



**PARRAMATTA
COMMUNITY COLLEGE**

"WE EDUCATE FOR LIFE"

Student Handbook

© The Parramatta Community College

PO Box 2261 North Parramatta 1750 • Phone (02) 9687 2072

www.pcc.edu.au

Email: admin@pcc.edu.au

Dear Student

Please read the Student Handbook, tick the following declaration, and sign at the bottom with date.

a. I have received a copy of

- The Parramatta Community College Student Handbook (which contains the enrolment terms and conditions including my rights and responsibilities at the College and the refund policy)
- Course Information for my class (from the enrolment officer, email or the Parramatta Community College website)
- Learning materials/resources (which contains information about the course content and the assessment)
- I have been offered learning support and I understand that it is my responsibility to communicate any support that I may require to my tutor or to the college office. (Refer to Page 5)
- I understand that the personal and identification information that I have supplied may be used by Government Departments for audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management purposes.

STUDENT'S NAME _____

COURSE NAME/CODE _____

SIGNATURE _____

DATE _____

Student Handbook

2023

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- Office:** Suite 1, Level 1
Ross St Entrance
410 Church Street
North Parramatta 2151
- Mail Address:** PO Box 2261 Parramatta NSW 1750
- Hours:** Monday to Friday, 9.00am - 4.30pm
- Phone:** 02 9687 2072
- E-mail:** admin@pcc.edu.au
- Web site:** www.pcc.edu.au

The Parramatta Community College is not for profit, independent, community owned and managed. We are funded by the NSW Department of Education under Smart and Skilled and Adult and Community Education (ACE) funding, but our revenue also comes from training contracts and student fees.

Our college is managed by a voluntary College Council which employs a full time CEO to oversee the day to day running of the college and to implement policies and procedures.

The College is a Registered Training Organisation, offering a range of accredited training in Business Services, Information and Communication Technology, English language, Literacy and Numeracy, and Training and Assessment courses.

We are registered with the Australian Skills Quality Authority (ASQA) and our National Provider Number is 90276.

Children are not permitted to attend our classes. We do not provide childcare.

Course Information

At the beginning of your course you will receive **Course Information** about:

- The delivery of training and timetable
- The qualification or Statement of Attainment that is issued on satisfactory completion of the course
- How you will be assessed
- Pathways to further learning
- Recognition of Prior Learning (RPL)
- Appealing against assessment
- Where to get help with literacy and English language needs

You'll also find some of this information on our website www.pcc.edu.au

Pre-requisites

Some of our courses have pre-requisites – skills or knowledge you need to have to be able to do the class. If you enrol in a full certificate course or an English language course we will usually ask you to attend an Information Session where we will tell you about the training, assessment, home study and attendance requirements. We may ask you to do a short speaking and writing task to assess English language skills unless you produce evidence that you are already working in the industry or have recently worked. We will also ask for a passport, visa or drivers licence to determine your residency status and to get the correct spelling of your name for your certificate or statement of attainment at the end of the training.

For shorter courses we usually don't ask for evidence of your existing skills, but the course is conducted assuming you meet the pre-requisite. You can see the pre-requisites (if any) on our website or in your course catalogue. For example, computer courses might be listed in the course guide with a statement like "Before you enrol you must be able to: ...". If you can't perform the listed tasks confidently, you shouldn't enrol in the course. You can contact the College for advice on a more suitable class for your skill needs. Also please note, if your trainer finds you struggling with the basic things, which were stated as pre-requisites to that course, you may be pulled out of the class and advised to enrol into a lower level course. This is to make sure your learning experience is positive and you gain most out of a training program.

Fees and Other Costs

All costs associated with the course are clearly stated in the course guide and on the website. Some courses are subsidised by various government and non-government organisations and you may be eligible for subsidised fee for these courses. Subsidised courses are indicated by statement like "This course is subsidised by the NSW Government". An eligibility list may be available on our website, or you can ask our enrolment officers for one. Students with current Australian pension cards, Centrelink Healthcare cards and Seniors cards get a reduced fee on most courses. We send confirmation of enrolment emails or letters to everyone who enrolls. This is your receipt. Some courses are not listed in the course guide. In this case we will publish the fee in promotional materials and tell you when you enrol.

Please note that your teacher cannot sell or attempt to sell goods or services to you in a class unless they are legitimate course costs, and the cost has been listed in the course guide or on the course information sheet. Please report any incidents or concerns to the Principal.

