's eligibility and any applicable Recognition of Prior Learning and Credit Transfer arrangements.

Fees for Other Subsidised Programs

Students enrolling with any other subsidy must pay any fees that the funding body sets out in its guidelines.

Concessions

Concessions of $10 are available for non-accredited courses to participants who are in receipt of an eligible benefit and who produce a current benefit card e.g. Aged Pension, Disability Support Pension, Sole Parent Payment, Carer Payment, Newstart Allowance, Sickness Benefit Allowance, Family Supplement Benefit, Seniors Card holders and DVA's. Concessions are available to eligible Austudy students.

Fee Assurance

The College is required to protect fees that a student pays in advance for nationally recognised training. The requirement protects individuals should the College cease to operate and consequently not be able to complete or offer a course of study in which the student has a prepaid enrolment. To meet this regulation, the College will accept payment of not more than $1,500 from a student prior to course commencement. Following course commencement, the College may require payment of additional fees in advance from the student, but the total prepaid amount must not exceed $1,500 at any time.

Outstanding/Overdue Payments

If you have outstanding or overdue payments to the College, you may not be eligible to undertake/submit assessment, continue study or enrol into further study with the College.

Fee Assistance by External Agencies

Eligibility requirements for student assistance external to the college (e.g. Austudy, Youth Allowance, and Abstudy) may vary across agencies (e.g. Centrelink and

Veterans' Affairs). Prior to enrolment it is your responsibility to discuss your study options and requirements with the relevant agency.

Refunds

Refund conditions are made available prior to enrolment through course pre-enrolment information and via the College's website. The College's Fees and Refund Policy applies, available at www.tlkcc.com.au/policies or from reception.

If the College cancels any training prior to course commencement, all fees paid will be refunded. Refunds may also apply when withdrawing from subsidised training, for example, Smart and Skilled courses (please refer to the College's Fees and Refund Policy).

Please choose your course carefully, the College regrets it cannot accept responsibility for changes in student work commitments or personal circumstances. Refunds will not be granted to students enrolled in fee-for-service courses who are unable to attend due to changes in personal circumstances, work commitments or other reasons beyond the College's control.

8. Course Cancellations by the College

The College reserves the right to cancel, shorten or vary courses. Courses with low enrolments may be cancelled. If a class is cancelled for any reason, students will be advised as soon as possible either by telephone, email and/or SMS. It is the student's responsibility to provide correct contact details and to update those details in the event of any change.

9. Learning Support and LLND Review

Students may undergo a review to determine whether their language, literacy, numeracy and digital literacy (LLND) skills are sufficient to successfully complete their chosen course or training program. For nationally recognised training, this LLND review is required prior to enrolment confirmation and is usually conducted through a formal process.

The College provides learning support to enrolled students to offer all reasonable assistance for course completion, including LLND support. Assistance may include information technology and computer foundation skills support, support for Aboriginal and Torres Strait Islander students, and support for students with a disability.

Students seeking external LLND support may contact The Reading Writing Hotline on 1300 655 506 or visit www.readingwritinghotline.edu.au. Any costs incurred will be the responsibility of the student.

Further information on learning support and the LLND review process, including how LLND suitability is reviewed prior to enrolment confirmation for nationally recognised training, is available from College reception in person, by phone, or by email.

10. Student Services, Welfare and Counselling

Student Services

The College applies quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with national guidelines. All student results and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff.

Students can access their files by request, using the *Request for Access to Individual Records Form*, available via the College's website at www.tlkcc.com.au/forms or from College reception.

The College has access to personnel with experience in developing appropriate assessment services for diverse student needs. The College informs students of all fees and charges prior to enrolment. Students are also advised of course content, outcomes and assessment procedures before training commences.

The College's quality practices include access and equity ensuring that no student is discriminated against. Our approach allows for recognition of prior learning (RPL), a fair and equitable refund policy and a complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the student to the relevant agency or expert. Should a student seek additional support services from a provider external to the College, any fees incurred will be the responsibility of the student.

Student Welfare and Counselling

The College is at all times concerned for the welfare of students. Staff will assist and support students as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students and to actively render appropriate assistance.

If you require extra assistance, please make contact with a member of our team who will be happy to support you.

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

Emergency & Crisis Helplines

- **Emergency Services:** Call **000** for immediate police, fire, or ambulance help.
- **Lifeline:** Call **13 11 14** for 24/7 crisis support and suicide prevention.
- **NSW Domestic Violence Line:** Call **1800 656 463** for 24/7 crisis counselling and emergency accommodation referrals for women.
- **1800RESPECT:** Call **1800 737 732** for 24/7 national domestic, family, and sexual violence counselling.
- **Link2Home Homelessness:** Call **1800 152 152** for 24/7 accommodation and homelessness support services.
- **13YARN:** Call **13 92 76** for 24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander peoples.

