



A Not for Profit organisation since 1952.
RTO 90269 ABN 42 893 599 293

Student Handbook

2019

City East Community College

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98 Bondi Road
Bondi Junction NSW 2022

ABN 42 893 599 293

Handbook Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation and/or training provider policy may impact on the currency of information included. City East Community College reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates City East Community College.

This handbook has been prepared as a resource to assist students to understand their obligations and those of City East Community College. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

City East Community College
98 Bondi Road
Bondi Junction, NSW, 2022
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ABN 42 893 599 293

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City East Community College acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Coast Wide Training Solutions is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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City East Community College

RTO ID: 90269

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Bondi Junction, NSW, 2022

Phone: +61 2 9387 7400

Email: enrol@cec.edu.au

Website: <https://www.cec.edu.au/>

ABN 42 893 599 293

**There are many new directions a City East Community
College course can take you, are you ready to Learn
Something New?**

Welcome!

Congratulations and thank you for choosing City East Community College to support you on your learning journey.

About Us

City East Community College is a not for profit adult learning organisation nestled in the heart of Sydney's East. We are committed to creating and cultivating growth opportunities for the community through lifelong learning.

A proud member of the Sydney eastern and inner-city suburbs community since 1952. City East Community College is passionate about providing a place for all members of the community to learn and develop to their full potential. Social inclusion, quality education and community involvement are core to who we are.

We successfully partner with community organisations, local councils, schools and neighbourhood facilities to increase our scope and celebrate diversity

City East Community College strives to deliver high quality, innovative and engaging training that is relevant to our community, employers and industry. We empower our students and local businesses to achieve their goals by providing a genuine and supportive learner focused approach. Our commitment to continuously improving our service offerings mean we can continue to evolve to meet the needs of our community through innovative education and learning opportunities.

We offer 3 core areas of learning that students can become involved in:

Your Course - Adult learning courses covering a multitude of interests and skills.

Learn English - From casual conversation to more structured certified courses.

Work Skills - Ensuring you are work ready.

We are also proud to deliver the Mentor Program, linking skilled migrants and refugees to professional mentors to create pathways to meaningful employment.

Whichever course meets your needs, we are dedicated to helping you Embrace Your Potential.

Our trainers are specialists in their fields and ensure that all students receive individualised, high quality training that will help enhance their skills and knowledge for both personal and professional development.

From small beginnings, come great things

We provide formal, non-formal and informal learning opportunities, including foundation skills learning through a range of delivery methods, including:

- Classroom lessons
- Face-to-face support
- Workplace visits
- Online delivery, and
- A combination of the above

City East Community College is a Registered Training Organisation that delivers qualifications from the Australian Qualifications Framework (AQF). We are regulated by the Australian Skills Quality Authority (ASQA) who monitors our performance and quality to ensure that we maintain a commitment to our students and that we continue to meet national standards.

We provide opportunity for engagement in nationally recognised qualifications, accredited VET modules as well as general interest courses in health and wellbeing, recreation, the arts and increased civic participation as well as skills for work.

As an adult and community education provider, we see learning is part of our core business, focussing on our local community and offering inclusive learning environments and practices. We provide opportunities for engagement/re-engagement in community life, learning and work through the delivery of programs and activities.

Our Vision & Values:

To connect people and our community- to inspire, empower and help expand their potential
Respect: Sustainability: Ethical: Positivity: Curiosity.

Why should you choose City East Community College?

- We offer a diverse and wide range of courses to suit everyone's needs.
- Available at venues across Sydney's east and inner suburbs, for your convenience.
- Our courses are excellent value for money.
- Our friendly team and expert teachers are dedicated to helping our students on their learning path.
- We've successfully enabled tens of thousands of students, and many keep coming back for more!

Code of Conduct

City East Community College is an independent, community-based organisation that recognises the right of all adult community members to participate in lifelong learning. The College is committed to fair, reasonable, and ethical practices in all its undertakings and will employ appropriate educational strategies, curricula, personnel resources, facilities and technology to foster creativity, flexibility and confidence in our students, enabling them to contribute to the development of an educated society.