State Training Service courses may ask us to levy an administration or student contribution fee that will be deemed prior to enrolment. If your course fee is above \$1500, we won't collect any amount more than \$1500 prior to enrolment. In such cases, you will be required to pay the remaining amount at a later date. Some of our qualifications are clustered and you may choose to enrol into each cluster basis rather than the full qualification.

Payment Options

Payment must be made at the time of enrolment. You can pay by:

- Credit Card (online or over the phone)
- Cheque/money order (post or in the office)
- EFTPOS (in the office ONLY)
- Direct Debit (in the office ONLY)
- PaySmart. See below for more information:

PaySmart is a direct debit billing provider. You can arrange to make **part payments** of fees for courses if ALL the requirements are met below. These requirements are:

- The course fee is more than \$250
- The course is longer than 4 weeks
- You have an Australian bank account or credit card
- You are able to pay 30% of the course fee upon signing up
- You are able to come in person to our office to sign up

Application process for PaySmart:

- 1) Come into our office during business hours
- 2) Select a course that meets the requirements mentioned above
- 3) Pay 30% of the total course fee
- 4) Complete our PaySmart form with one of our staff
- 5) Provide ID and your bank account or credit card details
- 6) Sign the form and show up for your course

The college is currently paying the Account set up fee and the debit admin fees for you! You will only pay the cost of the course fee, provided you **pay on time**. Defaults and other issues with paying on time will incur other fees. Visit PaySmart (www.paysmart.com.au) for more information. Call us on 02 9687 2072 or come into you our office if you have any questions or you wish to apply.

Please take note of our Refund policy as PaySmart applicants will be charged an **additional** administration fee if a refund or credit is approved based on your own changes to your circumstances.

You cannot smoke in any of our training venues

Student Support

If you need help with reading and writing so that you can take part in your course, please tell the person who takes your enrolment, your teacher, or our Student Support Officer.

If you have a disability or medical condition that may affect your learning, please let our enrolment officer know before you enrol. You can reach our enrolment office by calling 02 9687 2072 or emailing to admin@pcc.edu.au. If you are already enrolled into a course and your medical condition or disability may be affecting your learning, please let your trainer know. Alternatively, you can contact our Course Coordinator, Ms. Esther Kelly on esther@pcc.edu.au. We will talk to you about how we can help you learn.

Counselling

If you are enrolled into one of our courses and struggling to make your learning progress due to any mental health issues e.g. depression or anxiety, you can discuss your concerns with your trainer first. You can contact the Course Coordinator, Esther Kelly via email to esther@pcc.edu.au. Dianne Kersten can also provide you with career counselling to help you achieve your study goals dianne@pcc.edu.au. If you need expert advice to help with your anxiety or depression, you may consider contacting Beyond Blue on 1300 22 4636 or visit their website on www.beyondblue.org.au.

Our trainers/teachers monitor the students' learning progress and intervene to provide counselling or support as appropriate and where needed refers the student to our Student Support Officer, Dianne Kersten or Course Co-ordinator Esther Kelly.

Reasonable adjustment for students with disability

The Parramatta Community College is required, under Disability Discrimination Act, to take reasonable steps to enable students with disability to participate in our training programs on the same basis as those without disability. As such, the College makes sure –

- the training resources are appropriate to the needs of the students
- the delivery strategies as well as the learning activities are adjusted to meet the needs of the students
- adjustments are made to the assessment materials to meet the needs of the students

Please talk to your trainer or our Student Support Officer, to discuss your disability. admin@pcc.edu.au.

Emergencies

Your trainer will talk to you about emergency evacuation procedures during the first lesson. Get to know the nearest exits. Ask the trainer to report any hazards, injury or damage to students, premises or equipment as soon as possible. Our centres have first aid boxes which meet health and safety requirements. While we take care, the College does not accept responsibility for any damage or injury to any person or their property.

In case of fire, follow the instructions of your trainer and walk quickly to the nearest exit. Some of our venues have lockdown procedures. If the lockdown alarm sounds, follow your teacher's instructions to lock the door and remain quiet.

Refunds

College defaults

If The Parramatta Community College (PCC) cancels a course prior to commencement or ceases to deliver it after commencement, you can choose a transfer to another course, with a credit to be used within 90 days of cancellation or a refund within 14 days, otherwise the 90-day credit applies automatically.