Mental Health & Counselling

- **NSW Mental Health Line:** Call **1800 011 511** for 24/7 mental health triage, assessment, and referral.
- **Beyond Blue:** Call **1300 22 4636** for 24/7 general mental health advice and depression/anxiety support.
- **Kids Helpline:** Call **1800 551 800** for 24/7 free counselling specifically for young people aged 5 to 25.
- **MensLine Australia:** Call **1300 78 9978** for telephone and online counselling for men with relationship or family concerns.

Family & Parenting Support

- **Parent Line NSW:** Call **1300 1300 52** for professional counselling and parent coaching.
- **Tresillian Parent's Help Line:** Call **1300 272 736** for parenting advice regarding child sleep, feeding, and settling.
- **Child Protection Helpline:** Call **13 21 11** to report suspected child abuse or neglect.

Government & Everyday Assistance

- **Service NSW:** Call **13 77 88** or visit a Service Centre for face-to-face and digital assistance regarding cost-of-living rebates, small business advice, and disaster recovery.
- **National Debt Helpline:** Call **1800 007 007** for free, confidential financial counselling to help manage debt.
- **NSW Ageing and Disability Abuse Helpline:** Call **1800 628 221** to report or get help regarding the abuse of older people or adults with disabilities.

11. Access and Equity

The College is committed to the principles of access and equity and will ensure that its practices are as inclusive as possible and will not unreasonably prevent anyone from accessing its services or participating in learning.

The College undertakes to:

- Promote access to education and training services for all people, regardless of gender, socio economic background, disability, ethnic origin, sexual orientation, age or race
- Actively encourage the participation of students from traditionally disadvantaged groups
- Endeavour to identify barriers to participation and develop strategies to help overcome those barriers
- Conduct selection of students in a manner that includes and reflects the diverse student population

- Provide language, literacy and numeracy strategies and assistance to students with special learning needs
- Ensure events of major cultural importance to a student will be acknowledged with allowances made for their observance
- Work cooperatively with student support agencies to promote inclusivity where relevant
- Provide inclusive education services and a learning environment that is free from discrimination, harassment and victimisation
- Ensure assessments are equitable for all persons, taking into account of cultural, linguistic and physical capability needs
- Ensure that College's policies and procedures integrate the principles of access and equity across the College's operations including human resource management practices
- Ensure access to employment, training, assessment and conditions of employment based on merit and in accordance with legislation and
- Train all staff members so that they are appropriately skilled in access and equity matters.

12. Learning and Assessment

Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training. Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each student has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification. Each course is made up of the required number of core units and elective units, which have been chosen to offer you the best all-around knowledge and skills base. Assessment methods are detailed in the Training and Assessment Strategy for each course. The College applies the principles of validity, reliability, fairness, and flexibility in all assessments. The objective of assessment is for the student to show that they have achieved competency in the unit/s. Students may be assessed by one or more of the following methods:

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project/s or
- Any other method outlined in the Training and Assessment Strategy.

Students will be advised of the assessment methodology before training commences.

Training and Assessment Standards

College staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program. Appeals procedures are in place for students who are not satisfied with assessment or training.

Individual Training Plans

For nationally recognised training and assessment, each student will have an Individual Training Plan developed upon enrolment. Individual Training Plans detail the units of competency being undertaken, timeframes, resources, indicative assessment dates and other information. Plans are reviewed during progression of the training program.

Flexible Learning

The College provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements agreed to must still adhere to the course assessment standards and requirements. Structured training may be conducted in a classroom, in the workplace or a mix of all methods; it may be delivered in various modes including face to face interaction, group work or correspondence. Students should initially discuss possible flexible arrangements with

their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the VET Manager.

Assessment Presentation

Written assessment documents such as projects and research reports must be submitted when due and in accordance with the College's standards. This can be done by post, in person or via email. Where this is not possible speak to your trainer.

Employability Skills

Employability Skills are embedded in the training and assessment of nationally recognised Training Package qualifications. Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills and transferable skills. Industry's preferred term is Employability Skills. Employability Skills are defined as 'skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions'. There are eight Employability Skills:

- Communication
- Teamwork
- Problem Solving
- Initiative and Enterprise
- Planning and organising
- Self-management
- Learning and Technology.

