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WELCOME

We sincerely hope you will gain great benefit from the course in which you have enrolled. Please feel free to call us, if you have any queries regarding your course or information provided to you.

CONTACT DETAILS

Staff:

Executive Officer: Helen Zwicker
Training Services Manager: Jodi Keast
VET Manager: Su Montgomery
Office Manager & Vet Support: Leone Traeger
Receptionists: Brooke Rignedy/Kim Connor (Kiama)
Student Support Officer: Rosemary Westley
LLN Coordinator (Acting): John Kenny
Hair & Beauty Coordinator: Lillian Spence
Traineeship & Non Accredited Coordinator: Helen Halliday
Community Engagement Manager: Linda Marquis
Accounts Officer: Terrie Moran
Indigenous Liaison Officer: Lisa Chapman Ross
Personal Assistant to EO & TSM: Leanne Spence

Board:

Chairperson: Michelle Hudson
Vice Chairperson: Martin Millgate
Secretary: Sarah O’Shea
Treasurer: Nick Guggisberg
Community Reps: Tania Goodman
Christine Waite
Bobbie Miller
Helen Zwicker (Ex-officio)
Leone Traeger (Trainer Rep)

<table>
<thead>
<tr>
<th>Kiama</th>
<th>Shoalhaven</th>
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<tbody>
<tr>
<td>Address</td>
<td>1 Mattes Way, BOMADERRY</td>
</tr>
<tr>
<td>PO Box 52, KIAMA NSW 2533</td>
<td>PO BOX 137 NOWRA 2541</td>
</tr>
<tr>
<td>Ph/Fax 4232 1050 / 4232 1051</td>
<td>4423 0351 / 4422 1545</td>
</tr>
<tr>
<td>Email <a href="mailto:info@kcc.nsw.edu.au">info@kcc.nsw.edu.au</a></td>
<td><a href="mailto:info@shoalhavencc.com">info@shoalhavencc.com</a></td>
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Open: Weekdays, 9.00am - 3.00pm Website: www.kcc.nsw.edu.au
PURPOSE
Kiama Community College provides quality learning opportunities to empower individuals to achieve their personal and employment goals and to enrich the community economically, socially and culturally.

ABOUT THE COLLEGE
Kiama Community College Inc. is a not for profit, volunteer-managed, community based adult education provider. We operate as an independent, incorporated, non-for-profit association to provide high quality, adult education courses and activities to meet the expressed learning needs of the community. The primary communities we serve are Kiama & the Shoalhaven. The College focuses on delivering education and learning projects that meet the social, economic and cultural needs of these communities.

Kiama Community College Inc. offers both accredited vocational training and non accredited leisure courses. The organisation became a Registered Training Organisation in 1994. The College is known for the friendly, supportive and reassuring environment it provides to participants, its flexibility and high quality training. Kiama Community College is managed by a Board of Management whose membership is drawn from the community. The Board of Management employs a College Manager, Program Managers and administrative staff.

Kiama Community College Inc. receives core funding from NSW Department of Education & Communities, Adult Migrant & Community Education Unit. It also attracts a number of other sources of government funding as well as fee for service business to fund its operations.

WHAT HAPPENS AT THE BEGINNING OF MY COURSE?
On the first day of your course, your Trainer will provide you with detailed information about the content of the course, the course outline and information about assessment. Your Trainer will also give you advice about pathways – for example, the type of work you might seek with your new skills or further education or training opportunities available to you.
**HOW DO I SUBMIT WORK?**
All assessments should be submitted either directly to your Trainer or to the Kiama Community College Office or by email to info@kcc.nsw.edu.au.

All assignments should be accompanied by a Kiama Community College coversheet. Your Trainer will give you a copy of the coversheet.

**HOW DO I GET MY CERTIFICATE FOR ACCREDITED COURSES?**
On successful completion of your course and all associated assessment work, your Certificate or Statement of Attainment will be posted to you. Please ensure we have your current postal address. If your Certificate or Statement of Attainment is lost or damaged, replacement Certificates or Statements of Attainment can be produced on request for a fee of $50.00.

**WHAT ABOUT MY RECORDS?**
The College recognises its responsibility to provide secure storage of student records. The College has safe on and off site storage of records in accordance with legislative requirements. Kiama Community College has a Privacy Policy to protect student information. This Policy may be accessed through the College administration. Student and staff information will not be given to any person or organisation unless they produce written proof of legal right to that information. Student information and records will not be used for any purpose other than that related to their training.

