



**TAMWORTH
COMMUNITY
COLLEGE**

RTO ID 90095

**YOUR
PATH TO
SUCCESS**

Student Handbook 2024



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Welcome to Tamworth Community College

Thank you for choosing to further your education with Tamworth Community College. We welcome you as a valued student and hope you enjoy your time with us.

Tamworth Community College (TCC) is a community-based, not-for-profit, Registered Training Organisation (RTO) delivering high-quality accredited and non-accredited training. TCC is recognised as one of the community's leading local education and training providers. All training offered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This Student Handbook describes some of our expectations of our students. We ask all students to review and familiarise themselves with this Handbook carefully. If you have questions about anything in this Student Handbook or any aspect of your education with TCC, please don't hesitate to ask your Trainer Assessor or our other wonderful staff.

We wish you every success during your training and trust that the skills you take away will assist you with your plans and aspirations.

Yours faithfully,

Jade Vermeer
Acting Chief Executive Officer



About Tamworth Community College

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 enabling individuals to unlock their potential and meaningfully engage in society.

About the Organisation

TCC is a community-based, not-for-profit, registered training organisation (RTO) and registered charity. Furthermore, we are a recognised Adult and Community Education (ACE) provider supported by Training Services NSW (a division of the Department of Education). TCC is governed by a voluntary Board and managed independently of other Colleges around the region and nation.

TCC has been operating since 1984 under various identities - Tamworth Community Learning, Tamworth Adult Learning Group, and Tamworth Regional Evening College. It became the Tamworth Adult Education Centre in 1992 and Tamworth Community College Incorporated in 2004.

Most courses are held at 175 Peel Street Tamworth, but TCC also uses other venues where appropriate. Since 1994, TCC has offered accredited courses under the Australian Quality Training Framework (AQTF), VET Quality Framework (VQF) and Australian Qualifications Framework (AQF).

Our Commitment to Quality

TCC is committed to excellence and consistent standards of service. We have a comprehensive set of policies and procedures to ensure a consistently high quality of service in all TCC activities. We comply with the Australian Skills Quality Authority (ASQA) requirements, the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2015, the AQTF and AQF standards, and support the process of continuous improvement.



Policies and Procedures

Our policies and procedures cover the following:

- Organisational planning, quality management and self-assessment
- Our core business, including program planning, development and delivery, as well as learning and assessment for Vocational Education and Training (VET) courses and our general courses program
- Student support
- Administrative support, financial management and premises management
- Marketing and community liaison, and
- Human resources management and development

Our policies and procedures may be viewed at the office.

Access to the Tamworth Campus – 175 Peel Street

Pedestrian Access

Student access to the Tamworth Campus building is available via the reception door on the Peel Street side. The rear door is for employee use only.

Car Parking

The car park for the Tamworth Campus is off Peel Street and can be accessed as you travel north (towards Manilla). Parking is provided onsite in a parking area shared with the premises on the corner of Peel and Jewry Streets. There is one signposted disabled car space, three signposted TCC Trainer Assessor car spaces and eight undercover staff car spaces in the parking area. The TCC Trainer Assessor car spaces are for teaching trainers only, while the undercover parking is for administration staff only (7 am – 6 pm, Monday to Friday). Parking is permitted where designated parking spaces are marked. If the car park is full, we recommend students park along Peel Street or the nearby side streets.

Public Transport

Buses operated by Tamworth Buslines service the Tamworth Campus area. Route 430 passes our premises on Peel Street, and the closest bus stop is located near St. Andrews Retirement Village on Tribe Street. For more information on the bus services available, visit www.tamworthbuslines.com.au or phone 02 6762 3999.

Tamworth Radio Cabs Cooperative Ltd operates the local taxi service. Bookings can be made by calling 02 6766 1111 or 131 008.



Work Health and Safety Information

Work Health & Safety, and Property

TCC places utmost importance on providing a safe working and studying environment, and we are deeply committed to our Work Health and Safety responsibilities.

Except for students enrolled in a course, all visitors must sign in and out of TCC premises using the visitor register book at reception.

As far as practicable, employees and students are provided with comfortable and appropriate furniture and equipment in good condition, adequate lighting, heating and ventilation. A review of the conditions of premises and equipment TCC uses is undertaken regularly.

At the commencement of every course, students are advised of the location of toilets, first aid kits, and fire extinguishers and informed of the evacuation procedure to be followed in case of a fire or other emergency. Flyers showing the WHS Members, Chain of Command, and Evacuation Plan are in all classrooms and the reception area of the College building in Tamworth.