Reasonable Adjustment

Where students are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject, alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date. In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

Resitting Assessments

A student has two opportunities to satisfactorily complete each assessment task for a nationally recognised unit within the normal enrolment fee. If a student fails to achieve a satisfactory result on the second attempt, they may re-sit the assessment task a third time at a cost of $100 per assessment task. After three failed attempts to achieve a satisfactory result, a student must re-enrol in the unit of study at the normal enrolment fee. Every effort will be made by the staff of the College to ensure a successful outcome for students.

Apprenticeships and Traineeships

At the commencement of an apprenticeship or traineeship, the apprentice/trainee is provided with a training plan which outlines where, when and how the training is to take place. If an apprentice/trainee exceeds or does not meet the requirement of the proposed training dates, then the training plan must be revised and signed by all parties.

13. National Recognition and Credit Transfer

We will grant credit transfer if you have already gained parts of your qualification elsewhere by recognising any AQF qualifications and statements of attainment issued by other registered training organisations.

Credit Transfer (CT) Procedure Summary

Step	Responsibility
1. The College will provide sufficient information to students to inform them of opportunities for alternative pathways via Credit Transfer and the College's 'National Recognition of Qualifications and Credit Transfer Policy'. Ideally, that information should be provided to students prior to enrolment and includes, but is not limited to, flyers, course pre-enrolment information, brochures and the College's website.	Admin Officer and/or VET Manager
2. Students applying for CT must be formally enrolled in the program of their choice and have paid all the applicable initial student enrolment and tuition fees for the units in which CT is being sought.	Student
3. The student submits a completed *Credit Transfer Application Form* available via the College's website or at reception. Students should contact the College if they have questions concerning this form.	Student
4. Applications are received by College administration staff who will ensure: • Applications and supporting documentation are copied • Original documents (such as certificates and transcripts) are sighted and copies are endorsed to that effect • Copies of documents are filed with the student's records • Original documents are returned to the student.	Admin Officer
5. The CT application is then forwarded to the VET Manager for review. If required, the VET Manager will assign the application to the relevant trainer/assessor to be assessed and outcomes determined.	VET Manager
6. The VET Manager or delegate will validate the student's AQF Qualification and/or Statement of Attainment presented for national recognition by: • Confirming the student's identity and verifying the student's Unique Student Identifier (USI) VET Transcript details online and/or • Sending the disclosure consent form, signed by the student as part of the *Credit Transfer Application Form*, together with copies of the AQF Qualification and/or Statement of Attainment to the issuing Registered Training Organisation (RTO) to confirm authenticity and • Checking the issuing RTO on the National VET Register website at https://training.gov.au to confirm that the issuing organisation's scope of registration allowed for the issuing of the presented AQF Qualification or Statement of Attainment.	Admin Officer or delegate
7. Where the units of competence do not align with the units of competence requested, further information is to be sought form the relevant Training Package Companion Volume Implementation Guide.	VET Manager
8. The College will apply a fee reduction for successful CT applications. This will reduce the fee for applicable Units of Competency by one hundred percent (100%) of the normal cost for each unit. The College will apply the fee reduction to a student's second invoice payment for the course. The College will refund the difference between the fee reduction and any fee overpayment by the student where this occurs.	General Manager or delegate
9. Students will be notified in writing of the outcome of their application, including fee reduction for successful applications. This may include issuing Statements of Attainment or Qualifications awarded through CT in accordance with the College's 'Issuing of Qualifications Policy'.	VET Manager
10. Students may appeal a CT assessment decision using the College's 'Student and Client Complaint and Appeal (Consumer Protection) Policy', available via the College's website at https://www.tlkcc.com.au/ or at reception.	VET Manager

14. Recognition of Prior Learning (RPL)

If you are enrolled in a nationally recognised (accredited) course, you have the opportunity to apply to have your current skills and knowledge recognised. The Recognition of Prior Learning (RPL) process is an assessment process, which provides acknowledgement of skills and knowledge gained through life experiences, work experience, previous training and formal education. We focus on what you can do, rather than on how, when or where your learning occurred.

Recognition of Prior Learning (RPL) Procedure Summary

The following summary outlines the steps required when an application for RPL has been made:

