



**TAMWORTH
COMMUNITY
COLLEGE**

RTO ID 90095

**YOUR
PATH TO
SUCCESS**

Tamworth Community College

Student Handbook

Supporting you to succeed



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RTO 90095

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Welcome to Tamworth Community College

Thank you for choosing Tamworth Community College (TCC). We welcome you as a valued student and look forward to supporting you throughout your learning journey.

TCC is a community-based, not-for-profit Registered Training Organisation (RTO) and Adult and Community Education (ACE) provider. We deliver nationally recognised and non-accredited training in a safe, inclusive and supportive environment.

This handbook explains what you can expect from TCC, what we expect from you, and where to find help. We ask all students and prospective students to please read the sections relevant to your course and ask us if anything is unclear. Course-specific information provided before enrolment, at induction and by your Trainer Assessor also forms part of the information you need for your training.

We wish you every success and hope the skills, confidence and connections you gain at TCC help you take the next step towards your goals.

Yours faithfully,

Jade Vermeer
Chief Executive Officer



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1. About TCC

Our mission and vision

Mission

To transform lives in our community through education and training.

Vision

We are a trusted partner in education and training, providing community-informed services in a safe and supportive environment that enables individuals to unlock their potential and meaningfully engage in society.

Our organisation

TCC is an incorporated association, registered charity, RTO and recognised Adult and Community Education provider. We have served the Tamworth community since 1984 and are governed by a voluntary Board of Directors.

Training is primarily delivered at 175 Peel Street, Tamworth, and may also be delivered at workplaces, community venues, other locations, online or through blended delivery. The location and mode for your course will be confirmed before enrolment.

Our commitment to quality

TCC complies with the National Vocational Education and Training Regulator Act 2011 and the 2025 Standards for Registered Training Organisations, including the Outcome Standards, Compliance Standards and Credential Policy. TCC also works within the Australian Qualifications Framework and applicable Commonwealth and NSW legislation, funding requirements and contractual obligations.

Our quality system supports safe, accessible and fit-for-purpose training; fair assessment; student support; qualified and current staff; responsible governance; risk management; feedback and continuous improvement.

TCC maintains policies and procedures to support the quality, consistency and integrity of its services. Student-related policies, procedures and forms are available on the TCC website or from administration. Ask a TCC staff member if you need help accessing or understanding them.

Changes that may affect you

TCC will inform students as soon as practicable about changes that may affect their training, including changes to scheduling, location, delivery arrangements, third-party providers, course requirements or the transition of a superseded, deleted or expired training product. Where a material change occurs, TCC will explain the available options and any action the student needs to take.



2. Before you enrol

Clear course information

Before enrolment and before TCC requires payment, prospective students receive or have access to information relevant to their course. Depending on the course, this includes:

- the training product code and title
- course duration, commencement dates, scheduling, delivery mode and location
- entry, licensing, work placement and completion requirements
- training and assessment requirements
- materials, equipment, clothing, personal protective equipment and technology requirements
- available learning support and wellbeing support
- all known fees, charges, payment conditions and possible additional costs
- withdrawal, transfer and refund arrangements
- government-funded training eligibility and obligations
- any third party delivering services on TCC's behalf.

Course-specific information takes precedence where it deals with matters unique to that course. Ask TCC to clarify anything you do not understand before you enrol or pay a fee.

Course suitability and foundation skills

TCC wants each student to enrol in training that is suitable for their goals, existing skills and support needs. Before confirming enrolment in nationally recognised training, TCC reviews relevant information to consider whether the course is suitable and whether support or reasonable adjustments may be required.

The Student Enrolment Application Form is one of several methods TCC uses to review foundation skills, including language, reading, writing, oral communication, numeracy and digital skills. TCC may consider educational background, previous study, general written responses, digital readiness, disclosed support needs and whether assistance was required to complete the application.

Depending on course requirements and the available information, TCC may also:

- discuss the course and its requirements with you
- review previous qualifications, experience or referral information
- ask you to complete a Reading, Writing and Maths Evaluation
- discuss access to technology and digital-skill requirements
- discuss available support or reasonable adjustments
- recommend an alternative course, foundation-skills program or pathway.