City East Community College is committed to the belief that freedom of intellectual thought and enquiry and the open exchange of ideas and evidence are essential to the achievement

of its mission, and it will seek to protect staff and students from any attempts to remove or reduce this freedom.

General Information

Legislation

City East Community College is committed to providing a training and work environment that complies with all relevant Federal and State legislation. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, we abide by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Employment and Workplace Relations
- Corporations
- Student Identifiers
- Equal Opportunity
- Copyright
- Taxation
- Workplace Health and Safety

City East Community College is dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au (the Australian Government website for Commonwealth Law)
- www.asqa.gov.au (the website for the regulator of Australia's VET sector)

Student Portal

Upon successful enrolment, you will be given access to the City East Community College Student Portal where you will be able to access a range of information, resources and forms. It is strongly recommended that you log in and set up your account so you can access these resources any time you like. Log in to the Student Portal at <https://www.cec.edu.au>.

Student Feedback

To ensure we continually improve our training services and resources City East Community College welcomes feedback from students at any time, however, we will specifically ask for feedback at the completion of your study. We are dedicated to ensuring our practices are continuously improved to ensure the best possible outcomes.

Support Services

As part of the overall engagement process, will work with students to ensure any special learning and training needs are met. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

We are concerned for the welfare of our students and we encourage you to discuss matters related to your course with your trainer. Where personal problems are of concern, students are advised to seek help through appointments with professionals outside the College. Where problems directly relate to our programs, we encourage you to speak to your trainer or to management, who will offer, or suggest an alternative avenue of help.

Support Services Include:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au

Environmental Sustainability

City East Community College recognises the importance of protecting our environment and will minimise the environmental impact of our practices. We encourage all students, staff and visitors to participate in reusing, recycling and reducing our waste.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at City East Community College. All staff, students and visitors are responsibility for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Each student will be provided with a work health and safety overview at the commencement of their learning program. This will include instructions for what to do in the event of an emergency.

Rights and Responsibilities

Know your rights and responsibilities and what you can expect from us!

Student Rights

All enrolled students will:

Be treated fairly and with respect by trainers, other staff and other students

Learn in a safe training environment free from harassment and discrimination

Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted)

Have their personal information stored, maintained and protected in accordance with the National Privacy Principles

Are provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment

Are informed about the implications of government training entitlements and subsidy arrangements (if applicable)

Have access to our consumer protection system and our complaints and appeals process

Are made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary

Are consulted in the development of their plan and receive an updated copy as they progress through their education

Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning

Receive information relating to deferring or discontinuing studies

Receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course

Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf

Student Responsibilities

All students must ensure that they:

Treat all staff, students and the public with respect, fairness and courtesy

Provide true and accurate information throughout the course of their enrolment

Provide a valid USI on enrolment

Pay the necessary fees by the due date

Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions

Always behave in an ethical and responsible manner

Are punctual and attend all scheduled training and assessment sessions

Complete assessments as scheduled and meet assessment deadlines

Do not plagiarise, collude or cheat in any assessment event

Do not cause damage to equipment or facilities

Do not illegally copy software, install software, or introduce viruses onto local computers

Are not under the influence of alcohol or illegal drugs in the learning environment

Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments

Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded

Do not behave in any way they might intimidate, threaten, harass or embarrass other students or staff

Do not use offensive language, smoke in any designated non-smoking areas, are always free from drugs and alcohol, or litter on or around our location

If a student does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

City East Community College Rights

We have the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported
- Adjust course fees, times or dates for the whole or any part of a program as required

City East Community College Responsibilities

As an RTO, we have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment
- Do our best to make sure that students can complete their course in ways that are convenient to everyone
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available
- Protect the welfare of children and other vulnerable people who may encounter our students during the work-placement or work experience components of a course, visits to industry and simulated workplace settings
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Harassment, Bullying and Anti-Discrimination

City East Community College considers harassment to be any unwelcome behaviour that offends, humiliates or intimidates any other person on any grounds, either sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under the NSW Anti-Discrimination Act (1977).