Step	Responsibility
1. Student indicates a request to apply for RPL on Enrolment Form (Tick Box).	Student
2. VET Manager contacts the student to discuss RPL Process and confirm the request.	VET Manager
3. Student sent RPL Kit, which includes RPL Application Form.	Admin Assistant
4. On receipt of the completed RPL Application Form from the student, as well as the ($150) pre-assessment meeting fee (fee-for-service students only) and any course enrolment fee if still outstanding (covering the units in which RPL is being sought), the VET Manager arranges an initial meeting with the student (including an assessor if required). At interview the student is provided with advice on any further evidence needed.	VET Manager
5. Record of signed RPL Application Form (taken from the RPL Kit) is stored on student's file.	Admin Assistant
6. Post the pre-assessment interview, the student prepares any further evidence required for final submission of RPL Kit. Ongoing advice is offered to the student during the process.	VET Manager
7. On receipt of RPL final draft from the student, the VET Manager arranges a meeting for the student with an assessor.	VET Manager
8. Record (copy) of final RPL is stored in student's file.	Admin Assistant
9. RPL application is assessed by an assessor.	Assessor
10. Where RPL application has sufficient evidence and is successful, student is issued a Statement of Attainment (or full qualification). Where unsuccessful, student is advised of process for submitting further evidence or the next available course dates to complete the unit/s.	VET Manager/ Assessor
11. Any student appeal against the RPL assessment decision is heard.	VET Manager/ Assessor
12. **Fee-For-Service Enrolments:** where RPL application is successful, student is eligible for fee reduction of applicable Units of Competency by fifty percent (50%) of the normal cost for each unit. College will apply fee reduction to student's second invoice payment for course. College will refund difference between fee reduction and any fee overpayment by student where this occurs or **Fees for Government Subsidised Enrolments**: where RPL application is successful for one or more units of competency, the College will adjust qualification price to determine a new student fee according to subsidised program guidelines.	General Manager or delegate.

15. Work, Health and Safety

The College takes all reasonable measures to ensure the safety and wellbeing of students, staff, tutors and all others visiting our premises. Everybody, including students and visitors, must:

- Take reasonable care for their own health and safety and that of others
- Follow the College's WHS policy and procedures (available on the College's website at www.tlkcc.com.au/polices or from College reception), ensuring that their conduct does not endanger themselves, others or the environment
- Comply with instructions in relation to work health and safety so that employees of the College can carry out their duties as required under the Work Health and Safety Act
- Report all known or observed hazards, incidents and injuries and
- Use personal protective equipment and clothing if and when required.

Evacuation Procedure

Upon hearing an evacuation instruction or alarm, all students (and visitors) must immediately move to the designated assembly area and follow the instructions given by staff. The building must not be re-entered until instructed to do so by emergency personnel.

During an evacuation, students must:

- Go to the exit as directed by staff
- Only take personal belongings
- Advise staff of any injured person as soon as possible and
- When outside, go to the nominated assembly area and remain in class groups.

The nominated assembly point for each venue is detailed on the evacuation plan on display at the venue.

Drugs and Alcohol

The inappropriate use of drugs and alcohol quite often results in a threat to safety and wellbeing, as well as learning. The College has a zero tolerance policy for use of drugs and alcohol. The College understands that there are times that medication is prescribed that may cause side effects. If you are taking medication that results in side effects, e.g. drowsiness, please notify the trainer when you arrive at the program.

The College will not tolerate the use of illegal drugs or alcohol by participants while attending our programs. Any participant suspected of being under the influence of alcohol or illegal drugs will be asked to leave. The College considers the incorrect and abusive use of prescription and non-prescription drugs or medication to be similar and will ask the offending participant to leave. Refusal to comply with any request to leave and/or repeat offences may result in expulsion from the program. If you threaten the safety of the trainer, other participants and or the public while under the suspected influence of alcohol or drugs the police may be called to resolve the situation.

Smoking on College Premises

Smoking is **prohibited** on all College premises except in designated outdoor smoking areas. This prohibition includes vaping and the use of electronic cigarettes (e-cigarettes) and personal vaporisers. It also applies to areas immediately outside building entrances. All No Smoking and No Vaping signs must be observed at all times.

Dress

Dress and grooming should be appropriate to the environment. Students must wear approved clothing and protective equipment if required.

Children

The College does not have any child-minding facilities. Children should not be brought into class.

16. Harassment, Bullying and Discrimination

The College's Harassment, Bullying and Discrimination Policy, available in full at www.tlkcc.com.au/policies, sets down relevant definitions, underpinning principles and the College's commitment to eliminating harassment, bullying and unlawful discrimination within the College. Unlawful harassment, bullying and/or discrimination, as prescribed under anti-discrimination or human rights legislation, will not be tolerated in any form.

Unlawful Harassment: occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin, gender, disability, sexual preference or some other characteristic specified under antidiscrimination or human rights legislation. Unlawful harassment can also happen if someone is working in a 'hostile' or intimidating environment.

Workplace Bullying: refers to the repeated less favourable treatment of a person by another or others in the workplace or the learning environment, which may be considered unreasonable and inappropriate practice, including behaviour that intimidates, offends, degrades or humiliates the other person.