TCC will advise whether the course is suitable, suitable with agreed support or reasonable adjustments, or whether another training option may better meet your needs. Enrolment is confirmed once TCC is satisfied that you have the foundation skills required for the course or can be appropriately supported to participate and progress.



Reading, Writing and Maths Evaluation

The Evaluation is not required for every student. TCC may use it where the initial enrolment review does not provide enough information to determine course suitability or identify support. It is not an examination and is not intended to discourage participation. Outcomes and agreed actions are explained to you and recorded confidentially.

Digital readiness

Some courses require email, online forms, videoconferencing, learning portals or other digital tools. Relevant technology and digital-skill requirements will be explained before enrolment. Tell TCC if you lack suitable technology or need help using the required tools so available support and course suitability can be discussed.

Unique Student Identifier

A Unique Student Identifier (USI) is generally required for nationally recognised training. TCC cannot issue AQF certification without a verified USI unless an exemption applies. You can obtain or locate a USI at www.usi.gov.au. With your consent, TCC may assist you to create or verify a USI.

Proof of identity and eligibility

TCC may require photographic identification, evidence of residency, eligibility or other documents for nationally recognised, funded or licensed training. Course information and staff will explain what evidence is required. Information must be accurate, current and authentic.



3. Enrolment and induction

Enrolment application

Complete all applicable sections of the Enrolment Application accurately and provide supporting evidence when requested. Giving forged, false or misleading information may result in enrolment being refused or cancelled, subject to procedural fairness and any applicable complaint or appeal rights.

An application does not guarantee a place. Enrolment may depend on suitability, eligibility, available places, payment arrangements, course prerequisites, safety requirements and funding conditions.

Induction

At or before the start of training, TCC will provide an induction appropriate to the course. It may cover:

- course structure, schedule, attendance and participation
- training and assessment requirements
- learning resources and digital systems
- support, reasonable adjustment and staff contact arrangements
- student rights, responsibilities, complaints and appeals
- work health and safety, emergency procedures and course-specific risks
- child safety, respectful behaviour and privacy.

Keeping your details current

Tell administration promptly if your name, address, email, phone number, emergency contact, employer or other relevant details change. TCC may request evidence of a legal name change before updating certification records.



4. Fees, withdrawals, transfers and refunds

Course fees and other costs

Before enrolment and before TCC requires payment, students are informed of the total course fee, payment conditions, applicable concessions or subsidies, required materials or equipment, known additional charges and the withdrawal, transfer and refund conditions.

Payment of course fees

Unless another arrangement has been approved, the full course fee or applicable concession fee must be paid upon enrolment or no later than one week before the course commencement date. An enrolment remains tentative until payment is made, an approved payment plan is established, or TCC receives acceptable written authority for an employer, agency or other organisation to pay.

If an employer or agency is paying, a purchase order or other written payment authority must be provided at enrolment. Where a student is required to pay more than \$1,000, TCC will not accept more than \$1,000 in prepaid fees from that individual before the course commences. The remaining amount will be invoiced or collected after commencement under the advised payment arrangements.

Payment plans and financial hardship

A payment plan or other arrangement may be considered but must be requested and approved before the course commences. Students experiencing difficulty meeting an agreed arrangement should contact administration as early as possible. TCC may also provide information about available subsidies, concessions, exemptions, hardship arrangements or alternative training options.

Concessions, exemptions and subsidies

Eligibility for a concession, exemption or government subsidy depends on the applicable program rules and current evidence supplied at enrolment. Eligible Commonwealth benefits may include the Age Pension, Austudy, Carer Payment, Disability Support Pension, Farm Household Allowance, Family Tax Benefit Part A at the maximum rate, JobSeeker Payment, Parenting Payment (Single), Special Benefit, eligible Department of Veterans' Affairs payments, the Veterans' Children Education Scheme and Youth Allowance. The categories and evidence requirements advised for the course will apply.