Harassment can take many forms, including:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual)
- Ignoring, isolating or segregating a person or group
- Staring or leering in a sexual manner, unwelcome wolf-whistling
- Sexual or physical contact, such as grabbing, kissing or touching or intrusive questions about sexual activity
- Repeated sexual invitations when the person has refused a similar invitation before

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

It is also against the law for anyone to victimise anyone because they complained about harassment, or because they supported someone who complained about harassment.

Smoking, Drugs and Alcohol

People under the influence of alcohol or unauthorised drugs in in our learning environment are a danger to themselves and to others. Smoking can also present an immediate danger, in relation to flammable or explosive substances, as well as long-term health damage.

City East Community College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations. Any student under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any City East Community College activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Policies and Procedures

The following Policies and Procedures underpin City East Community College's operations. To access the full range of policies please contact the office for more information.

Access and Equity

City East Community College is committed to providing an environment of equal opportunity, free from discrimination for existing and prospective staff and students. We will encourage, assist and subsidise (where practicable) people who are subject to disadvantage to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities.

Students will be given access to our programs, courses and support services regardless of gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, religious or political affiliation or prior criminal conviction.

Privacy

City East Community College strongly supports the privacy and confidentiality of its students. Information is collected, used and stored in accordance with the Privacy Act 1988 and the National Privacy Principles.

Certain general, non-specific information such as location, sex, age and results may be passed on to other agencies to inform future funding arrangements and/or statistical data gathering requirements. These agencies may include the Department of Education, Training Services NSW and the National Centre for Vocational Education Research.

We share personal information to any person or agency without your permission, unless required to do so by law. If you wish to access your student information file, please direct your enquiry to management.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows you to link to a secure online record of all your qualifications gained from 1 January 2015, regardless of the provider.

City East Community College cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all students supply their USI upon enrolment. You can apply for your USI at <https://www.usi.gov.au/students/create-usi>

Third-Party Arrangements

If your course includes delivery by a Third-Party Provider, City East Community College will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf; and
- Your rights, including: if the RTO, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in
- any changes to Third Party arrangements

Entry Requirements

Some of City East Community College learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a student must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education
- Specific levels of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where required competencies can be practiced
- Access to a computer, software and the capacity to access online materials
- Access to an internet connection with enough capacity to download course materials
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade

Fees and Charges

The applicable fee for each course offered by City East Community College is outlined on our website. For student who may be eligible to receive subsidised training, the course fees are determined by the requirements of the subsidised program. Supporting evidence must be provided at the time of enrolment to support an application for subsidy and to ensure correct fees are applied.

Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning
- Any previous qualifications held
- Student eligibility for subsidies or concessions

Fee Protection

City East Community College is required to protect student fees paid in advance. This is an obligation of our registration and, as such, we have implemented the following fee protection policy:

City East Community College is required to protect fees paid in advance for nationally recognised training. To meet this regulation, we may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.

Following course commencement, we may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered does not exceed \$1,500.

Additional Fee Information:

Prior to enrolling into your chosen program, you will be informed of any additional costs for equipment, textbooks or field trips that may be required. This information will also be included on our website.

Students must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, City East Community College will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer student debt to a debt collection agency.

In some circumstances (i.e. under certain Awards) an employer or support agency will pay the fee on behalf of the student, however, no credentials will be issued to this payer.

No additional fees will be incurred by the student if a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).

Skills Recognition or Credit Transfer approvals will incur a fee adjustment.

A processing fee applies if past students request a re-issue of a document that has been previously issued. Document re-issue fees apply to:

- Statement(s) of Attainment
- Certificates and Diplomas
- Record of Results

Failure to Make Payment

All course and additional fees must be paid by the due date as advised at enrolment. If payments are not made according to the agreed terms, City East Community College will:

- Suspend students from course participation and exclusion from assessment activities
- Withhold qualification and record of results
- Withdraw enrolment and exclude students from future

These actions may remain in place until payment is received. Failure to meet payment obligations after 90 days may result in the outstanding debt being lodged with a registered debt collector and any associated fees added to the total outstanding amount for recovery.