Unlawful Discrimination: occurs when someone, or a group of people, is treated less favourably than another person or group because of their race, colour, national or ethnic origin, gender, pregnancy or marital status, age, disability, religion, sexual preference, trade union activity or some other characteristic specified under anti-discrimination or human rights legislation.

Harassment, Bullying and/or Discrimination Complaints

The College is committed to ensuring appropriate and fair avenues for students, clients and staff to resolve complaints promptly and as close to the source as possible, with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Initially a complaint or issue may be raised directly by the student, client or staff member with the person concerned, the aim being to resolve the complaint or issue through feedback and/or effective dialogue. This should only be done when comfortable in making a direct approach to the person involved or concerned.

If the person approached rejects the direct approach and/or the behaviour or attitude of the person does not change, or when uncomfortable in making a direct approach, a written complaint may be made by submitting a *Complaints, Grievances and Appeals Form*, available on the College's website at www.tlkcc.com.au/forms or from College reception.

The matter may then be investigated according to the:

- Student and Client Complaint and Appeal (Consumer Protection) Policy when a student or client makes an allegation or
- Staff Grievance Resolution and Appeal Policy when a College staff member makes an allegation.

17. Complaints and Appeals

Despite all efforts of the College to provide satisfactory services, complaints may occasionally arise requiring formal resolution. The College's Student and Client Complaints and Appeals (Consumer Protection) Policy, available in full on the College's website at www.tlkcc.com.au/policies or from College reception, applies a systematic process for the handling of student or client complaints and appeals made against the actions and/or decisions of:

- The College
- Staff of the College including administrative personnel, trainers and assessors
- Students or clients of the College and/or
- Any third party providing services on the College's behalf.

The College commits to:

- Resolving complaints or appeals within sixty (60) calendar days of receipt or
- Advising the complainant or appellant in writing of the reasons why more than sixty (60) calendar days is required to resolve the complaint or appeal.

Lodging a Complaint or Appeal

- Students or clients lodging a complaint or appeal should, where possible, initially discuss the complaint or appeal informally with the trainer or staff member involved in an effort to resolve the complaint or appeal satisfactorily at that level
- If the complaint or appeal is not satisfactorily resolved within ten (10) working days of being raised with the trainer or staff member, students or clients may submit a formal *Complaints, Grievances and Appeals Form* available from reception or on the College's website at www.tlkcc.com.au/forms
- Complaints, Grievances and Appeals Forms received by the College will be forwarded to the Chief Executive Officer (CEO) or delegate. The CEO or delegate may appoint a member of the College not connected to or involved with the complaint or appeal to investigate the matter. The appointed member may be required to:
    - Ensure the complaint or appeal is recorded on the Complaints and Appeals Register
    - Interview the complainant and the respondent (if there is one) and other parties involved and
    - Seek any further information considered necessary
- At interview, individuals may bring a support person if that is their choice and the investigator may include an observer to assist in the investigation
- The investigator may determine whether the complaint or appeal is justified and recommend appropriate action to be taken
- On receipt of the investigator's report, the CEO or delegate may advise the complainant or appellant in writing of the outcome of the complaint or appeal. The advice may indicate whether the matter was substantiated or alternatively unable to be substantiated. Confidentiality constraints prevent the College from informing complainants or appellants of any action taken against individuals, including staff, where a matter has been deemed to have been substantiated
- When the complainant or appellant is satisfied with the resolution, the agreed actions will be implemented and the complaint or appeal will be closed

- Where more than sixty (60) calendar days are required to process and finalise a complaint or appeal, the College will inform the complainant or appellant as to why this extended period is required.

Right of Review and Appeal

If, after being advised the result of the investigation, the complainant or any respondent seeks to appeal the decision made by the investigator, a single appeal may be requested by:

- Stating in writing the reasons for the appeal using a *Complaints, Grievances and Appeals Form* and
- Submitting the form to the College within ten (10) working days.

The CEO or delegate may appoint an independent investigator to review the case. Where appointed, the investigator may be required to review the matter and determine whether the principles of fairness were followed. The appellant or respondent may be requested to put their case in person.

Where more than sixty (60) calendar days are required to process and finalise the review, the College will inform the appellant or respondent as to why this extended period is required.

On receipt of the investigator's report, the CEO or delegate will advise the appellant or respondent of the decision.

Internal complaints and appeal services are free of charge.

Whistleblower Policy

Where a complaint is serious and could result in reprisals as a result of lodging the complaint under the College's Student and Client Complaints and Appeals (Consumer Protection) Policy, the matter may alternatively be reported as a protected disclosure under the College's Whistleblower Policy, available on the College's website at www.tlkcc.com.au/policies.