Employees and students must properly care for TCC's property, leased premises, equipment, and materials. Management should be advised as soon as possible in the following instances:

- There is any loss of property belonging to TCC, staff or students
- There is any damage to TCC premises, equipment or materials
- Any hazard identified with TCC property
- Any incident or accident involving a member of staff or student
- Any other situation that could adversely affect TCC, its staff, or its students is identified.

Evacuation Procedure

Notices in each classroom and common area display the premise map and evacuation procedures, which must be followed in the event of a fire or other emergency. Students will be advised at their first class of the location of fire extinguishers, fire exits, and assembly points.

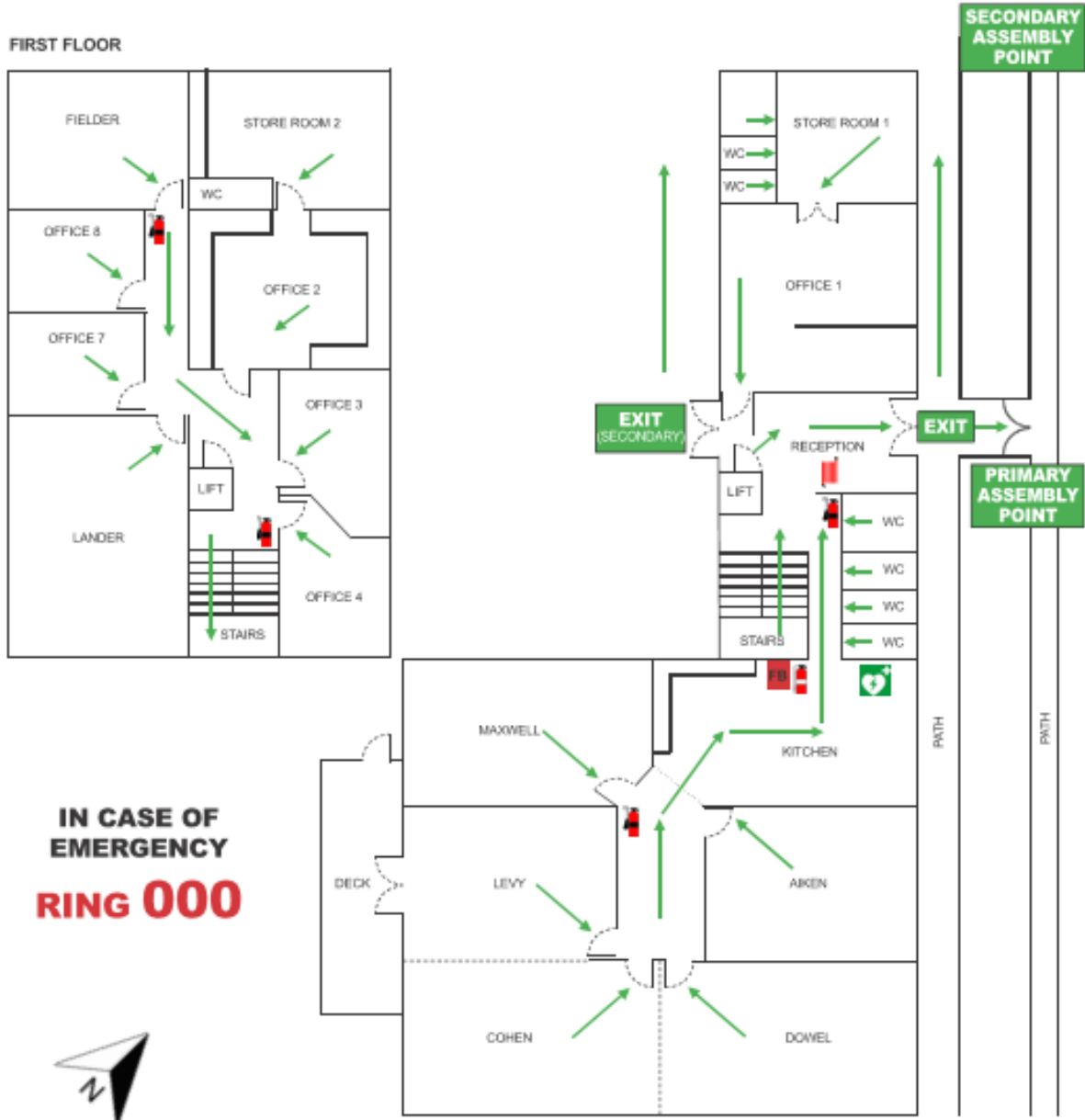
Evacuation Procedure

1. On hearing an evacuation alarm or on the instruction of the Chief Warden, immediately cease all activity and evacuate the building immediately.
2. Assist with the general evacuation if directed to do so.
3. Assist any person in immediate danger only if safe to do so.
4. In a fire, do not use the lift to evacuate a building.
5. Close doors behind you (do not lock) except in bomb threats.
6. Assemble at the Primary Assembly Point or the Secondary Assembly Point if this area is unsafe.
7. Report to the Chief Warden to be marked as evacuated.
8. Remain at the assembly point until direction is given by authorised emergency personnel or the Chief Warden.