All course attendances at Kiama Community College are recorded on Class Rolls. Trainers are responsible for keeping rolls up to date and securing rolls while courses are in progress. At the end of the course, the College retains the Roll.

Records of Credentials issued (Qualifications and Statements of Attainment) are kept and are available for re-issue for 30 years as required by law.

You can get access to your records by appointment. Please contact the office to arrange access.

**TRAINER QUALIFICATIONS**
All Trainers appointed to teach accredited courses are qualified in accordance with the VET Quality Framework.

Trainers must hold a Certificate IV in Training and Assessment (TAE40110), relevant industry qualifications and have recent and extensive industry experience to ensure that you will receive the appropriate quality training and assessment in the course you are enrolled in.
**What Support Services are Available?**
We endeavour to make your learning as comfortable as possible. In our training rooms at 7 Railway Parade Kiama and at 1 Mattes Way Bomaderry, student facilities include complimentary tea and coffee and access to photocopying facilities. Students studying by distance or flexible learning are offered additional support in the form of phone contact, regular drop-in sessions, email contact and assistance with planning your assessment schedule. Our Student Support Officer is available should any students be experiencing difficulty with their chosen course. Please contact the College for further information.

**What if I Need Extra Help?**
We endeavour to provide access to courses for adults (persons over 15 years of age) regardless of gender, national or ethnic background, physical or intellectual impairment, religious affiliation or age. We will make all efforts within our capability to provide fee concessions to those who are eligible. We will assist a student with any specific learning need to access an appropriate program. Some assisted learning takes place in regular College courses by enlisting the support of a “buddy”. Assisted learning takes place in specially targeted courses for people who need particular support in a learning area; other assisted learning is provided in literacy and numeracy courses. If you need some extra help please contact us.

**What About Assessment?**
All accredited courses at Kiama Community College involve assessment processes. Assessments serve the purpose of allowing participants to provide evidence of their skills and abilities against the competencies of the course or qualification. During the first lesson of your course, your Trainer will advise you of the assessments required for your course. In keeping with the requirements of competency based training, assessments conducted by Kiama Community College demonstrate compliance with the four key assessment principles of validity, reliability, flexibility and fairness. Persons who conduct assessments for accredited courses and competencies in Training Packages have the appropriate assessor credentials. Participants who do not achieve competency at the first assessment attempt will have further reasonable opportunities to achieve competency.

**Recognition of Prior Learning - RPL**
RPL is the process whereby past work or life experience may be recognised as satisfying some or all competencies of a course or qualification. Kiama Community College will provide advice and assessment of current competencies on an individual needs basis. If you would like to apply for recognition of prior learning, please make an appointment to speak to the course coordinator.
**Mutual Recognition**
Kiama Community College recognises the Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with the requirements of the VET Quality Framework.

**What if I don’t agree with my assessment results?**
If you disagree with an assessment decision you should address the matter with your assessor or Trainer. If the matter remains unresolved you should contact the Coordinator who will conduct a review of the assessment process. If the Coordinator feels you have a case for review a suitably qualified independent person will be employed to conduct another assessment. If the Coordinator does not believe there is a case for review, you will be notified of the decision and provided with a copy of the Centre’s Appeals Policy.

Students are welcome to nominate a third party to be present at all meetings with Trainer and Managers to act as their advocate.

**What if I am deemed Not Yet Competent?**
Your competency will be assessed if you are enrolled in a nationally accredited course. If you are deemed Not Yet Competent, you will have the opportunity to re-submit your work. A maximum of 2 submissions are permitted.

If you are deemed Not Yet Competent after 2 submissions please discuss your options with your co-ordinator. The Options (which may involve additional cost) available to you may include:

(a) Re-enrol in the course or Unit of Competency
(b) Undertake Additional private Tuition
(c) Undertake career planning with student support officer
(d) Review your study options and discuss with trainer/co-ordinator/student support officer.
(e) Withdraw from the course

**How do I give feedback?**
We value your feedback on our service at any time during the process from enrolment to completion of your course. At the end of your course you will be provided with an evaluation form as an opportunity to comment on your satisfaction with the course provision. You may return the evaluation form directly to your Trainer or to the College. Results will be reviewed by the course coordinator and recommendations for improvements made.

If you have any concerns or suggestions regarding your course, please do not hesitate to contact your Trainer.
WHAT IF I HAVE A COMPLAINT?

