NORTHERN BEACHES & MOSMAN COLLEGE

Student Handbook

NBMC is committed to the provision of quality vocational, accredited, and lifestyle courses. We are dedicated to responding to the life-long learning & development needs of our community and beyond.

NBMC is committed to excellence and consistent standards of service.
We embrace Quality Assurance and support the process of continuous improvement.

A Registered Training Organisation
RTO ID 90113

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This handbook is a reflection of the College's policies and procedures as they impact on students. Full details of these are available on request.

Background Information

Adult & Community Education

Adult and Community Education (ACE) is a sector of the NSW post-secondary education system, along with TAFEs, private Registered Training Organisations and Universities. It provides accredited and non-accredited courses in non-threatening and community based venues to enable people to acquire learning and skills throughout their lives. ACE is different because it is truly a community based education, owned and run by the local community. ACE is therefore able to respond quickly and flexibly to the needs of the community. ACE centres can teach almost anything from vocational to literacy to workplace training to hobby and leisure classes.

Northern Beaches & Mosman College

The Northern Beaches & Mosman College (NBMC) operates as an independent incorporated non-profit organisation.

The provision of adult and community education on the Northern Beaches goes back to 1982 when a centre called an Adult Education Centre operated in Manly, Warringah and Narrabeen. In 1985 the AEC's were amalgamated under the banner Manly Warringah Evening College. In 1988 the college was incorporated as Manly Warringah Community College Inc. The name was again changed in 2010 to reflect the inclusion of Pittwater, to Northern Beaches & Mosman College Inc. In 2019 the Northern Beaches Community College joined forces with Mosman College to form the Northern Beaches & Mosman College.

The College enrols upwards of 3000 students each year with over 150 classes offered each term, in varied accredited, vocational and lifestyle classes offered during the day and evening in multiple venues. The College's specialised staff is also involved in the design and delivery of programs for people with disabilities, youth, seniors, people from non- English speaking backgrounds, long- term unemployed, educationally disadvantaged and specific workplace training.

NBMC – A Registered Training Organisation

Northern Beaches & Mosman College Inc is a community based, not-for-profit, Registered Training Organisation (RTO) delivering high quality accredited and non-accredited training. The College is recognised as one of the leading local education and training providers in the community and all nationally recognised training delivered by the College meets the requirements set by the Australian National Regulator, the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF). NBMC is committed to Quality and to continually improving our service to you and the community.

Northern Beaches & Mosman College is registered to:

- Deliver training and conduct assessments according to our current scope of registration.
- Issue nationally recognised qualifications in accordance with the Australian Quality Framework (AQF)

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA

- Regulates courses and training providers to ensure nationally approved quality standards are met.
- Ensures the quality of vocational education and training and training services throughout Australia
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

Qualifications

Northern Beaches & Mosman College is registered to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications.

All training programs delivered and all qualifications issued by NBMC are in respect of training packages or nationally accredited courses.

Training Packages and Accredited Courses

Training Packages are sets of training materials that have been developed by industry to standardise vocational education and training around Australia. They replace various state and territory VET courses and lead to nationally recognised qualifications. Nationally endorsed standards (within these training packages) describe the skills and knowledge needed to perform effectively in the workplace. Accredited courses are structured and sequenced vocational education and training courses.

Nationally Recognised Training

An AQF Certificate or Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training [NRT] logo) means that students have portable skills and qualifications that will mean something right around Australia.

Nationally Recognised and Accredited courses are identified on the College website by the National Recognised Training Logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.

NATIONALLY RECOGNISED TRAINING

Structure of Qualifications

In general, qualifications are usually divided into various subject areas. Depending on which course you are undertaking, these subject areas are called units of competency (from a training package) or modules (from an accredited course).

Within each unit of competency (or module) there is a series of learning outcomes that reflects the skills or competencies in which you need to be able to demonstrate competence in order to satisfy the assessment requirements.

Competence and Competency Standards

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry.

Competency standards (also referred to as national industry/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry. Competency standards are an endorsed component of training

packages or where no training package exists, as the basis for defining the learning outcomes of an accredited course.