Tamworth Campus Map and Evacuation Plan

EVACUATION DIAGRAM

175 Peel Street, Tamworth, NSW, 2340



**IN CASE OF EMERGENCY
RING 000**



EVACUATION PROCEDURE

1. On hearing an evacuation alarm, or on instruction of the Chief Warden, immediately cease all activity and evacuate the building immediately.
2. Assist with the general evacuation if directed to do so.
3. Assist any person in immediate danger, only if safe to do so.
4. In a fire, do not use the lift to evacuate a building.
5. Close doors behind you, (do not lock) except in bomb threats.
6. Assemble at the Primary Assembly Point, or, in the event this area is unavailable, the Secondary Assembly Point.
7. Report to the Chief Warden to be marked as evacuated.
8. Remain at the assembly point until direction is given by authorised emergency personnel or the Chief Warden.

IN CASE OF FIRE

Remain calm - remember RACE
Rescue any people in immediate danger (only if it is safe to do so).
Alert others and emergency services
Contain fire and smoke, close all doors and windows to contain the fire (only if it is safe to do so).
Extinguish the fire using appropriate firefighting equipment only if you are trained and it is safe to do so.

LEGEND

- CO2 Fire Extinguisher
- Dry Chemical Extinguisher
- Fire Hose Reel
- Fire Blanket
- Fire Blanket



Duress Alarms

All staff are to always have their phones on their person or within easy reach for emergencies. Duress alarms are in the reception area and the Aiken and Munro rooms. A portable duress button is located at the staff-only entry/exit point for staff use. If duress alarms are activated, security will call the College; if the call goes unanswered, they will send security personnel.

First Aid and Ambulance Cover

Most TCC staff hold current First Aid, CPR, Provide First Aid In An Education & Care Setting, and Fire Warden certificates. Employees are asked to provide copies of certificates to management.

First Aid kits and a defibrillator are located in the kitchen. Students are advised to report all injuries to their Trainer Assessor or a staff member.

Any ambulance transport required by an individual will be at the injured or ill person's expense.

Incidents and Emergencies

All staff members are trained in implementing TCC's emergency management plan, with emergency drills conducted throughout the year. In an emergency, all students must act as directed by the Emergency Warden or staff member.

Personal Protective Equipment (PPE) and Clothing

Employees and students may be required to wear personal protective equipment and clothing while undertaking some courses. Examples of this may include safety glasses, gloves, earplugs, etc. Where TCC does not provide PPE (e.g. enclosed shoes), students will be notified upon enrolment. Students will only commence the practical activity if they wear the required PPE.

Supervision of Students

Under the Work, Health and Safety Act 2011, TCC management and trainer assessors are classified as PCBUs (persons conducting a business or undertaking) and have a duty of care to ensure safe access to the premise, equipment and environment that is reasonably practicable.

Access to classrooms or premises associated with TCC is strictly regulated for the safety and protection of our students. Students are not allowed access without the supervision of the trainer assessor or coordinating TCC representative, ensuring their security and well-being.

If a trainer assessor cannot provide supervision (sudden illness, etc.), a TCC representative must be made available, and the course may continue if possible or be rescheduled if possible. Refer to the Student Supervision Policy.



Rights and Responsibilities

Code of Conduct

TCC is committed to helping our students achieve their varied learning objectives and encouraging them to embrace the challenges and opportunities of lifelong learning. This Code of Conduct is designed to outline the principles that underpin our approach to adult education, to address significant features in the relationship between Trainer Assessor and student and to set out some of the key operating arrangements that need to be observed so that we can continue to provide consistently high-quality courses and support services.