Outstanding fees

Where agreed fees are overdue, TCC may contact the student, review any approved hardship arrangement, suspend further services where permitted, decline a future enrolment, or withhold AQF certification until all agreed fees owed to TCC have been paid. TCC will continue to record and report outcomes as required.

Additional charges

Additional charges may apply for replacement learning materials, additional printing, replacement storage media, reassessment beyond the opportunities included in the original fee, replacement



certification and an approved transfer within the restricted cancellation period. Students will be advised of a charge before agreeing to the additional service.

The current fee for a replacement qualification, Statement of Attainment or record of results is \$50. The current administration fee for a transfer approved in exceptional circumstances is \$50.

If TCC cancels or reschedules a course

If TCC cancels a course before it commences, affected students will be offered a full refund of fees paid for that course or, where suitable and agreed, a transfer to another scheduled course. Students will not be charged an administration fee where TCC cancels or reschedules the course and the alternative is unsuitable.

Withdrawal from fee-for-service and short courses

Notify TCC administration as soon as possible if you wish to withdraw. A refund will be provided where TCC receives notice of withdrawal or non-attendance at least three working days before the scheduled commencement date.

Where notice is received less than three working days before commencement, no refund will ordinarily be provided and a transfer will not ordinarily be offered. Failure to attend without notifying TCC is treated as late notice.

Exceptional circumstances and transfers

In exceptional circumstances, such as serious illness or the death of an immediate family member, TCC may approve one transfer to a later scheduled course. Fees paid will be credited to the later course, subject to availability and entry requirements, and a \$50 administration fee will apply. TCC may request reasonable supporting information. Approval is not guaranteed and decisions are made case by case.

Withdrawal from longer courses

Students should notify TCC promptly if they intend to withdraw after a longer course has commenced. For a scheduled course running for longer than six weeks, a student may apply for a partial refund. TCC will consider the reason and date of withdrawal, services and resources already provided, fees paid or owing, costs incurred, payment arrangements, funding requirements and exceptional circumstances.

Partial refunds require approval from management or the Chief Executive Officer and are determined case by case. A student is not ordinarily entitled to a refund for training, assessment, resources or services already provided.

How to request withdrawal, transfer or refund

Contact administration and provide your name, course and scheduled dates, the request and reason, the date TCC was first notified and relevant supporting information. TCC may require written confirmation or a form. Approved refunds will ordinarily be returned to the person or organisation that paid the fee.



Government-funded training

Government-funded training may have additional or different eligibility, fee, withdrawal, refund, RPL, credit-transfer and reporting requirements. Where program requirements differ from TCC's general arrangements, the applicable funding rules and written information provided before enrolment will apply.

TCC closure or inability to deliver

If TCC cannot continue to provide agreed training, it will act as soon as practicable to protect affected students. Depending on the circumstances, this may include a refund for undelivered services, transition assistance, transfer options, provision of records or referral to another suitable provider. A transfer to another provider cannot be guaranteed and requires the student's agreement and the receiving provider's acceptance.



5. Learning support, inclusion and wellbeing

Learning support

TCC encourages students to discuss assistance they may need. Support needs may be identified before enrolment, during induction, through discussion with staff or at any time during training. Available support depends on individual need, course requirements and available resources.

Support may include:

- reading, writing, numeracy or digital-skills assistance
- tutorial, pre-class or in-class support
- help understanding instructions and assessment requirements
- pre-reading, additional practice or adapted learning resources
- assistive technology or accessible formats
- additional time, breaks or a quiet space
- reader or writer support where appropriate
- verbal assessment where permitted and appropriate
- foundation-skills training, pathway planning or external referral.

Request support from your Trainer Assessor, a Student Support Officer or administration. Agreed arrangements may be documented in an Individual Assessment Agreement and reviewed during the course.

Disability disclosure and reasonable adjustment

You are encouraged to tell TCC if disability, a medical condition or another circumstance may affect access, participation or safety. Disclosure is voluntary. Information is treated confidentially and shared only with authorised people who need it to consider suitability, safety, support or adjustment.

