STUDENT
HANDBOOK

CCG
Community
College
Gippsland

Student Handbook

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 II through to Certificate IV as well as Pre-Accredited and Non-Accredited training. CCG offers accredited training in the following areas:

- Individual Support
- Education Support
- Early Childhood Education and Care
- Disability
- Beauty
- Hairdressing
- Barbering
- Salon Assistant
- Horticulture
- Business
- General Education for Adults

2. Enrolling in a course

CCG will take applications for enrolments for courses for anyone who is 17 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) under the Forms and Guides section or from any of our campuses or call our Customer Service Officers for information.
2. Send the completed form to us at 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. This form explains the details, requirements and the documentation you will need for the course you are interested in. The Course Information sheets are on the website or can be emailed or mailed to you.
4. Once your Course Application form is received a CCG Authorised Delegate will contact you and organise a time to meet and complete 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. Student Eligibility information is listed in Course Information sheet. 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.

At the end of the 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 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) and 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 preenrolment 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. Accredited courses

Fees, charges and refunds

The information for Fees, Charges and Refunds including payment options is outlined in detail in the Course Information sheets. The detailed amount you may pay for the course is provided to you in the Statement of Fees Course Quote form completed during the Pre-enrolment interview. 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 by the due date.

7. 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, charges and refunds: The course fees for short courses and speciality courses are a preset fee that are Fee for Service and do not have the option for reduced concession rate. The Refund information is provided in detail on the Course Enrolment form. Ensure you read this information before enrolling.

8. 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, charges and refunds: Pre-Accredited courses are subsidised by the Government and students who hold a current concession card may be eligible for a reduce fee rate. The Refund information is provided in detail on the Course Enrolment form. Ensure you read this information before enrolling.

9. Accredited courses and assessment of learning

During your course will you 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 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

10. Industry 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 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. Your trainer/assessor will visit you in the workplace as part of your assessment for specific units of competence.

11. 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.

12. 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 becomes superseded during your enrolment period by a more current course. If the course you are enrolled in becomes

superseded during your enrolment the Director of Education and Training will discuss the transition and pathway options with you.

13. 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 NCVER 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. The Course Enrolment Form provides you with detailed information around Privacy, your data and how the information is managed.

14. 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.

15. 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 a 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.

16. 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. If you lose your certificate, 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.

17. 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.

18. Student attendance

The expectation is 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.

19. Students under 18 leaving the campus

CCG has a duty of care to all students and 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 Director 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.

20. Computers

CCG may provide access to laptops dependent on the course and the students situation. 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.
- Students will not abuse the equipment
- 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

21. 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;

22. 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. There plagiarism is detected penalties will apply. Penalties may include written warnings, requirement to resubmit, being marked not competent, withdrawal from a unit or expulsion form the course.

23. Student Welfare, Care and Safety

Child safety

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 organisation is committed to providing training and education to 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.

CCG has four Child Safety Officers that are available during working hours.

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 anything in or around the campuses that may be a hazard that can cause and accident where someone may get hurt, you need to let your trainer know so CCG can fix the issue and help keep everyone safe. You can also report any disrespectful behaviour you might see to any CCG staff member you are comfortable to talk to.

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 any student is concerned about bullying, the important thing is to tell someone. 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.

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

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

Emergencies

CCG an Emergency Management Plan that covers a range of emergencies that may occur. This incorporates Lockdowns, Evacuations, Move to the Safe Room and Code Red Fire days. Code Red days in our region may mean the campus is closed or transport is unavailable due to extreme Fire Danger. Refer to the Code RED Policy located on the website. CCG has regular Emergency Response Drills at each campus throughout the year. The Code Mauve – Lockdown, Code Yellow – Move to Safe Room and Code Orange – Evacuate signs along with the facility evacuation maps are located around the campuses for everyone to see and acknowledge. 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.

Pandemic response procedures

CCG has a Human Influenza Pandemic Response Procedure that provides guidelines on responding to Pandemic situations. CCG follows the Department of Education directions for managing pandemic situations in the campus. CCG has Covid Safe Management Plans for each campus situation that are located on the website and updated as directed by the Department of Education. First aid

All CCG campuses are equipped with first aid kits and have trained First Aid Officers. If a designated First Aid Officer is not available at the campus, each site has a listing of the nearest medical center and or hospital that can be accessed.

24. 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 the VET Director who can also provide you with external support agencies if required.

25. 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. Refer to the Student Discipline policies located on the website. 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.

26. 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 our website.

Students have the right to submit a Complaint or Appeal in writing, if they feel that they 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 programs. Refer the Complaints and Appeals Policy located on the website.

27. Information privacy policy

CCG is bound by the Australian Privacy Principals as set out in CCG's Information Privacy Policy located on the   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 collected on the course enrolment form. Refer to the Information Privacy Policy, the Course Enrolment form and the Course Information Sheet for more information on collection, storage and use of personal information and data.

28. 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.

29. Campus hours

CCG provides courses between 8.30am – 5.00pm and classes do not exceed 6 hours teaching time. Some courses may be 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. CCG staff 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 and Volunteers are identified by an ID card or Name badge displaying CCG details.