

**Community College Gippsland**

# STUDENT HANDBOOK

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## 1. Welcome

Welcome to Community College Gippsland Ltd (CCG). CCG is a Registered Training Organisation (RTO), an Adult Community Education (ACE) provider and also an Independent Senior Secondary School (ECG College). CCG offers a range of nationally recognised Vocational Education and Training (VET) training programs from Certificate I through to Diplomas as well as Pre Accredited and Non Accredited training. CCG also offers the Victorian Certificate of Applied Learning (VCAL) through ECG College.

CCG provides VET courses through a variety of different methods of delivery dependent on the course. Training can be provided in the classroom, through a blended classroom/online program, in the workplace or while at secondary school as school based apprentice. If you are employed in an industry you may be able to complete an apprenticeship or traineeship within a workplace.

CCG offers accredited training in the following areas:

Aged Care	Agriculture
Beauty	Business
Early Childhood Education and Care	Conservation and Land Management
Disability	Education Support
General Education for Adults	Hairdressing
Individualised Support	Horticulture
Transition & Work Education	Salon Assistant
Racing (Equine)	Victorian Certificate of Applied Learning (VCAL)

## 2. Enrolling in a Course

CCG will take applications for enrolments for courses for anyone who is 15 years of age or older dependent on the individual course requirements. If you would like to apply to enrol into a course with CCG you will need to follow a few simple steps.

1. Complete a Course Application form that is available on our website ([www.ccg.asn.au](http://www.ccg.asn.au)) under the Forms and Guides section or from any of our campuses .
2. Then send the completed form to us at [info@ccg.asn.au](mailto:info@ccg.asn.au) or post it to PO Box 249 Warragul, or drop it into any of our campuses.
3. Read one of our Course Information Sheet specific to the course you are interested in, it will explain the details, requirements and the documentation you will need for the course you are interested in. The Course Information sheets can be emailed, mailed or are also available at all campuses or on our web site.
4. Once CCG receives your Course Application form a CCG Authorised Delegate will contact you and organise a Pre Enrolment Interview with you.

NB: If you are under the age of 18, your parent/guardian/carer must also be informed of the interview process and they will be required to sign forms and enrolment documentation before you can be accepted into your course.

## 3. Pre Enrolment Interview

At your Pre Enrolment interview you will have a discussion with the CCG Authorised Delegate on all aspects of the course you are interested in enrolling in. You will be asked to complete a Pre Training Review which is an online program that takes approximately 60 minutes to complete. It is not a test that you pass or fail it is to simply provide CCG with information on your current skill levels. This process provides CCG with the information needed to work out your most suitable learning pathway.

The Authorised Delegate will discuss with you the eligibility options for a government funded training place in the course under the Skills First program. You may or may not be eligible depending on your individual circumstances, as there are specific criteria that apply. Further details are listed in the Student Eligibility Section of this handbook and on the Course Information sheet. You will need to bring the documents listed in that section as evidence to the Pre Enrolment interview if you wish to apply for a Skills First funded training place.

You will be provided with a Statement of Fees course quote that provides an itemised costing for all the fees associated with the course you are interested in. CCG provides you with access to a trainer outside your programmed training hours to support your learning for the course. The trainer supported learning hours are unique to each course and will be listed in the Statement of Fees.

At the end of this meeting you will be informed of whether or not you are accepted into the course. If your skill levels are identified as being at a different level than what is required for your course of interest the CCG Authorised Delegate will discuss different learning and career path options that may better suit your individual requirements.

If you are accepted to enrol into the course you will then need to complete an enrolment form and provide CCG with the Student evidence documentation as listed in the Course Information Sheet to complete your enrolment along with payment for your course.

#### **4. Unique Student Identifier - USI**

You will need to provide CCG with your Unique Student Identifier (USI) before you can enrol. If you don't have a USI go to the [www.usi.gov.au](http://www.usi.gov.au) and follow the steps. CCG can assist and provide you with a guide on how to complete your USI application.

#### **5. Recognition of Prior Learning (RPL) & Credit Transfer (CT) and National Recognition (NR)**

You may be eligible for gaining credits for the course you are interested in from previous work, courses or skills experience through one of the following options

**Recognition of Prior Learning (RPL)** is a process where a person's work experience or previous informal learning and knowledge can be assessed with the aim of gaining a formal qualification for one or more units of competency.

**Credit Transfer (CT)** is the process for applying for Credit for the SAME or EQUIVALENT module/unit of competency which has been successfully completed at CCG or another RTO.

**National Recognition (NR):** CCG recognises AQF qualifications and Statements of Attainment issued by any other RTO in Australia. You can request credit for a whole unit or course/program based on study in a unit or course/program at another institution that is within the same Training Package. Suitable documentation such as a Statement of Attainment must be provided when applying for CT or NR.

**How to Apply for RPL/CT/NR:** To apply for RPL and/or CT/NR speak to your Program Leader at your pre enrolment interview and request an Application Form. The fees charged for RPL applications may differ from course tuition fees and will be advised on application. There are no fees for the CT and or the NR.