Complaints by Student's Enrolled Under Smart and Skilled

Consumer Protection Policy

The College is committed to ensuring consumer protection as a requirement for NSW Government Smart and Skilled courses. The College's policy for Smart and Skilled Consumer Protection is embraced within the College's Student and Client Complaint and Appeal (Consumer Protection) Policy.

On notification of any complaint by a student enrolled under Smart and Skilled, the College's complaint handling processes will be actioned. Complaints will also be monitored for continuous improvement purposes.

Consumer Protection Officer

If a student enrolled in a Smart and Skilled course wishes to make a complaint or appeal, or is seeking further consumer protection information, they may contact the College's designated Consumer Protection Officer:

The General Manager
TLK Community College
Telephone: (02) 4353 0017
Email: info@tlkcc.com.au

Assessment Appeals

Where a student does not agree with an assessment result, the matter should initially be discussed with the trainer/assessor concerned. Following this initial conversation

and if the matter remains unresolved, the student may lodge a *Complaints and Appeal Form*, available on the College's website at www.tlkcc.com.au/forms. Assessment appeals will follow the same process and procedure as a complaint, with investigation undertaken by an independent trainer/assessor appointed by the CEO or delegate. If the appeal for re-assessment is proven, the College may appoint an alternative independent assessor, who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient.

Grounds for Assessment Appeals

An application for appeal may be considered where a student:

- Claims a disadvantage because the trainer did not provide a subject outline
- Claims disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- Claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to the student
- Is of the view that a clerical error has occurred in the documenting of the assessment outcome, or
- Claims that there is a discrepancy between the practical observation and the formal assessment.

Record Keeping

A written record of all complaints and appeals outcomes will be maintained for a period of five (5) years. The records will remain with the students file and cannot be accessed without a written request to the College.

External Appeals: All Courses

Where no mutually acceptable complaint or assessment appeal resolution can be found through the College, students can seek advice and further help from the following external organisations:

- **Anti-Discrimination Board**
  Telephone: (02) 9268 5544
  Address: Level 17, 201 Elizabeth St., Sydney NSW 2000
- **Office of Fair Trading**
  Telephone: 13 32 20
  Address: Level 21, 227 Elizabeth St., Sydney NSW 2000
- **Australian Skills Quality Authority (ASQA)**
  Telephone: 1300 701 801
  Address: GPO BOX 9928, Melbourne VIC 3001

External Appeals: Smart and Skilled Courses

Students enrolled in a Smart and Skilled course (or any other course subsidised by the NSW Government) who are not satisfied with how the College has attended to their complaint or appeal may refer their matter to NSW State Training Services. To make a complaint to NSW State Training Services students should contact:

- **NSW State Training Services Customer Support Centre (SGSCC)**
  Telephone: 1300 772 104
  Address: Level 1, 117 Bull Street, Newcastle West NSW 2302 (closest regional office to Central Coast).

Students and clients are advised that external organisations will generally require those raising complaints or appeals to have exhausted all avenues for resolution through the College before taking this option.

18. Student Rules, Attendance and Behaviour

Attendance

It is recommended that students attend all classroom sessions. Absences from classroom sessions could potentially result in the students missing an assessment. Where the student is absent from a classroom session, the College may request the student to provide evidence to support their competency.

Student Code of Behaviour - Your Rights & Responsibilities

By enrolling as a student with the College, students have the right to be treated with fairness, respect and courtesy, to learn in a safe and supportive environment, and to have their property and privacy respected. In return, students are required to:

- Treat staff, fellow students and others with respect, fairness and courtesy, free from bullying, harassment, intimidation or discrimination
- Contribute to a safe and cooperative learning environment, follow safety instructions, and use equipment responsibly
- Respect personal and College property, including digital files, learning resources and facilities
- Be honest in all work and assessments, avoiding plagiarism, cheating, copyright breaches and misuse of artificial intelligence (AI)
- Attend classes, training and assessments, submit work on time, and make every effort to progress and complete courses in line with their individual learning or training plan
- Use College technology and digital tools responsibly, lawfully and only for approved purposes
- Respect the privacy and wellbeing of others, and follow College requirements on child protection and safety
- Follow College policies, procedures and codes, as well as legal and regulatory requirements
- Resolve disputes fairly and respectfully, using the College's complaints and appeals processes if needed
- Take responsibility for their actions, decisions and progress while completing their course.

Course Deferral

Students may apply to defer their studies when compassionate or compelling circumstances exist or where deferral is permitted by a funding body (including Smart and Skilled subsidised courses). Students may also have their enrolment deferred through suspension due to misconduct, which may be grounds for cancellation of studies.