TCC is committed to the following:

1. TCC staff shall, at all times, act ethically and with integrity in dealing with all clients and members of the community.
2. The student's best interests will be a priority, and students will be treated with dignity and fairness, acknowledging the adult environment in which we operate and the varied experience and life skills that students bring to it.
3. Courses and programs will be of high quality and reflect adult learning principles. They will recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, and create an appropriate, relaxed learning environment.
4. Trainer Assessors will be diligent in preparing, delivering, assessing, and evaluating their courses. They will assess and mark work fairly, without favour, and in compliance with AQF guidelines and other guidelines issued from time to time. Students can request re-assessment if the competency is not achieved the first time (although an additional fee may be required).
5. Students are to have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
6. Disadvantaged people are encouraged to use and benefit from our programs and support services wherever practicable, although financial resources and available facilities may limit access for all disadvantaged people.
7. Students' and others' rights to privacy and confidentiality are respected. The integrity and security of all personal information will be paramount. Personal data will not be communicated to others without the person's written permission unless it would normally be available to the public or is required by law to be released.
8. Staff may not solicit or accept remuneration for, or derive benefit from, carrying out their duties with the organisation other than from salary or other payments the organisation makes to them for that work. In particular, Trainer Assessors may not take commercial or other advantages of students arising from their participation in TCC programs and courses.
9. Trainer Assessors will be punctual and well-prepared with adequate copies of notes and/or resources. They will discuss proposed course outcomes with students during the first session and seek input into the program to ensure they achieve the desired learning outcomes.



10. TCC staff will organise and deliver prompt refunds of course fees where applicable.
11. We will provide access to a fair system to assist with appeals, complaints, and grievances and treat all complaints and grievances with confidentiality and respect.

In return, students are expected to:

1. Respect the rights, privacy and safety of other students and staff.
2. Treat other students and staff with dignity, respect and consideration.
3. Conduct their studies with honesty and integrity and actively participate in the learning process.
4. Respect all facilities, resources and property owned by TCC and our hosts when off campus and leave work and study areas in clean and tidy order.
5. Provide accurate, current student information as needed to facilitate the administration, enrolment and assessment process.
6. Be open to and welcoming of the diversity of students on campus and respect the rights of other students and staff to have their own opinion.
7. Observe designated smoking areas and all other signposted instructions on campus.
8. Not participate in any forms of unacceptable behaviour, such as but not limited to bullying, harassment, sexual harassment, verbal or physical violence, vandalism or anti-social behaviour.
9. Dress appropriately for the course, including work, health and safety requirements.
10. Never attend classes under the influence of drugs or alcohol, nor enter any centre or classroom with drugs, weapons or alcohol.
11. Take care of their possessions.
12. Pay all course fees.
13. Report all injuries or incidents of harassment by another student or staff member promptly to a WHS Officer.
14. Follow Work Health and Safety practices and adhere to directions given by staff.
15. Arrive for class on time, and do nothing to disrupt the class, or prevent staff from performing their duties.



Student Grievances and Dispute Resolution

A grievance or complaint occurs when there is dissatisfaction with TCC's courses or services. It becomes a dispute when the complainant does not accept TCC's response.

As a student, you have the right to voice your concerns. In the event of a grievance, your first step is to approach your Trainer Assessor, or in the instance of your complaint being about the Trainer Assessor, the Training & Quality Manager. They will meet with you to understand your concerns and work towards a resolution. The Trainer Assessor will document the details in a Grievance and Dispute Resolution Form detailing the date, name of the complainant, nature of the complaint, the agreed outcome of the meeting, and a recommendation for an agreed course of action resulting from the discussion. This form will be shared with management. This process ensures your complaint is heard and contributes to our continuous improvement efforts.

If a resolution cannot be agreed upon, the matter will be escalated to the TCC Management Committee and, failing that, the Chief Executive Officer.

Several external RTOs, businesses, and community groups use TCC's facilities. Students should direct any complaints and grievances about these groups directly to the RTO, business, or group concerned.

Misconduct and Exclusions

TCC's Code of Conduct, but a serious misconduct. Any report of such breaches will prompt TCC staff to take immediate and appropriate action, including an initial conversation between the Trainer Assessor and the student and, in severe cases, possible exclusion from the classroom.

Students may be excluded from a course if they:

- fail to meet the published requirements for the course
- fail to pay the course fee without reasonable excuse
- are late for class
- are disruptive, abusive or violent in class
- fail to accept any reasonable direction from TCC staff

TCC provides an opportunity for a student to appeal against exclusion. In such an instance, the Trainer Assessor or Management Team can provide further details.

If a student believes that TCC has failed to honour its obligations to deliver quality training, they have the right to complete and lodge a complaint for investigation.



Alcohol and Other Drugs

Students should not be under the influence of alcohol and/or other non-prescription drugs when attending classes at TCC. If a student is suspected of being under the influence of alcohol and/or drugs and is disruptive or troublesome, management will remove the student from the grounds. If there is a risk to the person/s, other students, or TCC staff of injury, the Police will be called in the first instance before attempting to remove the affected person.

Smoke-Free Policy

TCC is a smoke-free campus.