Once you have submit your application for RPL or CT or NR and it has been assessed, you will be informed of the outcome in writing. The application, all evidence and a copy of the notification letter will be kept on your file. If you are not satisfied with the RPL/CT/NR outcome, you may lodge an appeal by following the procedure for Student Complaints and Appeals. The complaints and appeals process documentation is available on our website or from any of our campuses.

#### **6. Indigenous Completions Initiative**

Individuals who self-identify as being of Aboriginal or Torres Strait Islander descent under the Indigenous Completions Initiative, for enrolments in a course at any level CCG will be charged the concession fee.

## 7. Skills First Government Funded Place Student Eligibility

In 2018 you may be eligible for a Skills First Government Funded place. This will be discussed with you in the pre enrolment interview. You must reside permanently in Victoria and meet one of the following citizen/residency statuses: In order to be an Eligible Individual in respect of any training, an individual must be:

**a)** either:

- i) an Australian citizen;
- ii) a holder of a permanent visa; or
- iii) a New Zealand citizen;

**b)** enrolling and commencing training in a course or qualification provided by the Training Provider between the Commencement Date and 31 December 2019 inclusive; and

**c)** either:

- i) under 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training;
- ii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a Foundation Skills List course;
- iii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training as an Apprentice (not Trainee);
- iv) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
- v) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

In addition to the above you are only eligible to:

- a)** commence a maximum of two courses subsidised through the Skills First Program in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- b)** undertake a maximum of two courses subsidised through the Skills First Program at any one time;
- c)** commence a maximum of two government subsidised courses at the same level within the AQF in their lifetime; and
- d)** commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

Enrolment into an Apprenticeship (not Traineeship), qualification listed on Approved Pre-Apprenticeship and Pathway Qualifications will not be counted towards the 2 course maximums.

To be eligible for government subsidised training under the VET Funding Contract as an Apprentice/Trainee and thereby be an Eligible Individual for the purposes of the VET Funding Contract, the individual must be:

- a)** employed in Victoria in either a full time or part time capacity under an award or registered agreement;
- b)** undertaking an Approved Training Scheme;

### Eligibility for courses and qualifications on the Foundation Skills List

Eligible students who are enrolling in qualifications on the Foundation Skills List are not subject to the lifetime limit on commencements at the same level (the 2 at level lifetime limit). However you are not able to enrol into a Foundation qualification if you hold a qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher or are enrolled in the Commonwealth Government's 'Skills for Education and Employment' program.

## 8. Eligibility Documentation Requirements

To access a Skills First Training place you will need to demonstrate proof of Australian Citizenship and proof of age. You will need to provide one of the following documents for Citizenship/Residency and one of the following documents for proof of age upon enrolment. If you are on Concession you will need to provide your current concession card also.

### Proof of Citizenship/Residency (one of the below documents):

- an Australian Birth Certificate (not Birth Extract)
- a current Australian Passport
- a current New Zealand Passport
- a naturalisation certificate
- a current green Medicare Card
- a proxy declaration for individuals in exceptional circumstances as per Clauses 2.16 – 2.20 of the Skills First Student Eligibility Guidelines (available at reception)
- formal documentation issued by the Australian Department of Immigration and Border Protection confirming permanent residence
- an Australian citizenship by descent extract

**OR** if the individual is undertaking training under the Asylum Seeker VET Program and meets the requirements set out in Clause 17 of Schedule 1 of the VET Funding Contract (available at reception):

- a Referral Letter from the Asylum Seeker Resource Centre or the Australian Red Cross, or
- an electronic or printed record demonstrating that the student holds a current valid Bridging Visa Class E (BVE), Safe Haven Enterprise Visa (SHEV) or Temporary Protection Visa (TPV) as verified via the Commonwealth's Visa Entitlement Verification Online (VEVO).

You must also provide one of these documents

### Proof of age:

- A current drivers licence/learners permit
- A "Keypass" card
- A Proof of Age card

## 9. Accredited courses

### Fees and Charges

The Fees and Charges for your courses will be provided to you in a Statement of Fees Course Quote sheet and the Payment options are listed in the Course Information sheet provided to you prior to enrolment.

All students enrolling into accredited training pay a tuition fee also a materials fee and an amenities fee as outlined in the Statement of Fees Course Quote provided to you. The tuition fee will be calculated based on the number of nominal hours within the units of competence you are enrolled in during the calendar year from January to December.

If the course is delivered over more than one calendar year you will be required to complete a new enrolment form at the commencement of the New Year and you will be charged for the number of units you enrol into for the one year only.

The Fees rate may change at the commencement of a new year. Your training will be cancelled if you do not pay your fees by the due date.

If you hold a current concession card or you are a dependant of a current health care card holder your tuition fees may be reduced to 20% of the full fee for government subsidised Accredited or Pre Accredited courses.