If you choose a refund, this must be done in writing to the college within 14 days on our official refund request form. You will receive a credit, back to your credit card or bank account within ten working days. If you choose transfer to another course in the same or next term, any difference in fee between the two courses will be adjusted by a partial refund from the College, or an additional payment by the student.

We may issue a non-refundable credit for serious illness if you send a written request and a medical certificate. An administration fee of \$15 per course will apply. Non-refundable credits are valid for 90 days for the purpose of enrolling in a future course at TPC. Non-refundable credits cannot be cashed out for a refund before or at expiry. Students enrolled through PaySmart will be charged an additional \$15 to cover additional administration costs.

Student Default

We will not refund your fee if you decide not to attend the course because of a change in your personal circumstances. We reserve the right to alter courses if changes are deemed to improve students' learning experience or achievement of competencies.

Access and Equity

Access to all courses and programs at The Parramatta Community College is open to all adult members of the community and is not limited by their race, gender, marital status, physical impairment, intellectual impairment or sexual preference. Please report any incidents or concerns to the Course Coordinator, Ms Esther Kelly on esther@pcc.edu.au.

Harassment, Victimisation and Bullying

All staff members and all students at The Parramatta Community College have a right to be free from sexual, physical and verbal harassment and victimisation. The College will investigate and act on reports of harassment, victimisation and bullying by any staff member, student or visitor. Please report any incidents or concerns to the CEO.

Privacy Notice

Under the Data Provision Requirements 2012, The Parramatta Community College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by The Parramatta College for statistical, administrative, regulatory and research purposes. The college may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information, and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Referring Agencies

Referring agencies such as employment services agencies or rehabilitation providers who fund a course fee are not able to claim any concessions or discounts.

The College will not release information about the participation or achievement of students to referring agencies without the student's written permission. Please submit a completed "Student consent to release information" form available at the end of this Student Handbook.

Please turn off your mobile phone during class time.

Replacing a Lost Document

If your Certificate or Statement of Attainment is lost or damaged, you can request a copy or replacement document. You will need to identify yourself by providing photographic ID before we can process your request. The fee for a replacement copy of your certificate is \$50. Please submit a completed "Request for Replacement or Copy of Certificate or Statement of Attainment" form available at the end of this Student Handbook.

Complaints

For an effective and timely resolution, please discuss any complaints or problems with your trainer first. If your complaint is about the trainer, contact the office and ask to speak to the Course Coordinator Ms Esther Kelly (email esther@pcc.edu.au) or General Interests and Leisure programs Manager, Mervin Virueda (email mervin@pcc.edu.au). The relevant Program Manager will interview the trainer and other students, will make a decision based on the evidence, and inform you of the outcome within 7 days (this time may be longer depending on the scope of the investigation and the availability of the relevant stakeholders).

If you are not satisfied with our response to your complaint, you can email enquiries@asqa.gov.au or call the ASQA info line on **1300 701 801** for accredited courses. For any other services we provide, you can lodge a complaint with the NSW Office of Fair Trading on 13 3220 or <http://www.fairtrading.nsw.gov.au>. Type Complaint in the Search box.

Assessment (submission, marking, deadlines, and competency decision)

What is assessment?

According to the Standards for Registered Training Organisations 2015, assessment means the process of collecting evidence and making judgements on whether competency has been achieved and to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or a vocational education and training (VET) accredited course.

At the beginning of the course, the trainer will tell you how you will be assessed including the assessment methods, conditions, deadlines for submission of assessments and resources required for the assessments. The College follows the assessment guidelines set out in the Standards for Registered Training Organisations 2015 to make sure assessments are valid, reliable, flexible, and fair and assessment evidence are valid, sufficient, authentic and current.

Assessments and your needs

Assessments should take your needs into account. For example, if you have a disability or literacy problems and need support or adjustment, talk to your trainer first or email to the Course Coordinator on esther@pcc.edu.au.

Portfolio assessment deadlines are provided well in advance and extensions will not be granted without very serious cause, for example, due to serious illness, disability, or family bereavement. If you need extensions on any of the above grounds, please email to the Course Coordinator on esther@pcc.edu.au. You may be asked to provide evidence of reasons for seeking this extension, e.g. a medical certificate or other relevant documents.

Submission of your assessments

After completion of your course or the enrolled unit, you will be given 2 weeks to submit all your assessments to your nominated Trainer and you must submit within due date. If circumstances prevent you from meeting the due date, and you have relevant supporting documentary evidence, you may request an extension for an assessment.