If students are experiencing financial difficulty, please contact us as early as possible to discuss payment options.

Fee Free Scholarships

City East Community College is a provider of training that is subsidised by the NSW Government under several funding programs, including:

- Smart and Skilled
- Community Service Obligation Program
- Tech Savvy Small Business Program
- Tech Savvy Seniors Program

Subsidy Eligibility

To be eligible to a subsidy, students must be:

- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and
- Aged 15 years or older, and
- No longer at school, and
- Live or work in New South Wales (or a defined NSW border), or
- Registered as a NSW Apprentice or New Entrant Trainee

Students who are applying to enter a Government subsidised program must complete an eligibility application and supply the necessary evidence. This application will also give an indication of the student fee, if any, that is required to be paid.

Students eligible for a subsidy can choose from a variety of programs offered. Contact us for more information and to find out if you are eligible.

Concessions and Exemptions

Concessions

For qualifications, up to and including Certificate IV, you may be entitled to a concession in if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit.

Exemptions

You may be entitled to an exemption of fees if you are:

- Aboriginal and Torres Strait Islander Student
- Student with a disability
- Refugee or Asylum Seeker

Proof of concession or exemption is required at the time of enrolment.

Enrolment

Each student must complete an enrolment form prior to being accepted into any City East Community College program. The application must be completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, students will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

Refunds

City East Community College maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a student withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.

- If a student withdraws prior to the scheduled start of the training program to which they are enrolled, a refund will be granted less a non-refundable Administration fee.
- If a student withdraws after the course commences, no refund will be granted, and the student may be required to pay any outstanding balance.
- If City East Community College cancels a training program before it commences, a full refund of fees paid will be made.

Please contact us to discuss individual circumstances.

Skills Recognition and Credit Transfer

City East Community College offers assessment only pathways that promote Recognition of Prior Learning (RPL) and consider competencies currently held, regardless of how, when or where the learning occurred.

Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.

Recognition of Prior Learning (RPL)

RPL is an assessment process where the existing skills, knowledge and experiences of the applicant can be recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through; training programs, work experience, voluntary work, schoolwork, life or sporting experience.

Candidates who believe they may be eligible for this assessment pathway must apply for RPL on one or more Units of Competency in their program. Successful applications for RPL will see that this process can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

Credit Transfer (CT)

City East Community College recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent Units of Competency and related qualifications that you have already been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and students will be advised to seek recognition.

To ensure that we assess RPL and CT applications in a consistent and fair manner evidence must be provided.

Course Information

Once your enrolment has been accepted and your course commences, you will be provided with the relevant training plan and training materials to support your learning. You will need to supply your own stationery materials.

You will be emailed a confirmation of enrolment which may include information on your classroom sessions and log-in details so you can access the student portal. Where your course requires workplace visits or practical placement, your trainer will advise you of the details.

Duration

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Competency-Based Assessment

All the nationally recognised training delivered by City East Community College is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on a student's ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

Competency-based assessment is conducted to determine if a student can demonstrate the essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace.

As a student, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will see you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Your Training Plan

We give all students enrolled in a qualification a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of your training.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Submitting Assessments

As a City East Community College student, you are expected to complete and submit your assessments by the due dates outlined in your training plan. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose.

You will receive feedback regarding the outcome of each assessment item and an assessment judgement of Competent or Not Yet Competent will be recorded based on the evidence you submitted.

Plagiarism

Plagiarism is taking someone else's work and using it as your own. City East Community College considered it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own
- Using information (pictures, text, designs, ideas etc.) without citing original author(s)
- Unintentionally failing to cite where information has come from

You will be required to sign a declaration that all work that you submit is your own.

Referencing

You must provide references in your work that identifies where your information has come from (i.e.: who wrote it, when it was written and the name of the text or a link to the website).

Resubmissions

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again. If, after two resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will be required to re-enrol in, and re-do the entire unit.