CCG may charge materials and amenities fees to cover the costs of training resources and equipment. In some courses you will receive the option of purchasing material items yourself directly from the supplier or you may purchase them through CCG. This Itemised information on such fees and incidentals are provided to you during the Pre Enrolment interview.

CCG has a Payment Plan Direct Debit option for accredited courses. The Payment Plans are NOT available for Short and Specialty Courses and some Pre Accredited courses. All fees must be paid before the end of the course, certificates will not be issued until all fees are paid in full.

### **Refunds:**

If you withdraw from your course by providing written notice to one of our Customer Service Officers, at any point up to 4 weeks after your course commencement date, using the Course Withdrawal Form, you are entitled to a full refund on your tuition fee, minus a \$50.00 administration fee.

A refund on the materials fee will be dependent on the condition of unused materials and is determined by the Program Leader of your course. You are not entitled to any refund if you withdraw after the four weeks period from your course commencement date.

If a course is cancelled by CCG at any time during the period of your enrolment, CCG will refund the full tuition fees, a pro-rata portion of any amenities fees and any fees for materials that have not been used prior to the date of cancellation.

## **10. Traineeship/Apprenticeship**

If you are currently employed and are signed up as a trainee/apprentice through an Apprenticeship Network Provider with CCG nominated as the RTO to deliver your training, you will be contacted by a CCG Authorised Delegate once we have received the notification, known as the DELTA. You will be invited to an Induction meeting held between yourself, your employer and the CCG Authorised Delegate.

During the induction meeting you will have a discussion with the CCG Authorised Delegate on all aspects of the course and funding options. You will also complete a Pre Training Review that which is an online computer program that takes approximately 30 – 60 minutes to complete. This is not a test that you pass or fail, it is simply to provide CCG with information on your current skill levels. This process provides CCG with the information needed to provide you with the most suitable learning pathway.

The Authorised Delegate will discuss with you the eligibility options for a government funded training place in the course under the Skills First program. You may or may not be eligible depending on your individual circumstances as there are specific criteria that apply. Refer to Student Eligibility Section to see the criteria. You will need to bring the documents for evidence to the Pre Enrolment meeting as listed under the Skills First Student Eligibility.

You will be provided with information on RPL, CT and NR. You will need to inform the CCG Authorised Delegate if you intend to apply for one of these options prior to enrolment.

### **Fees and Charges:**

At the induction meeting you and your employer will also be provided with a Statement of Fees course quote that provides an itemised quote for all the fees associated with the course.

At the induction meeting it will be discussed and agreed as to who is paying the course fees. The Payment Agreement form will be signed by the payee, this is used to notify CCG who is responsible for paying the fees. There are two fee payment options as listed in the Course Information Sheet.

If no payment is received by CCG within the 14 days the training will cease before the next traineeship/apprenticeship trainers scheduled visit.

### **Refunds:**

A refund for materials purchased will be dependent on the condition of unused materials and is determined by the Program Leader of your course. If the traineeship/apprenticeship is cancelled the payer will be refunded for the units the student has not commenced for the calendar year minus a \$100.00 administration fee.



## 11. Short/Special interest Courses

CCG offers a variety of short / special interest courses, some of which are accredited and some are not. If the course you want to enrol in is non-accredited all you need to do is complete and return an enrolment form and make the payment prior to the course commencement date, with one of our Customer service officers. If the course is an accredited course you will be asked to enrol as described in the Pre Enrolment Interview section of this handbook.

### Fees and Charges:

The course fees for Short courses and speciality courses are a pre set fee that are Fee for Service and do not have the option for reduced concession rate.

### Refunds:

If you withdraw from a short / special interest course more than 5 working days before the course commences, a refund of the course fee minus a 10% administrative charge (a minimum of \$5.00) will apply. If you withdraw from a short / special interest course 5 working days or less before the course commences, no refund is made. Refunds for materials fees will be at the discretion of the Program Leader. A full refund will be made if a class is cancelled by CCG.

## 12. VET in Schools Programs (VETiS)

Students enrolling into the VETiS programs are to complete a VETiS enrolment form before the course commencement.

### Fees and Charges:

Fees for a VETiS program are set by CCG and payment for the course is completed through an invoice arrangement through the individual school.

### Refunds:

Refunds are dependent on the individual school contract

## 13. Pre Accredited Courses

Students enrolling into Pre Accredited training must complete an enrolment form and make payment prior to the course commencement and provide evidence documentation for student eligibility for one of the following:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

### Fees and Charges:

The course fees for Pre Accredited Short courses are calculated by the hours of training over the length of the course. Pre Accredited courses are subsidised by the Government and students who hold a current concession card may be eligible for a reduce fee rate.

### Refunds:

If you withdraw from your course by providing written notice to one of our Customer Service Officers, at any point up to 4 weeks after your course commencement date, using the Course Withdrawal Form, you are entitled to a full refund on your tuition fee, minus a \$50.00 administration fee.

A refund on the materials fee will be dependent on the condition of unused materials and is determined by the Program Leader of your course. You are not entitled to any refund if you withdraw after the four weeks period from your course commencement date.