TCC will consult with you about reasonable adjustment. Adjustments may change how training or assessment is accessed or undertaken, but cannot remove essential requirements, compromise safety or change the competency standard. If a requested adjustment is not reasonable or possible, TCC will explain why as soon as practicable and discuss alternatives.

Diversity, inclusion and cultural safety

TCC seeks to provide a safe, respectful and inclusive learning environment. Discrimination, harassment, bullying, sexual harassment, vilification and victimisation are not accepted. TCC values the identities, cultures, experiences and perspectives of its students and is committed to fostering a culturally safe environment for Aboriginal and Torres Strait Islander peoples.

Student wellbeing

Personal circumstances can affect learning. Students may speak confidentially with a Trainer Assessor, Student Support Officer or administration member about support or referral options. TCC is not a counselling or emergency service, but can help identify appropriate external services.



Immediate danger or emergency: Call 000. For urgent mental health support, contact Lifeline on 13 11 14 or the NSW Mental Health Line on 1800 011 511. Service details may change; current contacts are available through official service websites.

Depending on need, referrals may include health, mental health, disability, housing, financial, legal, domestic and family violence, migration, youth or Aboriginal community-controlled services. Seeking help will not of itself disadvantage your enrolment.

6. Training and assessment

Training

TCC training is designed to be engaging, well structured and paced to provide sufficient instruction, practice, feedback and assessment. Training is delivered by appropriately credentialled people with relevant vocational competence, industry skills and current knowledge.

Students are expected to attend, participate, practise skills, complete learning activities and communicate with staff if they are having difficulty. Course-specific attendance or participation requirements will be explained before enrolment and at induction. Attendance alone does not demonstrate competency.

Competency-based assessment

Nationally recognised training is competency based. You are assessed against the skills and knowledge specified in the training product, not ranked against other students. Assessment may include questions, projects, case studies, demonstrations, practical activities, workplace evidence, observation, third-party reports or other suitable methods.

An individual task may be recorded as Satisfactory or Not Yet Satisfactory. After all required evidence is considered, a unit outcome will generally be recorded as Competent or Competency Not Achieved. Other administrative outcomes may include Credit Transfer, RPL Granted, Withdrawn or Not Yet Started.

Assessment information and agreement

Before assessment, TCC explains the purpose, activities, conditions, evidence required, available support, reasonable adjustment, reassessment and appeal rights. You may be asked to sign an Assessment Agreement or declaration confirming that the process has been explained and that submitted work is your own.

Principles of assessment and rules of evidence

TCC's assessment system supports fair, flexible, valid and reliable assessment. Assessors make individual judgements based on evidence that is valid, sufficient, authentic and current.



Submitting assessment work

Follow the instructions supplied with each task, including submission method, due date, permitted resources and authenticity requirements. Keep a copy of work submitted where practicable. Tell your Trainer Assessor promptly if you cannot meet a due date or if instructions are unclear.

Extensions

Request an extension as early as possible. Extensions may be approved where there is a reasonable basis and sufficient time remains to complete course requirements. Supporting information may be requested. An extension is not automatic, and failure to submit work or contact TCC may affect progress or completion.

Feedback and reassessment

You will receive feedback about assessment outcomes. If a task is Not Yet Satisfactory, the assessor will explain what further evidence or improvement is required and, where appropriate, provide an opportunity for further learning, practice and reassessment.

Reassessment arrangements depend on the unit, evidence required and circumstances. A fee may apply where additional assessment is required beyond the opportunities included in the original fee. Any fee will be explained before reassessment. Reassessment does not guarantee competency; all requirements must still be met.

Academic integrity

Assessment evidence must be your own and must honestly demonstrate your knowledge and skills. Acknowledge information, ideas and material taken from other sources. Plagiarism, collusion, copying, contract cheating, false evidence or having another person complete work may result in the evidence not being accepted and may be managed under student misconduct processes.

Student use of artificial intelligence

TCC recognises that artificial intelligence (AI) can support learning. Its use in assessment depends on the instructions and conditions for the task.