Assessment Feedback

You will receive valuable feedback regarding the outcome of each of your assessment items. If you have any additional questions about your submission, you can speak with your assessor.

Reasonable Adjustment

City East Community College understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. The Disability Discrimination Act (1992) (DDA) requires us to take reasonable steps to enable students with disability to participate in education on the same basis as a student without disability.

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each student
- Appropriate Learning materials for the individual needs of each student
- Flexible learning activities with appropriate study materials
- Adaptable assessment procedures that enable individual students to demonstrate the knowledge, skills or competencies

If you experience any of the following, you can expect reasonable adjustment to occur and should speak to your trainers and assessors regarding any changes you feel you may need:

- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning strategies.

Students who believe they may require reasonable adjustment during their learning are encouraged to speak with us during the enrolment process so that we can include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

Withdrawing or Deferring Enrolment

Withdrawing from Training

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or other staff
- Advise us in writing at least ten (10) working days prior to course commencement using the Withdrawal from Training Form

You may be entitled to receive a refund of monies paid; however, City East Community College will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance. Contact us for more information.

Deferring Studies

You can request a deferral at any time. If you decide to defer, you can do so for a maximum of 12 months. If, after this time, you are not ready to recommence your studies, you will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise us in writing. You will not incur additional fees and you will remain responsible for all debts and other charges related with the course.

Cancelled Courses

If City East Community College cancels a course for any reason, all students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Issuing Certificates

All students who complete a full program of study offered by City East Community College that results in an AQF qualification will receive on completion;

- A testamur; and
- A record of results

Students who complete part, but not all, of the program of study will receive a Statement of Attainment listing the units completed as part of learning and assessment, credit transfer, or recognition of prior learning pathways. We will record the details of all certifications awarded.

Certificates of Attendance are issued on request to students who have attended at least 80% of any other sessional or full day course, of non-accredited training, on request.

Upon successful completion of all coursework and assessment tasks, and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. Students can give the us permission to issue referring agencies or third parties with copies of the student's competency report.

Consumer Protection

City East Community College provide protection for our consumers as part of our provision of quality training and assessment products and services. The Consumer Protection Policy advises our prospective and current students and customers on their rights and obligations as consumers.

Under this policy, we provide:

- Accurate information about our services and fees
- Information about student rights and responsibilities
- Training and support necessary to allow achieve of competency
- Quality training and assessment experiences
- Clear and accessible feedback and a consumer protection system including an identified consumer protection officer
- A complaints and appeals procedure
- Procedures for protecting personal information

If you wish to find out more information about Customer Protection you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au or telephone: 1300 772 104.

Complaints and Appeals

Student Complaints

Throughout your learning program, if you have a concern about your course, your trainers, other staff, students or City East Community College policies and procedures, we recommend you speak with someone as soon as the situation arises.

In the first instance we recommend students discuss the situation with the people who are directly involved and give them the opportunity to respond. If you then feel that the situation or complaint has not been dealt with, you can contact our Consumer Protection Officer.

City East Community College will ensure that our complaints process is accessible, transparent, fair and equitable and that any complaint or appeal is treated privately and in a timely manner.

Assessment Appeals

As our student, you have the right to appeal an assessment decision where you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence.

Any assessment appeal must be lodged within two (2) weeks of being formally notified of the result of the assessment.

Grounds for appeal may include City East Community College's failure to:

- Provide appropriate advice before and during the assessment
- Provide reasonable adjustment where necessary
- Take literacy, numeracy and language requirements into consideration
- Consider all available evidence and make an assessment decision consistent with the evidence provided.

Additional Options

If in the instance of an appeal or complaint not being resolved, there are other avenues of complaint. These include:

- Australian Skills Quality Authority (ASQA) – Website: www.asqa.gov.au
- Smart and Skilled enquiries/complaints:
smartandskilled.enquiries@industry.nsw.gov.au
- NSW Fair Trading: Phone: 13 32 20 or Website: www.fairtrading.nsw.gov.au
- Safework NSW Phone: 13 10 50 or Website: www.safework.nsw.gov.au



City East Community College

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