If a course is cancelled by CCG at any time during the period of your enrolment, CCG will refund the full tuition fees, a pro-rata portion of any amenities fees and any fees for materials that have not been used prior to the date of cancellation.

## 14. ECG College (VCAL)

If you are interested in entering the VCAL program at ECG College you will need to contact CCG and attend a Pre Enrolment interview before being accepted into the program. If you are accepted into the ECG College you will need to complete an enrolment form and provide supporting documents and if you are

under 18 your parent/guardian/carer will need to attend and must sign the enrolment form. You will need to make payment arrangements at the time of enrolment.

If you are currently enrolled or attending another school you are not able to enrol in ECG College until you have been un-enrolled from the school you have been attending previously.

### Fees and Charges:

The course fees for the ECG College are a set fee. Students who are enrolling into a separate VETiS course may be required to pay an additional VETiS course fee.

### Refunds:

If you wish to withdraw from the VCAL program you will need to attend a meeting with the Head of School, the refund payment process will be determined on an individual case by case basis.

## 15. Assessment of Learning

During your course you will be asked to complete a range of tasks and activities for each unit of competence that provide your trainer/assessor with materials to make an assessment judgement of the knowledge and skills you have learnt from the training provided.

To achieve a 'COMPETENT' outcome for the Unit of Competence you must satisfactorily complete all the assessment tasks in the Student Assessment Guide for your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

The Student Assessment Guide for each Unit of Competence will ask you to complete tasks and the assessment methods against the tasks may include:

Demonstration	Workbook activities
Observation	Verbal presentations
Work samples	Simulation
Role-plays	Written tasks
Projects	Assignments
Work place assessment	Industry specific tasks

## 16. Work Placement Requirements

Some Accredited courses require you to complete work placement, as part of the course in the vocational area you are studying. The course information sheet provided to you will inform you if you are required to complete placement and you can ask your trainer if you are not sure. You will be required to find your own placement with assistance from your trainer. You will be issued a CCG log book and your trainer will visit you in the workplace as part of your assessment for specific units of competence.

## 17. Student Study Support

You may require additional learning support from your trainer outside your normal class hours. CCG will aim to provide you with an appropriately qualified trainer who you can contact during the working week between 8.30am to 5.00pm and provide you with any learning assistance you may require.

## 18. Student Transition into New Qualifications

Accredited courses and qualifications are continually being updated and improved to meet current industry standards. You may be enrolled in a course or qualification that has become superseded during your enrolment period by a more current course. If the course you are enrolled in becomes superseded during your enrolment the Program Leader will discuss the transition and pathway options with you.

## 19. VET Data Use and Student Surveys

During your course you will be asked to complete an online student survey. It takes about 10 minutes and gives you the opportunity to tell CCG about your learning experience. You may also be contacted by the National Centre for Vocational Education and Research to participate in the NCVET survey. The Department may also ask you to participate in the annual student outcome survey or participate in a department endorsed project. The information they collect from you is used for audit, review or investigation purposes.

Under the Data Provision Requirements 2012 and VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), CCG is required to collect and submit student data for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used for the following purposes, to:

- issue a VET Statement of Attainment or VET Qualification, and populate Authenticated VET Transcripts;
- facilitate statistics and research relating to education, including surveys;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

During your course you will be asked to complete an online student survey. It takes about 10 minutes and gives you the opportunity to tell CCG about your learning experience. You may also be contacted by the National Centre for Vocational Education and Research to participate in the NCVET survey. The Department may also ask you to participate in the annual student outcome survey or participate in a department endorsed project. The information they collect from you is used for audit, review or investigation purposes.

## 20. Withdrawals

If you are considering withdrawing from your course there are some points to consider before you do:

- a. CCG encourages you to discuss any difficulties you may be experiencing with your Trainer, the Student Support Officer or the Program Leader before you do. Often the problems or difficulties you may be experiencing can be resolved or overcome. Under certain circumstances courses may be modified to suit your personal needs or requirements, so don't hesitate to discuss your options.
- b. If you decide you want to withdraw it is your responsibility to inform the trainer in writing that you want to withdraw. If you change your mind down the track you can come in and discuss the next step to re-enrol with your trainer or Program Leader.
- c. It is also your responsibility to notify your Trainer or Customer Service Officer of any change of address or change of employment in the case of trainees or apprentices.

## 21. Access to your records

You have a right to access your personal information and training records. To access these please complete a Student Access to Records Form and provide some photo ID and we will arrange access for you. If your employer requests access to your information, then you are also required to submit an Student Access to Records Form.

Please contact the Director of Quality and Services for access to your records or if you have a concern about the security of your personal information.

## 22. Online Student Survey

If you enroll into an accredited course you will be asked by CCG to participate in an online Student Survey towards the end of your training. The survey takes about 10 minutes to complete and provides CCG with valuable feedback about your learning experience and how we may improve. CCG uses the feedback it receives from you as part of its continuous improvement processes to ensure we can continue to provide quality training and assessment.