Compassionate or compelling circumstances may include, but are not limited to:

- Serious illness or injury
- Serious illness or death of a family member or
- Natural disaster.

Deferral of studies may be granted for a maximum of twelve (12) months, after which the student will not be entitled to remain enrolled in their course.

Deferral of Studies in Smart and Skilled Courses

Students enrolled in a NSW Government Smart and Skilled subsidised course may defer training for any reason for a maximum of 12 months, after which they will not be entitled to continue with their course. Students seeking to defer should first discuss the matter with their trainer. The trainer may refer the student to another appropriate staff member to discuss any support requirements or to the College's Customer Protection Officer if there is a complaint or grievance. In all instances the College will endeavour to implement processes that will support the student to continue with their training.

Application for Deferral of Studies Form - All Students

All students seeking a deferral of studies must complete and submit an *Application for Deferral of Studies Form,* available on the College's website at www.tlkcc.com.au/forms or from College reception. Where applicable, appropriate documentary evidence verifying compassionate or compelling circumstances must be attached and emailed, posted or handed in person to the College, via the address details provided on the form.

Course Withdrawal (Including Smart and Skilled Courses)

Where a student decides to withdraw from a nationally recognised course, they should discuss the reasons for doing so with their trainer or a College staff member. The student may be referred to another appropriate staff member to discuss any support requirements or if they have a complaint, grievance or appeal, they will be referred to the Consumer Protection Officer (if a Smart and Skilled Student) or to the College's Student and Client Complaints and Appeals (Consumer Protection) Policy. If the student still decides to withdraw, formal notice in writing should be provided to the College, including reasons and date of withdrawal. Students enrolled in nationally recognised training who have notified the College of withdrawal will:

- Be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Have their Training Plan updated by the College and given a copy (Smart and Skilled Students) and
- Be given the results of any assessments.

Enrolment Cancellation and Exclusion Due to Misconduct

A student's enrolment may be cancelled and/or they may be excluded from the College as a result of misconduct and/or academic misconduct. Engaging in misconduct or academic misconduct is a breach of the College's Student Rights, Responsibilities and Code of Behaviour agreed to by students when enrolling with the College. Breaches are dealt with in accordance with the College's Course Deferral, Withdrawal, Cancellation and Exclusion Policy, which provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged misconduct or academic misconduct. Where a College trainer, assessor or staff member believes that a student's behaviour poses a risk to the student and/or other students or staff, they may direct the student to leave the premises. The process for dealing with alleged misconduct or academic misconduct breaches will then be activated.

Plagiarism

To avoid plagiarism, you must properly acknowledge all sources of information in any work submitted for assessment.

❖ Plagiarism and Use of Artificial Intelligence

Artificial Intelligence (AI) tools (e.g. ChatGPT, Copilot) are permitted as educational aids but must not be used to complete or generate assessment tasks. Submitting AI-generated content as your own work is considered plagiarism and a breach of the College's Student Code of Behaviour. Students and staff must not upload confidential, private, sensitive or proprietary College data to AI tools. Use of AI must comply with privacy, copyright and data protection laws.

Copyright

You may only copy materials, including online content, in accordance with the *Copyright Act 1968*. For study and research purposes, students may copy 10% or one chapter of a book, or one article per journal issue. More extensive reproduction may require royalty payments. You must also comply with intellectual property licences, including software usage. All College-provided or installed software is licensed and copying is not permitted unless explicitly allowed. Further information is available on the Australian Copyright Council website.

Social Media Policy

The College's Social Media Policy applies to all members of the College's community including students. The College encourages the use of social media and social networking as a way to connect with others, share educational resources, create and curate educational content and enhance the learning experience.

Expected Behaviours and Guidelines

The expected behaviours and guidelines for all members of the College community are:

- To know and follow the College's Polices and Codes of Behaviour
- Respect privacy, confidentiality, copyrights, trademarks and intellectual property of the College and others
- Be professional and respectful in all postings
- Regardless of online privacy settings, assume that all of the information shared on social network sites is public information
- Unless specifically authorised to speak on behalf of the College, as a spokesperson, always state that views expressed in postings are the writers own views
- Be mindful that all communications in the online environment are visible to the public, students, staff, managers, competitors and others
- Remember that nearly all content contributed on all social media platforms becomes immediately searchable and can be immediately shared
- Use good judgment and strive for accuracy as errors and omissions can result in liability
- Correct a mistake made immediately and make it clear what has been done to fix the mistake and
- Apologise for any mistake made when the situation warrants it.