Access & Equity

TCC encourages the enrolment of students, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

Students with a disability are asked to identify their disability at the time of enrolment and whether they require any special assistance. TCC will, in most cases, be able to accommodate their needs, e.g. we may change or modify the venue for a course to enable a student with a disability to gain access or use the classroom.

Privacy Policy

TCC is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it. Accordingly, staff will respect the rights of students to privacy and shall not communicate personal information to others without the written permission of the person concerned unless it is to be given to an authorised member of staff in the normal conduct of their duties, would generally be available to the public, or is required by law to be released.

Information collected about students includes the date of birth, country of birth, residential status, schooling level, language spoken at home, disability status, Aboriginal or Torres Strait Islander status, the level of education completed, and the reason training has been undertaken. The State and Federal Governments require us to collect data on all our activities and students in accordance with the Australian Vocational Education and Training Management Information Statistics System (AVETMISS). We submit this information annually to the Adult and Community Education (ACE) Unit within the NSW Department of Industry. This information and any assessment outcomes are stored for 30 years.

The statistical information, including your details and course outcomes, will be made available to ACE or other government agencies requiring the information by law. The government will use the information supplied by TCC for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes. By signing the TCC enrolment form, students consent and declare their agreement to the use of the information for these purposes.

Employee and student telephone numbers and addresses will not be given out at any time except to provide class roll information for Trainer Assessors at the commencement of classes or if requested by management. Student information is solely used to communicate with students concerning the trainer's teaching obligations. The information will only be released to a third party with the student's consent.



Students who want to know what information TCC holds on their student files can access these records by appointment with management. Please contact the office to arrange a mutually convenient time. TCC cannot give out information about other students.

Staff contact details will only be given to students who desire contact with them if the staff member has given their permission. However, a student's request to speak to a Trainer Assessor will be passed by a staff member.

Proof of Identity

Some courses offered at TCC require '100 points of identification' to be produced before the course commences, while all accredited courses require a form of photo ID to be produced at enrolment. Students will be informed upon enrolment if they are undertaking a course with either of these requirements. If you are unsure what forms of identification are acceptable, please speak to the student support staff before the course commencement date.

Unique Student Identifier (USI)

From 1 January 2015, all students undertaking nationally recognised training need a USI. RTOs cannot issue a qualification or Statement of Attainment for training completed after that date without collecting a USI. Students can obtain their USI by visiting www.usi.gov.au. TCC student support staff are available to assist students with this process.

Change of Personal Details

Please promptly notify administration of any change in your name, address, telephone number, email address or employer (if apprentice/trainee). Failure to provide such information may result in certificates being posted to an incorrect address.



Child Safe Code of Conduct

Commitment to Child Safety

Tamworth Community College (TCC) is committed to creating and maintaining an environment that promotes the safety and well-being of all children and young adults. This commitment includes encouraging a culture where the prevention and reporting of abuse is encouraged and supported. Child abuse takes many forms, including physical, sexual, and psychological abuse, ill-treatment and neglect.

Positive Actions and Behaviour

We are all responsible for ensuring the safety, well-being, and empowerment of children and young adults. The following points identify positive child-safe actions and behaviour that all TCC employees, contractors, and volunteers must agree to.

I WILL:

- Take all reasonable steps to protect children and young people from abuse.
- Welcome all children and young people and their families and carers to participate in decisions about their training, schedules and other matters regarding safety.
- Treat children and young people respectfully and be a positive role model in my conduct with them.
- Communicate with children and young adults in an age-appropriate and realistic manner.
- Set clear boundaries about appropriate behaviour between myself, children and young people.
- Only have physical contact with a child or young person in ways appropriate to my professional or agreed role and responsibilities.
- Be willing to listen to and respond appropriately to children's and young people's views, ideas, opinions, and concerns.
- Take all disclosures of harm or abuse seriously.
- Respond quickly, fairly, and transparently to complaints from children, young people, families, or carers per TCC policy and procedures.
- Report any conflicts of interest (such as an outside relationship with a child or young person).
- Participate in all requested child safety training.
- Abide by my reporting obligations per TCC policy and procedures.
- Adhere to all relevant Australian and NSW legislation and TCC policies, procedures and Code of Conduct.
- Raise concerns with management if risks to child and young person safety, including cultural, environmental, and operational risks, are identified.
- Immediately report any concerns or observed breaches of this Code of Conduct, TCC policy and procedures.
- Respect the privacy of children, young people and their families by keeping all information about child protection concerns confidential.

Unacceptable Actions and Behaviour

The following actions and behaviours are unacceptable. Engaging in unacceptable actions and behaviour breaches this Code of Conduct and may result in action ranging from



increased supervision, counselling, formal disciplinary proceedings, appointment to an alternative role, suspension, or dismissal.