- Ensure all submitted evidence reflects your own knowledge, skills and understanding.
- Use AI only where it is permitted by the assessment instructions or your Trainer Assessor.
- Declare the nature and extent of AI assistance when required.
- Be prepared to explain or demonstrate your responses so authenticity can be confirmed.
- Do not enter student or staff personal information, assessment submissions or records, confidential information, copyrighted or proprietary materials, or sensitive organisational data into AI tools.
- Check AI outputs carefully; AI can produce inaccurate, biased, incomplete or fabricated information.
- Comply with copyright, attribution, privacy and intellectual-property requirements.

Prohibited, unauthorised or undeclared AI use may be treated as academic or student misconduct. Where AI is permitted or restricted, the relevant assessment instructions will explain the conditions.



Assessment appeals

If you disagree with an assessment decision, first ask the assessor to explain the decision and feedback. You may then lodge an appeal under the process in Section 10. Lodging an appeal does not guarantee a different outcome, but it ensures the decision and process are reviewed fairly.



7. Recognition of prior learning and credit transfer

Recognition of Prior Learning (RPL)

RPL is an assessment process that considers relevant prior formal, non-formal and informal learning and experience. VET students are offered an opportunity to seek RPL and are supported to understand the process, evidence requirements, likely costs and effect on training duration.

RPL decisions are based on evidence and made through TCC's assessment system. Evidence may include work samples, records, references, interviews, demonstrations, challenge activities or other suitable evidence. RPL is not granted solely because a person has worked in an industry for a particular period.

Credit transfer

Credit transfer recognises successful completion of an equivalent unit or module. Provide AQF certification documentation or an authenticated VET transcript. TCC verifies evidence and may be unable to grant credit where licensing, regulatory or training-product requirements prevent it. Approved credit may reduce required training and fees where applicable.

8. Results and certification

Qualifications and Statements of Attainment

When you successfully complete all requirements of an AQF qualification, TCC will issue the qualification testamur and applicable record of results. When you successfully complete one or more units but not a full qualification, TCC will issue a Statement of Attainment as applicable.

TCC aims to issue certification within 21 calendar days after eligibility is confirmed and will always act within the maximum period required by the Compliance Standards. Eligibility includes verified completion, a valid USI unless exempt, and payment of all agreed fees owed to TCC.

Replacement documents

Replacement certification may be requested through administration. Identity checks and a replacement fee may apply. Current forms, requirements and fees are available from TCC.

Access to results and records

Contact administration to request access to your student records or correction of personal information. TCC may require proof of identity and will respond in accordance with privacy, recordkeeping and legal requirements.



9. Student rights, responsibilities and conduct

What you can expect from TCC

- clear, accurate and current information
- safe, inclusive and fit-for-purpose learning environments
- training and assessment consistent with the relevant training product
- appropriately skilled and credentialed staff
- fair assessment, reasonable adjustment where appropriate and reassessment where necessary
- access to support and timely responses to questions
- privacy and respectful handling of personal information
- accessible feedback, complaint and appeal processes
- information about changes that may affect you.

Your responsibilities

- provide accurate and current information
- treat staff, students, visitors and community members with dignity and respect
- participate honestly and actively in learning and assessment
- submit authentic work and follow assessment and AI requirements
- attend and be punctual, or notify TCC of absence where possible
- follow reasonable instructions and safety requirements
- wear required clothing and personal protective equipment
- respect privacy, property, facilities, equipment and intellectual property
- pay agreed fees and communicate early about difficulties
- tell TCC about hazards, incidents, injuries or concerns.

Unacceptable behaviour

Unacceptable behaviour includes bullying, harassment, discrimination, sexual harassment, threats, violence, abuse, intimidation, vandalism, theft, deliberate disruption, unsafe conduct, possession of weapons, attending while impaired by alcohol or other drugs, academic dishonesty and serious or repeated refusal to follow reasonable directions.