Stage 1  The first point of reporting any complaint or grievance is to your Trainer. The Trainer should attempt to resolve, in an informal manner, any complaints to do with course delivery.

Stage 2  If this is not achievable, or if the source of the grievance is the Trainer, the student should refer the grievance to the Course Coordinator who will then investigate the grievance, document action taken in order to resolve the dispute and review the effectiveness of those actions to ensure that the grievance is effectively resolved. You should have a response from that person within two weeks of lodging your complaint. Occasionally more serious or complex complaints require investigation. These can take a longer time to resolve. If this happens, you should be informed of the progress and the outcome of your complaint by phone or in writing at regular intervals until the matter is resolved.

Stage 3  If this outcome is not achievable and a grievance or dispute still exists, the Executive Officer will review the issue.

Stage 4  If the issue remains unresolved the Chairperson of the KCC Board of Management and another party not previously involved in the grievance will review the case. The appellant and the Chairperson will mutually agree upon the independent person. This panel will provide a report in writing to the aggrieved party. This documentation is to be held as part of the College Records Management System.

Stage 5  If you feel you need to report your complaint externally you may contact ASQA (Australian Skills Quality Authority) the national regulators for accredited training. Instructions for lodging a complaint with ASQA are available on their website: www.asqa.gov.au or by Phone: 1300 701 801.

AMEP (Adult Migrant English Program) Complaints and Appeals Process

Please note that there is additional support if you are an AMEP student and have a complaint. Please refer to your AMEP induction kit for the AMEP complaints process or ask for a copy at Reception or from your trainer.
WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

- Students have the right to receive quality training and assessment in courses which are current and relevant to industry
- Students have the right to receive a Certificate or Statement of Attainment for nationally accredited units they have demonstrated competence in
- Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination
- Students have the right to expect a competent Trainer who can assist them to achieve the expected course outcomes
- Students have the right to be reassessed if competency is not met in the first instance
- It is the student’s responsibility to notify the College or the manager when enrolling if support is required (eg help with literacy, transport, access to venue etc)
- Students are responsible for personal possessions during class
- It is every participant’s responsibility to respect the rights of other participants, Trainers and staff while attending a Kiama Community College course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded. Such behaviour may include that which:
  - Puts others at risk
  - Is deemed to be disruptive
  - Hampers others’ learning

ALCOHOL AND OTHER DRUG (AOD) USE

Kiama Community College takes safety of staff and students very seriously. Legislation is in place to protect workers and the workplace from those who attempt to work affected either by alcohol or drugs. If students present in an AOD affected manner, they may be asked to vacate the premises. If this happens again, they may be excluded from training permanently.

MISCONDUCT

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

Other acts of misconduct such as theft, the damaging of property, misuse of equipment, threatening behavior, harassment and abuse of staff or students will also not be tolerated.

These acts of misconduct are subject to sanctions including exclusion from training.
**Occupational Health & Safety**

Please help to keep your College a safe place to work and study. If you see something you think is unsafe, please let us know. Notify your Trainer or a staff member immediately. The first aid kit is located in the office area.

**Participants are required to:**

- Wear clothing and shoes appropriate to the course and, follow any legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others
- Listen carefully to the Trainer when s/he is informing you of OH&S matters
- Ensure the Trainer is aware of issues relating to OH&S or any practices you believe to be unsafe
- Abide by OH&S rules and follow instructions given by KCC staff relating to safety
- Ensure you are aware of the location of first aid kits, escape plans, emergency assembly areas and emergency fire equipment

**Compliance Policy**

As a Registered Training Organisation (RTO), Kiama Community College is committed to complying with Commonwealth and State legislation and all regulatory requirements relevant to its operations. It is required under the terms of its registration as an RTO to ensure that information is given to students and staff about current legislation that significantly affects their participation in VET. The following list identifies areas in which legislation applies to accredited assessment and delivery at Kiama Community College Inc.

- Work Health & Safety (WH&S)
- Disability discrimination
- Children
- Vocational education and training (VET)
- Governance
- Privacy
- Apprenticeships and Traineeships
- Employment
- Hair and Beauty training
- Horticulture training
- Hospitality training

Please see the following for a copy of full details of the legislation and Compliance Policy:
- Kiama Community College Inc website [www.kcc.nsw.edu.au](http://www.kcc.nsw.edu.au)
- Reception