I WILL NOT:

- Subject a child or young person to corporal punishment, social isolation, immobilisation, sexual suggestion, offence or misconduct.
- Direct a child or young person to perform in a sexual or unsafe manner, share details of sexual experiences or use sexual language or gestures in the presence of children.
- Engage in unwarranted and inappropriate touching involving a child or young person.
- Show children or young people pornographic images.
- Communicate with a child or young person in ways likely to humiliate, frighten or distress.
- Develop any 'special' relationships with children or young people that could be seen as grooming/favouritism, such as offering gifts or special treatment.
- Condone or participate in illegal, unsafe or abusive behaviour towards children and young adults, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming.
- Exaggerate or trivialise child abuse and issues.
- Criticise or denigrate a child or young person.
- Deliberately prevent a child or young person from forming friendships.
- Offer children and young people alcohol, cigarettes or other drugs.
- Encourage a child to communicate with me in a private setting.
- Ignore or disregard any concerns, suspicions or disclosures of child abuse.
- Fail to report information to the police if I know a child has been abused.

Concerning Actions and Behaviour

These actions and behaviours on their own may not constitute a breach of the Code of Conduct but, combined, may indicate a pattern of behaviour that poses a risk to the safety of children and young people. Some examples include but are not limited to:

- Being alone with a child when there is no professional reason for doing so
- Showing favour to one child over others
- Engage in unwarranted or inappropriate communication or relations with children or young people outside of work.
- Babysitting, mentoring or tutoring children or young people outside of work hours (without managerial approval for this kind of secondary employment).

Reporting

All staff, contractors, volunteers, families and community members are encouraged to speak up if they have concerns about children's and young people's safety.

Direct safety concerns and report a breach of this Code of Conduct to:

Child Safe Officer: The Chief Executive Officer
Phone: 02 6763 0630
Email: safety@tamworth.nsw.edu.au

Our Complaints Policy provides more information about our reporting obligations to external authorities and describes protections and confidentiality provisions for anyone making a report. The policy can be found here [L:\Policy and Procedure\1. Business & Ops Policies and Procedures\Policies\1.06 Complaints Policy V3.pdf](#)

L:\Policy and Procedure\2. VET Policies and Procedures\Student Handbook\2024 TCC Student Handbook V2.docx

Some breaches of this Code of Conduct may need to be reported to the NSW Police, the Department of Communities and Justice and the Office of the Children's Guardian. If you fail to report the information, you may be charged with a criminal offence.



Important Information

Enrolment

Our student support officers and training team provide specialist support, guidance, and advice to assist students in finding the course to achieve their educational and career dreams.

Our team can assist you to:

- Select the course to suit your personal experience and skill level
- Customise the delivery mode to suit your preferred study method and availability
- Access required support and guidance throughout your training
- Plan for future education and employment

All students enrolling in an online or blended delivery course must have access to a computer and the Internet.

Assessments

For nationally recognised qualifications or units of competency, you will be required to complete assessments and be deemed competent as a part of your chosen course.

Your Trainer Assessor will provide you with the details of the required assessments..

Payment of Course Fees

All enrolments are considered tentative until the course fees are paid. Payment of the total (or concession) fee is required upon enrolment or at least one week before the course commencement date. If fees are to be invoiced to an employer or agency, a purchase order must be submitted to the office upon enrolment.

For courses costing more than \$1,000, no more than \$1,000 from one individual student will be accepted before the course commencement date. Upon course commencement, the remaining amount will be invoiced.

TCC acknowledges that particular courses may be a significant monetary outlay for some people and will ensure no student enrolled in a course is unfairly disadvantaged or discriminated against because of their circumstances. A payment plan or other arrangement may be made; however, an agreement must be reached before commencing the course. Students needing help with their agreed payment plan should contact the office staff immediately.

Any student with outstanding debt will not be eligible to receive a Certificate or Statement of Attainment or enrol in any other courses until payment is made in full.



Student Concessions

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full course fee.

Eligible benefits include:

- Age Pension
- Austudy
- Carer Payment*
- Disability Support Pension
- Farm Household Allowance
- Family Tax Benefit Part A (maximum rate)
- Jobseeker Payment
- Parenting Payment (Single)
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Youth Allowance
- Widow Allowance

**The Carer Payment is a specific benefit paid by the Commonwealth; this category does not include the Carer Allowance or Carer Adjustment Pay.*

Additionally, reduced fees or an exemption from fees may be allowed in cases of genuine hardship. All such requests should be referred to the Chief Executive Officer.

Cancellation of Courses or Closure of Tamworth Community College

Minimum class sizes have been determined for each course. If a course has insufficient students enrolled one week before the commencement date, the course may be cancelled, and the students enrolled in that course will be notified.