Responding to misconduct

TCC will respond proportionately to alleged misconduct, having regard to safety, seriousness, context and procedural fairness. Action may include discussion, warning, support, conditions, removal from an activity, suspension or cancellation of enrolment. Immediate action may be taken where necessary to manage safety. A student adversely affected by a decision may appeal under Section 10.

Alcohol, drugs and smoking

Do not attend training while impaired by alcohol or non-prescribed drugs. Alcohol, illicit drugs and weapons must not be brought onto TCC premises or training locations. TCC is a smoke-free campus; comply with venue rules for smoking and vaping.



Phones, images and recording

Set devices to silent during class unless needed for learning or accessibility. Do not photograph, film or record another person, class, assessment, workplace or confidential material without permission. Misuse may result in action under the standards of behaviour in this handbook or applicable law.

10. Feedback, complaints and appeals

TCC welcomes feedback and is committed to resolving concerns fairly, respectfully and as early as possible. Complaints and appeals are managed in accordance with natural justice, procedural fairness, confidentiality and impartiality. Students will not be victimised or unfairly disadvantaged because they provide feedback, make a complaint or lodge an appeal. A support person, advocate, interpreter or representative may assist them.

Making a complaint

A current, prospective or former student may complain about TCC's training, assessment, support, information, fees, staff, contractors, third-party providers, safety, privacy, decisions or complaint handling.

Where comfortable and appropriate, first discuss the concern with the Trainer Assessor or staff member involved. A student may proceed directly to a formal complaint if they would feel uncomfortable or unsafe, the complaint concerns that person, the matter is serious or sensitive, there is an immediate safety risk, or informal resolution has been unsuccessful.

Formal complaints may be made verbally or in writing to the Consumer Protection Officer. TCC's Training and Quality Manager is the Consumer Protection Officer and can help students document their complaint.

Complaint escalation

If unresolved, a complaint may progress through the Consumer Protection Officer, VET Manager, Chief Executive Officer and an appropriate independent reviewer. A level will be bypassed where the complaint concerns that person, they were materially involved in the original decision or there is an actual or perceived conflict of interest. A complaint about the CEO may be referred to the Chair of the TCC Board or an appropriate independent person.

Appeals

Students may appeal a decision that adversely affects them, including a decision about assessment, RPL, credit transfer, enrolment, course suitability, reasonable adjustment, fees, refunds, misconduct, suspension, exclusion or a complaint outcome.

A student may first ask the Trainer Assessor or original decision-maker to explain the decision. A formal appeal may then be lodged with the Consumer Protection Officer and, if unresolved, progress to the VET Manager, CEO and independent review. An assessment appeal may be considered by another appropriately qualified assessor who was not responsible for the original judgement.



How matters are handled

- relevant parties are given an opportunity to be heard and respond
- conflicts of interest are identified and managed
- confidentiality is protected as far as reasonably practicable and lawful
- urgent safety and security risks are addressed immediately
- students are informed of the expected timeframe, progress and reasons for delay
- outcomes and reasons are communicated, generally in writing
- outcomes are used to support corrective action and continuous improvement.

Independent review will be available at no or low cost. TCC will explain the proposed reviewer, process and any potential cost before the review proceeds.

More information and assistance: The complete Student Complaints and Appeals Policy, Procedure and relevant forms are available on the TCC website and from administration or the Consumer Protection Officer. Students may ask for help to access or understand the process, complete a form or arrange a support person, advocate or interpreter.

11. Child safety and students under 18

Commitment to child safety

TCC is committed to an environment that promotes the safety, participation, wellbeing and empowerment of children and young people. TCC's Child Safe Code of Conduct establishes behavioural expectations for employees, contractors and volunteers. The complete Code is available from administration and through the TCC website.

What children and young people can expect

- to be treated with dignity, fairness and respect
- to feel safe and be protected from abuse, neglect, exploitation, harassment and discrimination
- to have views and concerns listened to and taken seriously
- to participate in decisions affecting their training, support and safety
- to receive understandable information and support to raise concerns
- to have privacy respected, subject to safety and reporting obligations.