If you are enrolled in a government funded course you may be contacted by the National Centre for Vocational Education and Research by phone and asked to participate in the National Student Outcomes Survey.

## 23. Issuing Certificates

### Accredited Courses and Qualifications

At the completion of your training program you will receive a Statement of Results and either a full Qualification certificate or Statement of Attainment for the Units of Competency you have successfully achieved by the end of your course. CCG holds a Graduation ceremony usually in March or April for all participants who have achieved a full qualification.

Replacement certificates can be purchased for \$30.00 or CCG can provide you with a photocopy of the original certificate for \$20.00. No Certificates or Statements will be issued if there are any outstanding fees from your enrolment.

### Non accredited, Short/Special interest

You may receive a Certificate of Attendance or Participation depending on the course you are enrolled in.

## 24. Your responsibilities as a student with CCG

When you enrol with CCG there are a set of standards and behaviours you are required to abide by. You will be asked to read the Student Rights and Responsibilities form and sign that you agree to abide the points listed in the form.

CCC also has codes of conduct and standards that are to be respected by all students and staff. CCG aims to provide safe and respectful learning and work environment for everybody and any breaches of these codes of conduct and standards will actioned upon immediately. CCG has Policies and Procedures in place which are available on our website that provide guidelines and support to all of these codes.

## 25. Your Safety at CCG

CCG is committed to the Child Safe Standards for all students attending our programs.

- We want students to be safe, happy and empowered. We support and respect all students, as well as our staff and volunteers.
- We are committed to the safety, participation and empowerment of all students.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
- Our organisation has robust human resources and recruitment practices for all staff and volunteers.
- Our organisations is committed to regularly training and educating our staff and volunteers on child abuse risks.
- We support and respect all students, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

If you are worried about child abuse for you or someone you know, there are people you can talk to. It's a good idea to talk to an adult you trust about any concerns you have. That might be a parent or relative, a teacher, trainer or someone who works at your campus. CCG also has 4 Child Safety Officers and a Student Support Officer that you can talk to at anytime while you are at the campus.

They are:

ECG College Head of School:	Jamie Robertson	0400 106 768
Director of Quality and Services:	Kristen Theile	0429 337 400
Director of Education and Training:	Tracel Devereux	0447 766 911
Chief Executive Officer:	Sue Geals	0400 509 984

### Useful links

There are services that you can contact to access more information, and in some cases, to speak to somebody about your concerns.

**National Child Abuse Helpline (Child Wise)** - A toll-free number with access to expert advice from trained counsellors and an opportunity to speak up about child abuse.

<http://www.childwise.org.au/page/8/child-wise-national-child-abuse-prevention-help-line>

**Kids Helpline** - For any time and for any reason - free, private and confidential phone and online counselling 24 hrs a day 7 days a week. <https://kidshelpline.com.au/>

**Headspace (National Youth Mental Health Foundation)** - Headspace can help if you are aged 12 or over and you are going through a tough time. You can talk to someone at Headspace on the phone, online or in person. They also have a lot of information on their website. <https://headspace.org.au/>

**Victorian Centres Against Sexual Assault** - Victorian Centres Against Sexual Assault provide services to child and adult victims/survivors of sexual assault. The assault may have occurred recently or in the past. <http://www.casa.org.au/survivors-and-friends/>

**Create Foundation** - Creating a better life for children and young people in care. <http://create.org.au/>

**Youthlaw** - Free and confidential legal advice. <http://youthlaw.asn.au/>

## 26. Student Attendance

When you enrol with you are expected to attend your classes or training as timetabled. If you have any issues that will prevent you from regularly attending you must let your trainer know straight away. If you do not contact your trainer or they have tried to contact you and do not get a response from you then after 3 weeks you will be withdrawn from the unit you are scheduled to complete. You can restart the unit when you return to class within a reasonable time and before the course finishes.

## 27. Computers

CCG provides access to computer at each of our campuses in our computer rooms or on portable devices, there are guidelines that must be followed when using this equipment.

- No items are to be stored on the hard drives and it is recommended that students purchase a memory stick to store their information.
- Smoking, Eating and drinking is strictly prohibited
- Students will not abuse the equipment
- The Computer Room will be left clean and tidy
- Students are not to engage in electronic harassment of any kind
- Students will not alter the standard configurations of any software package or computing system
- Students will report any computing problems or faults to their trainer

## 28. Student Welfare, Care and Safety

### Occupational Safety and Health

CCG is committed to providing a safe and respectful learning and working environment for students and staff. It is everybody's responsibility to help maintain this environment.

You can assist and contribute to this by reporting any Occupational Health and Safety (OHS) issues you might see in and around the campuses. Also by reporting any disrespectful behaviour you might see to any CCG staff member you are comfortable to talk to.

### Accidents, Hazards or Near Misses

If you see anything in or around the campuses that may be a hazard that can cause an accident where someone may get hurt, you need to let your trainer know so CCG can fix the issue and help keep everyone safe.