In the highly unlikely event that TCC closes and ceases to exist, we will endeavour to ensure that all our enrolled students are transferred to another RTO that offers the same course in the same location..

Student Refunds and Transfers

If TCC cancels a course, the student/s will be notified and issued a refund.

TCC cannot accept responsibility for changes in personal circumstances or work commitments. Refunds will only be given when notice of withdrawal/non-attendance is received at least three (3) working days before the scheduled course commencement. Where notice of withdrawal/non-attendance is received less than three (3) working days before course commencement, no refund will be issued, and no transfers will be offered.

In certain circumstances (i.e. illness or death of immediate family), TCC can offer one transfer and credit fees to a later course. A \$50.00 administration fee will apply. A decision will be made on a case-by-case basis.



If a student withdraws during a scheduled course that runs longer than six weeks, the student may be eligible for a partial refund. Part refunds are subject to approval from management or the Chief Executive Officer. Consideration will be given to the withdrawal circumstances, and fees paid up until that point.

Attendance and Absenteeism

For all accredited courses, students must attend and actively participate in at least 80% of the scheduled course sessions. Where sufficient evidence of competency can be obtained, attendance of less than 80% may be accepted at management's discretion, under the Trainer Assessor's recommendation.

Students are expected to provide notice of absenteeism where possible before the absence.

Minimum Enrolment Age

The minimum age for a student enrolled in a course at TCC is 14 years. Enrolment forms for students under 18 must be signed by their parents or guardian. Any school-aged student (17 or under) must obtain permission from their school if enrolling in a course delivered during regular school hours. Regardless of age, students must respect the adult learning environment in which they are participating. TCC adheres to the Child Protect (Working with Children) Act 2012.

Plagiarism and Referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from research sources or another student's work, including re-wording or paraphrasing material without acknowledgement, is plagiarism. Plagiarised work will not be accepted and will result in disciplinary action. All material gathered from other sources should be referenced accordingly. Please speak to your Trainer Assessor if you are unsure how to reference your work.

Student Evaluations and Feedback

TCC conducts systematic, ongoing student evaluations to assess student satisfaction with its courses and services and determine whether students receive the desired outcomes, enabling future improvement.

Pre-course surveys, mid-course surveys, and post-course surveys are emailed to students. Other entities, such as the NSW Department of Education, State Training Services (NSW STS) or those contracted by the Federal and State Government, such as The Social Research Centre (SRC), will also contact students via email or SMS for feedback. Your participation in these surveys is crucial as the results directly shape the future of TCC and our ability to provide subsidised training.

Remember, your feedback is always welcome, whether it's about a specific course, a service, or a general suggestion. Your insights are invaluable in our continuous efforts to improve.



Issue of Qualifications

Qualifications hold significant value as they are nationally recognised under the Australian Qualifications Training Framework. These qualifications can open doors to further education with Registered Training Organisations (RTOs) and Universities. Upon successfully completing all the requirements of a course of study, students are eligible to receive their qualification, marking a significant milestone in their educational journey.

TCC will issue qualifications within 21 days of the course's completion. The student may collect them from the office or post them to the address provided on the enrolment form.

Statements of Attainment are issued under specific circumstances. They are awarded upon successful completion of one or more units of competency in short courses or in cases where a student has withdrawn from a full qualification. They will be issued within 21 days after completing the short course or the withdrawal date.

Reprints of Certificates and Statements of Attainment are available from the office for \$50.

VET Students' Appeals against Assessment

Students can appeal against an assessment decision. Initially, they should appeal to their Trainer Assessor and present evidence to justify reassessment. They may nominate another person to be present to act as their advocate. The Trainer Assessor will notify management of the appeal and its outcome on the Appeals Form.

If the issue is not resolved at that meeting, a further appeal can be made to the Training & Quality manager. If the dispute remains unresolved, an appeal can be made to the management team for final assessment review. At each level of appeal, TCC will keep a record of the proceedings.

VET Recognition of Other RTO's Qualifications

TCC recognises the Qualifications and Statements of Attainment issued by other RTOs per the requirements of the AQF and the Standards for Registered Training Organisations (RTOs) 2015. Please provide your certificates for verification as soon as possible.

VET Recognition of Prior Learning (RPL) and Current Competency (RCC)

Recognition is offered to all VET students. TCC endeavours to keep the time and cost of the recognition process to a minimum and will assist applicants with information and advice to help them gather evidence for recognition of their competencies. All applications for recognition should be referred to the VET Manager in the first instance..