Expectations of all students

All students must contribute to a safe and respectful environment for children and young people. Students must not bully, harass, threaten or intimidate; engage in inappropriate physical contact or sexualised behaviour; record or share images without permission; communicate privately for an inappropriate purpose; encourage harmful behaviour; offer alcohol, cigarettes, vapes or other drugs; disregard a child-safety disclosure; or retaliate against a person who raises a concern.



Students aged 14 to 18

TCC is an adult learning environment, not a school. Students under 18 are expected to participate appropriately and comply with the requirements in the “Student rights, responsibilities and conduct” section of this handbook. Parent or guardian consent is required. School-aged students training during ordinary school hours may also require school approval.

Breaks, including morning tea and lunch, are generally unsupervised. Staff remain available on campus, but students may leave the premises during breaks unless different arrangements have been agreed for a course or student. Parents and guardians should consider these arrangements before consenting to enrolment.

Reporting child-safety concerns

Report a concern or suspected breach to the Chief Executive Officer, who is TCC’s Child Safe Officer, on 02 6763 0630 or safety@tamworth.nsw.edu.au. A concern involving the CEO may be reported to the Chair of the TCC Board or directly to the appropriate authority. If a child is in immediate danger, call 000. TCC may be required to report to NSW Police, the Department of Communities and Justice, the Office of the Children’s Guardian or another authority.

12. Work health, safety and emergencies

Shared responsibility

TCC is committed to safe facilities, equipment and learning. Students must take reasonable care of their own health and safety, avoid adversely affecting others, follow reasonable instructions and report hazards, incidents, injuries, damaged equipment or unsafe conduct promptly.

Attendance and visitor registration

Students enrolled in a scheduled course do not need to sign the visitor register because their attendance is recorded on the course roll. All other visitors must report to reception and sign in and out using the visitor register. This enables TCC to identify who is onsite and account for people during an emergency or evacuation.

Emergency and evacuation procedures

Emergency information, evacuation diagrams and assembly-point details are displayed in classrooms and common areas. Students are informed of applicable arrangements at the beginning of their course or when attending a new training location.

1. Stop activities and follow staff or warden directions.
2. Leave by the nearest safe exit and do not use the lift during a fire.
3. Assist another person only where safe and when directed.
4. Go directly to the nominated assembly point.
5. Report to the responsible staff member so attendance can be checked against the course roll.
6. Remain at the assembly point and do not re-enter until authorised.

At an external venue or workplace, follow that site’s emergency procedures as well as TCC directions.



Duress alarms and security incidents

Duress alarms are installed at the Tamworth campus so staff can request assistance during a security incident, threat or emergency. Students must not activate or interfere with a duress alarm unless directed by staff or responding to an immediate emergency. If an alarm is activated, remain calm and follow directions from TCC staff, security personnel or emergency services. Report threatening behaviour, suspicious activity or security concerns immediately. If there is immediate danger, call 000.

First aid and incidents

Report injuries and illness immediately to your Trainer Assessor or another staff member. First aid equipment and an automated external defibrillator are available at the Tamworth campus. Ambulance transport and related costs are generally the responsibility of the person receiving the service unless another arrangement applies.

Personal protective equipment and clothing

Some courses require specific clothing or personal protective equipment (PPE). Course information will explain what TCC supplies and what you must bring. You cannot participate in a practical activity without required PPE or where participation would create an unacceptable safety risk.

Supervision and access

Do not enter classrooms, workshops, restricted areas or external training locations without permission or required supervision. If safe supervision or facilities are unavailable, training may be paused, relocated or rescheduled.

13. Privacy, information and records

Collection and use of information

TCC collects, uses, stores and discloses personal information for enrolment, suitability, course delivery, support, assessment, certification, funding administration, regulatory reporting, research and surveys. If required information is not provided, TCC may be unable to enrol you or provide a service.

For nationally recognised training, TCC is required or authorised to disclose specified information to the National VET Data Collection managed by NCVER, relevant Australian and NSW government agencies, the VET regulator and other authorised bodies. The detailed Privacy Notice supplied with the Enrolment Application explains these disclosures and survey arrangements.