Seeking for an extension

If you wish to seek an extension, you must contact your assessor or the VET Program Manager by e-mailing to esther@pcc.edu.au before the due date. Your request for an extension must be submitted before the due date of the assignment and no later than 5:00pm two working days after the due date.

Consequently, your extension request will be reviewed upon receipt of your written extension e-mail, and you will receive a response within 5 business days. Please note, extension may not be granted if you have already taken more than the nominal duration to submit your assessments. Therefore, if you feel you may not be able to meet the deadline, you should contact your assessor or the program manager immediately.

Late Submission of Assessments

Late submission penalties will be applied at a "flat rate of \$25" if your submission/re-submission is over 10 calendar days late.

Marking of your assessments

After successful submission of your Assessment, your nominated Assessors may take 2 to 4 weeks to mark your assessments from the date of receipt of your assessments. Please note, the given time is indicative only and depending on the quality of assessments submitted, the assessor may take longer or even shorter timeframe to mark your assessments.

How many attempts will I be given?

You will be given 2 attempts for each assessment submission towards each enrolled unit completion. If you are NYC (Not Yet Competent) after the second attempt, there will be an admin fee of \$35 per unit applies for each attempt for re-submission.

TAE Course

This course is delivered over 6 months (26 weeks) in 3 clusters. You can submit your assessment for review, **one time only per unit** to your trainer for feedback before your **2nd and final submission**. Any additional trainer review of your assessment seeking feedback will incur additional costs at \$50 per application. Any unsuccessful assessments after final submission with minor errors, will also incur a resubmission fee of \$100 per assessment.

If deemed not satisfactory after this process and with multiple errors, you will need to re-enrol into the unit again at a cost of \$275

Can my assessments be marked urgently?

Assessors always try to mark the assessments as soon as they receive them but please do not consider it as our normal practice. You may wish to discuss your urgency with the assessor; however, even if the assessor can mark your assessments on a priority basis, issuing of certificate may still take up to 30 calendar days (in accordance with Standards for Registered Training Organisations 2015). Please note that the Parramatta College adheres to specific timetable and processes in the delivery, assessment and issuing of certificates and do not hold any connection to a candidate's employment. This means, if your employer requires a certificate on or before a specific date, then you should consider the length of study required (not just when you enrol but when the course starts), time for assessors to mark your assessments (i.e. after you submitted your assessments) and the college to issue your certificate (i.e. up to 30 calendar days of exiting the course or the final assessments being completed).

Competency decision

In vocational education and training sector, we do not mark a student with Pass or Fail grade. A student is either considered Competent (C) in the relevant unit of competency when they satisfy all the assessment requirements of that unit or Not Yet Competent (NYC) when they do not satisfy all the assessment requirements. If you are considered NYC, the assessor will provide you with feedback detailing the gaps and what further evidence you will need to provide to be considered Competent (C). It is imperative that you read the assessor's feedback thoroughly to understand where the gaps are, and you can always contact the assessor via email if you require further information or assistance related to your assessments. If you are considered competent in all the assessments of a qualification, you will receive a Certificate of qualification or a Statement of Attainment within 30 calendar days (i.e. from the date of exiting the course or the final assessments being completed).

Plagiarism in my assessments?

Plagiarism is the use of other people's work pretending that it is your own work. Plagiarism is not permitted because:

- It is a breach of the intellectual property rights and the copyright of the writer. Breach of copyright is illegal.
- The work of a student presenting another person's work for assessment cannot be assessed, and the student cannot be deemed competent. Certificates and Statements of Attainment cannot be issued.

If you are quoting the work of others, include the following information:

- Text / words. Put the words in quote marks “ ”. In brackets () write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website found the words.
- Images / photos. In brackets () write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.
- If you want to use particular video / audio / music, please contact your trainer or teacher for advice.

Certificates

Many of our accredited ‘courses’ are really modules or units of competency from Australian Qualifications Framework (AQF) qualifications. If assessed as competent, students are issued with a Statement of Attainment for units of competency or a Certificate for courses such as *Certificate I in Digital Media and Information Technology* within 30 calendar days from the date the last assessment was marked. Make sure you have no overdue fees with the Parramatta College as it may delay the certificate issuing process. You should also provide your Unique Student Identifier (USI) at the time of enrolment, not at the completion of your training or assessments as it may cause delay in issuing the certificate.