## Prohibited Items and Behaviour

CCG has clear guidelines around certain behaviours that will not be tolerated in any way from either staff and students. If you see any person breaking these guidelines you need to let a CCG staff member know straight away.

## Discrimination and Harassment

CCG aims to protect all staff and students against all bullying, including Cyber Bullying, harassment and discriminating behaviours. If you see anyone who displays the following behaviours you need to report it to your trainer or any CCG staff member right away. Anyone who displays these behaviours will be subject to disciplinary action and may result in the immediate termination of enrolment or employment.

## Sexual Harassment

Sexual harassment is a general term that means any unwelcome sexual behaviour. This could include a demand for sexual activity (subtle or explicitly) or offer of sexual favours, unwanted and deliberate physical contact, unwelcome sexual jokes, innuendos or comments of a sexual nature, “sexting” or use of any social media to access any form of sexual material. It could also be the display of offensive pictures or publications, or the use of offensive language in the classroom or workplace. If at any time a student is subjected to sexual harassment, they should contact their trainer or any CCG staff member straight away.

## Bullying and Aggressive Behaviour

CCG is committed to creating and maintaining learning and workplaces where students feel safe and comfortable. There is no place for bullying or Cyber bullying at any of our campuses, where safe and respectful work environments are a priority. Bullying is unwelcome and unreasonable behaviour that is persistent. It creates a hostile, uncomfortable or offensive atmosphere for those who are target/s of the bullying. Bullying behaviour demeans and humiliates people, either as individuals or as a group. It may also include behaviour that intimidates, offends, criticises, or degrades a person, possibly in the presence of others.

If you or a fellow student is concerned about bullying, the important thing is to tell someone. It may be sufficient to make it clear to the individual/s that the behaviour is not welcome, that it offends and interferes with the student’s ability to work. If students are a witness to bullying behaviour, the student might approach those perpetrating the bullying behaviour and tell them that they disapprove of the behaviour and request that it stops. However, if the behaviour persists (or if the student doesn’t feel confident to approach the individual/s) they should report the behaviour to their trainer or program leader.

As with sexual harassment, all requests for assistance will be handled in the strictest confidence.

## Firearms or Weapons

Under NO CIRCUMSTANCES are firearms or weapons of any form be brought onto the campuses or in any student’s possession at any time while attending CCG. If any student/s is found to be in the possession of firearms or weapons they will be subject to immediate action which may result in the immediate termination of enrolment or dependent on the situation be referred to the local police. As per the Student Disciplinary Procedures located on the website.

## Alcohol

Under NO CIRCUMSTANCES is alcohol permitted to be consumed or brought onto the campuses. If any student/s is found to be in the possession of or consumes alcohol while attending training with CCG they will be subject to immediate action which may result in the immediate termination of enrolment as per the Student Disciplinary Procedures located on the website.

## Smoking

CCG aims to achieve a smoke free workplace. To protect all employees and visitors from exposure to second hand smoke, the entire premises, including grounds and outdoor areas where applicable, will become smoke free. Smoking will not be allowed in CCG vehicles.

## Drugs

Possession and/or use of any illegal drug or substance, or the misuse of prescribed drugs, will be viewed as a serious breach of discipline. Possession or use of illegal drugs or prohibited substances is a criminal offence and CCG reserves the right to inform the local authorities. Disciplinary action may result in immediate termination of enrolment.

## Discrimination

Discrimination is broadly defined as treating one person unfairly over another according to factors unrelated to their ability or potential. State and Federal legislation protects people at work and in education (both staff and students) from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination. Discrimination is where a person can be insulted in any of the areas listed below:

- Age,
- Physical, psychiatric or intellectual disability or impairment
- Breastfeeding
- Gender identity
- Industrial activity
- Lawful sexual activity/sexual orientation
- Marital status
- Physical features
- Political beliefs or activity
- Sex
- Status as a parent or carer
- Personal association with a person who is identified by reference to any of the above
- Attributes

If any student is experiencing any Student Welfare, Care and Safety issues, they should contact their trainer or VET Manager immediately.

## 29. Cheating in assessments

CCG expects students to act with the integrity and honesty and acts of plagiarism are completely unacceptable and will not be tolerated. Each assessment task requires the students to sign a Plagiarism Declaration statement declaring the student is submitting their own work.

Cheating while completing an assessment task is an act of plagiarism. This includes:

- copying from other students;
- taking unauthorised notes or materials into an assessment;
- accessing internet files in practical computing and other assessment;
- using notes handwritten in allowed/authorised texts
- using another students copy of an assessment prior to sitting for it;
- letting someone complete the assessment for you;

## 30. Plagiarism

Plagiarism is the action or practice of taking and submitting or presenting the writing or other work of someone else as though it is your own work. Plagiarism includes any of the following:

- use of materials without full and appropriate acknowledgement to the original source
- copying or using other students' work for assessment tasks
- handing in an individual assignment or task that was written in part or whole by someone else
- asking or paying a 'tutor', friend or some other person to write the assignment or task
- using published work and resources
- Plagiarism or cheating is using words, ideas or work from published sources and submits these as their own.
- This can include material taken from the following sources without acknowledgment from the internet, a book, chapter, article, database, pamphlet, brochure or any other source.
- It is also considered plagiarism when students include material in their work without acknowledging who the owner is.