Access to Information

Students receive information about and access to this Student Handbook upon enrolment via email confirmation. It is also available via the TCC website for non-accredited courses and in hardcopy for some accredited courses.



VET Student Records and Access

TCC TCC retains student records for 30 years, per the Privacy Act. Students have the right to access these records and can do so by arranging an appointment..

Learning Support

The staff and Trainer Assessors of TCC are here to assist students in achieving their learning goals. Help is available with reading, writing, mathematics and digital skills. If support needs are requested or identified during the enrolment process, you may be asked to attend TCC and meet with a Trainer Assessor to identify the best support options to complete your training. Extra support or help can be arranged by contacting the administration team.

Computing course students can access the computer room during business hours when no classes are scheduled; however, trainer support is unavailable, and bookings are required. TCC can also assist you with photocopying, faxing, printing, and access to the Internet. A small fee will be incurred to cover costs.



General Information

Children on Campus

TCC acknowledges that occasionally, there may be the need to bring children onto the campus. While TCC will ensure that no student enrolled in a course is unfairly disadvantaged or discriminated against because of their parental responsibilities, reasonable steps will be taken to protect the study and work environment of others at TCC. Students shall only bring their children onto TCC premises in temporary circumstances, where parents retain the sole responsibility of their children and the children are not disrupting the work or the learning environment for staff and other students. In these situations, the Trainer Assessor and management must give their approval before the occurrence.

Food, Drink and Litter

A kitchen/dining room is provided for the consumption of food and drink. Students are welcome to use all facilities provided, including the fridge, microwave and stove. Tea and coffee-making facilities are provided at \$0.30 per cup. Vending machines containing drinks and snacks can also be found within the kitchen area for student use. However, food and beverages, except for water (in a sealed container), must not be consumed in any classroom as this may cause a health or safety hazard and risk to expensive equipment.

Please ensure all personal litter, such as food scraps, drink containers etc., are disposed of in the bins provided.

Mobile Phones/Personal Music Players

Mobile phones and personal music players are to be switched off (or in silent mode) at all times during classes. Students are to always be considerate of the rights of others both on campus and during any off-campus activity. Any use of mobile phones or cameras that impinge on the rights of others may result in the suspension or exclusion of the student from TCC for a specific period.

Lost Property

Any lost or left behind property will be held at the reception area for three months. After this period, any property not claimed will be given to the Police (valuable items) or the Salvation Army Family Store, 186 Peel Street, Tamworth.

Sustainability

TCC is committed to sustainable work practices. Students are asked to assist TCC in achieving and maintaining a sustainable workplace through the following:

- limiting photocopying and printing
- recycling
- power saving practices in all classrooms
- educating others on the importance of a sustainable workplace

In line with this practice, TCC will provide course materials, where possible, on flash drives. A cost will be incurred if a student requires their course materials to be printed or additional



flash drives are needed.

Copyright

TCC observes the licence requirements for copying documents under the Copyright Act and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for profit, a person may make multiple copies of the following:

- The whole or part of a single article, or multiple articles on the same subject, from a newspaper or periodical
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than ten pages in length
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of textbooks for students and 30 days in the case of other works) at a normal commercial price

Separate provisions relate to reproduction and communication in an electronic form, and, if you are considering any such form of copying or are in doubt about any other aspect of the guidelines, you should consult the Chief Executive Officer for a ruling before copying material.

Training Awards

Each year, Trainer Assessors and employers nominate eligible students from TCC for the New England and North West Regional Training Awards and the NSW Training Awards. The awards include the following categories:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- VET Achievement Award for a student with a Disability
- Aboriginal and Torres Strait Islander Student of the Year

These awards recognise and reward outstanding achievement in VET in the New England and North West regions, of which we are proud to be a part. For further information, eligibility criteria and nomination forms, please visit www.gnsd.com.au/about-the-training-awards or www.training.nsw.gov.au/training_awards

Need more information?

Students should approach their Trainer Assessor if they require further information about their course. Please see administration if you are still trying to figure out or have unanswered questions.

Office staff are also more than happy to assist with any questions.

Further information can also be found on our website: www.tamworth.nsw.edu.au

Thank you for studying with Tamworth Community College
We hope you enjoy your learning experience!



Student Acknowledgment and Agreement

I have received the Tamworth Community College (TCC) Student Handbook and understand that it describes essential information about TCC. I must read and comply with its contents and any future revisions.

I acknowledge that I should ask my Trainer Assessor or a member of the TCC staff regarding any questions I may have.

I have read carefully and understand the content of the TCC Student Handbook. I understand that compliance with the TCC Student Handbook and Tamworth Community College policies and procedures 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)

Please return this student acknowledgement to your Trainer Assessor, or member of TCC staff.