Mutual Recognition

The Parramatta College recognises Statements of Attainment and Certificates issued by other Registered Training Organisations (RTO). This means, for example, that if you have achieved part of a qualification at another RTO, and you want to complete the qualification, we must recognise the Statements or Certificates you present to us. We will ask you to provide us with a copy of the Statement that was issued at another RTO and ask you to sign a letter of authorisation to verify that certificate to ensure it is legitimate.

Recognition (RPL)

The College offers recognition, otherwise known as Recognition of Prior Learning or RPL, to students in all accredited programs. Information about recognition is available on our website, at the Information Session for your course and in the first lesson.

Recognition means that you may be able to get credit for previous study, experience, or work skills. If you apply for recognition, we will ask you to provide evidence against the workplace competencies or learning outcomes of your training program. The charge for RPL varies depending on the method of assessment. For more information, contact the office and ask to speak to the Program Manager for your course, or go to www.pcc.edu.au. Please note applying for RPL may not automatically result in the issuing of a certificate or statement of attainment. If gaps are identified in the RPL assessments, you will be asked to submit further evidence. If you are still considered Not Yet Competent (NYC) after the second attempt, we will offer a tutorial to cover those gaps. The duration of the tutorial depends on the scope of gaps identified. Please note that there will be extra fee charged for any tutorials offered and the amount of fee will be determined on the basis of the duration decided.

Classes are cancelled on Public Holidays. Your trainer will organise to make up the time if necessary.

Appeals

If you do not agree with the result of your assessment, you have 3 months from the date of your assessment to appeal. To lodge an appeal, contact the Program Manager. We will contact you within

7 days after we receive the completed form, discuss your appeal and, if appropriate, negotiate reassessment. You will get written feedback on your appeal.

Student Records

We keep student records for accredited courses for 30 years. The records include copies of qualifications awarded, your enrolment, participation and assessment information, and copies of your work. If you, or an agency which has referred you to the course, want to see your records or get information about your progress in the course, we will ask you to sign a 'Consent to Release Information' form and to identify yourself with photo ID. We cannot release information without your written permission, except as required by law. Please note that you will need to provide the College with your Unique Student Identifier (USI) if you wish to enrol into an accredited program. We are unable to issue any Nationally Recognise Certificate in the absence of your USI. In some cases, we may have to access your USI profile if your USI fails the validation process.

Trainer Qualifications

All our trainers delivering accredited programs have the relevant current vocational as well as training and assessment competency satisfying the requirements of the Standards for Registered Training Organisations 2015. We run staff development training at least once a year to help trainers maintain VET industry currency. All our trainers have current industry experience because they work in the industry in which they train. They also maintain currency in their respective industry sector by attending professional development programs available and appropriate to their industry.

Evaluation

We evaluate courses to help improve or modify them. We will ask you about:

- What you learned
- The skills of the trainer
- The facilities
- Whether you would recommend the course to others
- Whether the office staff were helpful

We usually hand out evaluation sheets at the end of the course. You do not have to write your name on the evaluation form.

Besides, the National Quality Indicators program requires us to ask you to fill out a learner survey form when you attend an accredited course. If your employer has referred you and paid for your attendance, we may also ask your employer to complete a survey form.

Promotion

All of our course promotion accurately reflects course content and qualifications. We do not intentionally make vague, misleading, or ambiguous statements about courses, teachers, other providers, the College, or any other matter which could mislead students. We publish information on our website, on our Facebook page and in our quarterly course brochure. If you have found any error in the course information either in our course brochure or on our website, please contact our enrolment office on 02 96872072 or send us an email to admin@pcc.edu.au.

Please note we may take photographs or videos of classes, which may include students attending the training premises, for marketing purposes. If you wish not to participate, please tell your trainer or a college staff.

Health & Safety

If a course is designed to be delivered in a face-to-face classroom environment, your trainer will discuss safe working in your subject and emergency evacuation in the first lesson and will check your classroom for hazards at the beginning of every lesson. We advise our students not to voluntarily engage in any heavy lifting, move any heavy furniture or engage in any other activities that may pose risks to themselves as well as the other participants at the premises. In case of any national health emergency, the College will follow the guidelines provided by the Department of Health or other organisations as applicable to our business. If you have any concerns about safety, tell your trainer or caretaker, or contact the relevant Program Manager (esther@pcc.edu.au Course Coordinator and merven@pcc.edu.au for Leisure programs).

Disclaimer - Parramatta Community College does not accept responsibility for any damage or injury to any person, their property or the employment potential or lose of employment related to the delivery of training and assessments.