CCG expects students to act with the integrity and honesty and acts of plagiarism are completely unacceptable and will not be tolerated. Each assessment task requires the students to sign a Plagiarism Declaration statement declaring the student is submitting their own work. Where plagiarism is detected penalties will apply. Penalties may include written warnings, requirement to resubmit, being marked not competent, withdrawal from a unit or expulsion from the course.

### 31. Breaches of discipline

All CCG students are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the student being given a 'verbal warning'. Further breaches will result in the student being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the course. In this instance fees will be refunded.

Students of CCG who engage in misconduct are subject to CCG's disciplinary procedures. Misconduct includes:

- Harassment of any person within, or near the precinct of CCG.
- Assault (direct or indirect) on any person within, or near, the precinct of CCG
- Wilful or negligent damage to, or removal of, CCG property
- Failure to comply with any reasonable instruction
- Possessing, using or trafficking a drug of dependence
- Possessing or under the influence of alcohol
- Carrying a weapon that can cause harm or injury, or can be used in a threatening manner.
- If the incident or issue endangers a student/trainee or staff member, the matter will be referred to the police and the student will be immediately withdrawn from participation in further classes.
- Non-attendance in class and/or poor performance may also lead to disciplinary procedures. Counselling (formal or informal) and performance reviews will be implemented and if no improvement occurs, the student/trainee may be withdrawn from class/training.

### 32. Students Under 18 Leaving the campus

If you are under 18 and have to leave the campus you are required to get written consent from your Parent/Guardian/Carer that is provided to the VET Manager or Trainer prior to the appointment. Your Parent/Guardian/Carer is required to come to Reception at the campus to pick you up and sign you out.

### 33. Complaints and Appeals

Complaints can be informal or of a formal nature and students who wish to make a formal complaint will be provided with the Complaints and Appeal policy and procedure that can be obtained from Customer Service officer at any CCG campus or our website.

You have the right to submit a Complaint or Appeal in writing, if you feel that you have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

At any time during the complaint and appeal process the complainant/appellant may seek the advice or mediatory services of an external independent body.

For general complaints you can contact the Dispute Resolution Centre of Victoria, a free mediation service, which may be accessed via telephone Toll Free 1800 658 528 or email [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

For Education and Training specific complaints students can contact the National Training Complaints Hotline – 13 38 73

Please note the purpose of the external appeals process is to consider if CCG followed its student/client complaint and appeals procedure effectively, not to make determination in regards to the complaint.

### 34. Privacy Policy

CCG is bound by the Australian Privacy Principles as set out in CCG's Privacy Policy. The Privacy Policy and Privacy Notices are on our website and available from our customer service officers.



CCG is required to provide the Victorian Government, through the Department of Education and Training (DET) with student and training activity data which may include information you provide on your enrolment form. DET may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, DET may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

The Education and Training Reform Act 2006 requires CCG to collect personal information for a number of purposes including the allocation of a Victorian Student Number and updating of personal information on the Victorian Student Register. We may use your information to provide our services to you, to fulfil administrative functions associated with these services, to enter into contracts with you and for marketing and client relationship purposes.

We use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep personal information secure from misuse, loss or unauthorised access and disclosure. As a student you are required to inform CCG in writing within 7 days of any changes to personal details.

### 35. Access and Equity

CCG is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties. The Access and Equity policy is available on the website or available at campus reception.

### 36. Campus Locations

#### *Leongatha Campus*

Address:	38-40 Horn St (entry via Howard St), Leongatha
Phone:	(03) 5662 6700
Fax:	(03) 5662 4206
Email:	info@ccg.asn.au
Hours:	Monday to Friday 8.30am to 5.00pm.
Student Amenities:	Student room with kitchen facilities
Public Transport:	Bus station 1 km from campus

#### *Pakenham Campus*

Address:	126 Princes Highway, Pakenham 3810
Phone:	(03) 5940 8152
Fax:	(03) 5941 7117
Email:	info@ccg.asn.au
Hours:	Monday to Friday 8.30am to 4.30pm.
Student Amenities:	Shared student room with kitchen facilities
Public Transport:	Train station 1.5 km and 200 m to bus stop

### Warragul Campus

Address:	71 Korumburra–Warragul Road, Warragul 3820
Phone:	(03) 5622 6000
Fax:	(03) 5623 4671
Email:	info@ccg.asn.au
Hours:	8.30am – 5.00pm Mon - Fri
Student Amenities:	Student room with kitchen facilities
Public Transport:	Train station 2 km from the campus and a bus arrives at 9.00am and departs 3.15pm from Warragul to the campus

### Warragul - Gippsland Harness Training Centre

Address:	Logan Park, South Rd Warragul 3820
Email:	info@ccg.asn.au
Hours:	Contact the Rural Studies Program Leader
Student Amenities:	Student room with kitchen facilities
Public Transport:	Train station 1 km from the campus

### CCG Copy Centre Warragul

Address:	3/57 Smith Street Warragul Vic 3820
Phone:	(03) 5623 6999
Fax:	(03) 5623 5966
Email:	printing@ccg.asn.au
Hours:	Monday to Friday 9am – 5:00pm
Public Transport:	Train station 1 km from the campus

## 37. Campus Hours

CCG provides courses between 8.30am – 5.00pm and classes do not exceed 6 hours teaching time.