Sensitive information

Information about disability, health, cultural identity and support needs is handled as sensitive information. It is used only for authorised purposes such as eligibility, suitability, safety, support and reasonable adjustment and is made available only to people who reasonably require it for those purposes or where disclosure is authorised or required by law.



Access, correction and complaints

You may request access to or correction of personal information and may complain about how it has been handled. Contact TCC first using the details in this handbook. TCC's Privacy Policy and current enrolment Privacy Notice provide more information.

Record retention and security

TCC retains different records for periods required by VET, funding, privacy, taxation, corporate and other applicable obligations. This includes maintaining a register of AQF certification documentation for the required period. Assessment evidence and other student records may have different retention periods. Records are protected through physical, technical and administrative safeguards and disposed of securely when authorised.

Copyright and intellectual property

Learning and assessment resources are protected by copyright and licence conditions. Use them only for your training unless permission allows otherwise. Do not reproduce, publish, sell or share TCC or third-party resources without authorisation. The use of AI does not remove copyright, attribution, confidentiality or intellectual-property obligations.



14. General campus information

Access and parking

The Tamworth campus is located at 175 Peel Street, Tamworth. Student and visitor entry is through the reception door on the Peel Street side of the building. The rear entrance is reserved for staff and authorised access.

The onsite car park is accessed from Peel Street when travelling north towards Manilla. Parking is limited and the car park is shared with the business located on the opposite side of the car park. Parking spaces allocated to that business are clearly marked with signage and must not be used by TCC students, visitors or staff.

TCC also has designated accessible, Trainer Assessor and staff parking spaces. Please observe all signs and only park in spaces available for general TCC student and visitor use. Do not park in driveways, access ways, loading areas or any location that may restrict vehicle or pedestrian access.

If the onsite car park is full, parking may be available along Peel Street or in nearby side streets, subject to local parking signs and restrictions. Students should allow enough time to find a lawful parking space and arrive before their course commences.

If you have accessibility or mobility requirements, please contact administration before attending so available access and parking arrangements can be discussed. TCC cannot guarantee that an onsite space will be available.

Children on campus

Children may only attend temporarily with prior approval from the Trainer Assessor and management. The parent or carer remains responsible for the child. Attendance must not create a safety risk or unreasonably disrupt learning, work or other students. TCC will consider reasonable arrangements for students with caring responsibilities.

Food, drink and shared spaces

Use designated areas for food and drink. Water in a sealed container may generally be taken into classrooms unless course or venue safety rules prohibit it. Keep shared areas clean and dispose of waste appropriately.

Property and lost items

Take reasonable care of personal property; TCC cannot guarantee its security. Hand found items to reception. Unclaimed property will be managed after a reasonable holding period, including donation or transfer to an appropriate authority.

Sustainability

Help TCC reduce waste and energy use by limiting unnecessary printing, recycling, switching off equipment when directed and using digital resources where practical. Printed materials or replacement storage media may attract a disclosed cost.



15. Contacts and student acknowledgement

Contact TCC

Tamworth Community College
175 Peel Street, Tamworth NSW 2340
Phone: 02 6763 0630
Email: admin@tamworth.nsw.edu.au
Child safety: safety@tamworth.nsw.edu.au
Website: www.tamworth.nsw.edu.au

Student acknowledgement

I acknowledge that I have received or been shown how to access the TCC Student Handbook. I understand that it contains important information about training, assessment, support, conduct, safety, privacy, complaints and appeals.

I have had an opportunity to ask questions and know that I can request help or clarification from TCC staff. I understand that compliance with the TCC Student Handbook is essential to my enrolment with TCC and that my enrolment as a student may be jeopardised if I fail to comply.

(Name)

(Signature)

(Date)

(Parent/guardian name and signature where required)

Document control: This handbook is a student-facing guide. Current legislation, training-product requirements, funding arrangements, course information and approved TCC policies and procedures prevail if an inconsistency is identified. TCC will inform affected students of material changes.