Sharing of Information

❖ Confidential Information

Protect others' privacy and sensitive or private content. Information that is considered confidential or not public information must not be published, posted or released. Where it seems confidential, it is safer to assume it is. Online 'conversations' are never private. Birth dates, addresses and/or personal telephone or mobile phone numbers must not be placed on any public website.

❖ Private and Personal Information

To ensure safety, due care must be given as to the type and amount of personal information provided including that of others including personal schedules or situations. Personal information of students, parents, staff or other persons associated with the College must not be given out or transmitted. Information that may be received through social networking (such as e-mail addresses, customer names or telephone numbers) cannot be assumed as up-to-date or correct. The privacy of the College and community members must be maintained and respected.

❖ Images

Respect and exercise caution with brand, trademark, copyright information and/or images of the College where applicable. It is not acceptable to post pictures of students, anybody associated with the College or other individuals without the expressed written consent of the individual or the consent of a parent/guardian for any children.

19. Issuing of Qualifications

Awards are issued to students who satisfactorily complete all of the requirements of a nationally recognised course of study. However, if a financial debt is owed to the College final assessment may be withheld until the debt is cleared. All qualification Testamurs (Certificates) and Statements of Attainment issued by the College are nationally recognised.

Qualifications

A qualification Testamur (Certificate or Diploma) will be issued upon the successful completion of a full qualification course comprising the prescribed number of accredited components (units of competency). A transcript will be provided with the Testamur detailing all units of competency successfully completed.

Statements of Attainment

A Statement of Attainment is issued upon the successful completion of nationally recognised training in one or more units of competency when there are fewer units completed than the number required under packaging rules for a full qualification. Statements of Attainment are awarded following the successful completion of an accredited short course or the partial completion of a qualification.

Replacement Certificates

If a student requests a document replacement where the College has already provided the document, then a $55.00 replacement fee is applicable for each Statement of Attainment or qualification Testamur (including Transcript of Results). To obtain a replacement, the student should complete the following form available

on the College website at www.tlkcc.com.au or from reception: *Application for Re-Issue of Certificate Form*. Identification is required.

Certificates of Participation for Non-Accredited Training

Non-accredited training includes adult and community leisure and lifestyle courses and some professional development courses, including selected business and information technology courses and workshops. Statements of Participation for attendance at non-accredited courses are issued on request. The fee is $15.00 per individual certificate (unless otherwise stated or advertised as included with the course or workshop fee). Students are ordinarily required to have attended at least eighty percent (80%) of the course or workshop to be eligible, and requests must be made within twelve (12) months of course completion. A Certificate of Participation may be requested via submission (with payment) of a *Certificate of Participation Application Form*, available on the College website at www.tlkcc.com.au or from reception.

Refusing Services

The College has the right to refuse to provide services (including training, assessment and course materials) to students who have outstanding accounts. The College shall not be liable for any failure to provide services.

20. Privacy

The College's Privacy Policy, available at www.tlkcc.com.au/policies or from College reception, outlines how personal information is collected, stored, used and protected.

Information is collected from you at enrolment for the purposes of student administration. It may also be used for planning, communication, research, evaluation, and marketing activities. Your personal information is stored securely, and only authorised College staff have access to it. In accordance with privacy principles, your information will not be disclosed to any other organisation or individual without your consent, unless required or authorised by law. In such cases, your information may be disclosed to Commonwealth and/or State Government agencies.

All student information is managed in accordance with the College's Privacy Policy and applicable privacy legislation. For students enrolled in nationally recognised training, information is also collected in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

If you are a trainee, your personal details, attendance, progress and results may be provided to your employer. Similarly, if your enrolment is funded by a third party (such as an employment agency or employer), relevant information may be disclosed to that party.

If your course includes a practical work placement, you may be exposed to confidential information specific to that workplace. You are required to maintain confidentiality and must not disclose any information obtained during your placement. Breaches of confidentiality will be treated as misconduct.

Access to Student Records

Under the Privacy Act, students have the right to access personal and course progression information held about them. If the information is incorrect, they have

the right to require the College to amend the information. A student may access their file at any time.

A request to access personal information may be made in writing, using the *Request for Access to Individual Records Form*, available via the College's website at www.tlkcc.com.au/forms or from College reception.

If a student finds any errors in their records, a request to correct or update personal information may be made in writing, using the College's *Request for Amendment to Personal Information Form*, available via the College's website at www.tlkcc.com.au/forms or from College reception.

Changing Your Name or Address

If you change your name, address, phone number/s or email address, please let the College know using the College's *Request for Amendment to Personal Information Form*, available via the College's website at www.tlkcc.com.au/forms or from College reception. This will help us to contact you quickly and efficiently when the need arises.

Learning, Achieving and Succeeding