Some courses are delivered as evening classes. CCG campus car parks are well lit with security lighting and students should be aware of personal safety issues and remain in lit areas when entering and leaving the campus. Your CCG Trainer will ensure all students have left the campus grounds safely at the end of the class session before closing the campus.

CCG staff are not in attendance at each campus outside the opening and closing hours listed unless the course is delivered as an evening class. CCG staff are identified by an ID card or Name badge displaying CCG details.

## 38. Support Services

CCG can assist you with study issues, certain workplace concerns and various campus related issues. If you would like support, you can talk to your trainer or VET Manager who can also provide you with external support agencies if required.

Externally available services:

Abuse/Sexual Assault – SECASA Central	1800 806 292
Care Ring – Crisis	13 61 69
Care information, support and emergency respite	1800 059 059
Direct Line (Drug & Alcohol Service)	1800 888 236
Kids Help Line - Crisis	1800 551 800
Lifeline	13 11 14
Latrobe Valley Community Mental Health Services	1300 36 33 22
Melbourne Youth Support Line	03 9614 3688
Suicide Help Line	1300 651 251

## 39. Health and Wellbeing

### Anaphylaxis and Asthma

If you have Anaphylaxis or Asthma you will need to tell the CCG representative of your condition when you enrol. If you have Anaphylaxis you will need to have a meeting with the CEO to go through your ASCIA Action plan and discuss the best way to manage your condition. It is your responsibility to provide the current ASCIA Action plan and carry your Autoinjector. If you have Asthma you will also need to bring your ASCIA Action plan and carry your Asthma medication. CCG’s policies and procedures for Anaphylaxis and Asthma are available on the website and in hardcopy at reception.

### Sick Bay

Each CCG Campus has a sick bay area if you do not feel well. You are able to stay in the sick bay until you recover or make arrangements to home.

### Medications

Each CCG Campus has an area to store medication if necessary. CCG will not administer medication but will provide a safe storage area for your medication. The medication form will need to be filled out so the correct medication management process can be put in place.

CCG does not have on-campus medical services, however each campus is located near a public hospital with emergency and outpatient services.

Warragul: West Gippsland Hospital Landsborough Road, Warragul	Phone: (03) 5623 0611
Leongatha: Gippsland Southern Health Service Koonwarra Road, Leongatha	Phone: (03) 5667 5555
Pakenham: Casey Hospital (Berwick) 52 Kangan Drive, Berwick	Phone: (03) 8768 1200

### First Aid

All CCG campuses and vehicles are equipped with first aid kits. Staff will be identified as ‘first aiders’ who should be contacted as required for accidents and or injuries. If a designated first aider is not available each site has a listing of the nearest medical centre and or hospital to visit.

## 40. Emergencies

CCG has an Emergency Management Policy that covers actions to be taken including Declared “Code Red” Fire Days. The policy is located on the CCG website. There are Evacuation Maps in every classroom and Evacuation/Lockdown flowcharts located throughout the campuses.

CCG have Wardens that will direct and assist in an emergency situation. All efforts will be taken to contact you should an emergency situation arise that will affect your studies.

## 41. CCG Contacts list

**Community Services and Rural Programs** - Early Childhood Education and Care, Disability, Aged Care, Home & Community Care, and Education Support, Horticulture, Agriculture, Conservation & Land Management, Equine  
Julie Thomas

P: 03 5622 6000, M: 0488 774 635

E: [julie.thomas@cpg.asn.au](mailto:julie.thomas@cpg.asn.au)

**Hairdressing, Beauty and Business Programs** – Hairdressing, Beauty services, Nail technology, Business and Administration

Julie Welch

P: 03 5622 6000, M: 0447 363 283

E: [julie.welch@cpg.asn.au](mailto:julie.welch@cpg.asn.au)

**Foundation Studies** – General Education, Work & Transition Education, Pre Accredited Programs Bridget Cornish

P: 03 5622 6000, M: 0418 528 371

E: [bridget.cornish@cpg.asn.au](mailto:bridget.cornish@cpg.asn.au)

**ECG College** – VCAL ECG College Head of School Jamie Robertson

P: 03 5622 6000, M: 0400 106 768

E: [jamie.robertson@cpg.asn.au](mailto:jamie.robertson@cpg.asn.au)