Assessment Guidelines

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course.
Students will be issued with details of all outcomes to be assessed within a unit of competency or module. Specific assessment criteria relating to individual courses will be available from your trainer.

Assessment

Assessment tasks are conducted using various methods, but generally take place by way of assignments and practical exercises. However, details of specific assessment tasks (in relation to a specific course) and due dates will be specified in the course timetable relevant to each course, which is handed out at the beginning of a course.

NOTE: If you cannot hand in your assessment task by the due date, it is your responsibility to negotiate an extension with the trainer prior to the due date.

1. All students who undergo assessment will be informed of the;
    - assessment tasks
    - time, date and venue (if fixed date)
    - competencies or learning outcomes and performance measures
    - assessment procedure
    - appeal and reassessment mechanisms are outlined in the College's Academic Appeal Policy And Procedure and the Student Handbook.

2. The College has in place a Recognition of Prior Learning (RPL) procedure which is available to all students.
3. The College has an assessment system which ensures that assessment materials and methods meet the requirements of the relevant endorsed training package(s) and accredited course(s), are appropriate to diverse assessment needs, and facilities and resources are appropriate and available.
4. Assessments will be valid, fair, reliable and flexible in accordance with the National Assessment Principles and will;
    - cover the range of skills and knowledge needed to demonstrate competency
    - be a process which integrates knowledge and skills with their practical application
    - allow for evidence to be gathered on a number of occasions and in a variety of contexts or situations to support judgements of a person's competency
    - provide for reasonable adjustment
    - be periodically monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
5. If a student cannot hand in an assessment task by the due date, it is the student's responsibility to negotiate an extension with the trainer. If the assessment task is not received and no request for an extension has been made, this will be deemed to be a student's first attempt to complete the unit of competency. (see paragraph 6).

6. A student who fails to achieve a satisfactory result in an assessment task can re-sit the assessment task once, without having to re-enrol in the course. This must be done within two weeks of being notified of the result. If this period expires a payment will be required.
7. Students will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of $75 per additional attempt to be paid by the student.
8. If a student continues to fail to submit assessment tasks by the due date the student will be sent a warning email/letter advising of failure to meet course progress requirements. Continued failure to meet course progress requirements may result in the cancellation of the enrolment in the course. Please note, no refund of course fees is available in this situation.
9. Students have one month from the end of face-to-face training to submit final assessments due. On that date enrolment has concluded.
10. Students wishing to submit assessments after the conclusion of their enrolment will be charged a marking fee of $75 per unit. Applications for late submissions must be made prior to the conclusion of their enrolment. Students have one month, after their late submission application has been approved, to submit their assessments. Beyond this time frame, students will have to re-enrol in the unit or units of competency outstanding.
11. Feedback (written or verbal) will be given to each student by the assessor on their assessment performance.
12. If a student disagrees with their results they have the right to appeal against the decision and ask to be reassessed by another assessor at a time to be negotiated. The student has 14 days from the time their results are given/posted to them in which to do this.
13. Students are encouraged to talk to their trainer/assessor or telephone the College on 9970 1000 for assistance.
14. Assessment instruments are validated according to the College Validation Policy
15. Qualifications and Statements of Attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework (AQF), and specific qualification requirements of the relevant endorsed Training Package(s) and accredited course(s). Qualifications and Statements of Attainment will be issued as long as all course fees have been received and Unique Student Identifier has been verified.
16. If final assessments have not been submitted by one month after the end of face-to-face training Statements of Attainment will be issued only for those units successfully completed.
17. All assessment records are confidential and stored securely in accordance with legislative requirements, funding agreements and the *Northern Beaches & Mosman College Students Records Policy.*

Assessment Results

A student is deemed to be competent when all outcomes have successfully been completed within a unit of competency or module.

The stated assessment outcomes in competency based courses are:

Competent	when the student can demonstrate competency in all learning outcomes
Not Yet Competent	when the student has not yet demonstrated competency in all learning outcomes

A student who fails to demonstrate competency in an assessment task can re-sit the assessment task once, without having to re-enrol in the course. This must be done within two weeks of being notified of your result. If this period expires a payment will be required.

Appealing an Assessment Decision

Assessment Requirements

Participants who are "not yet competent" or who partially complete a module or course may be issued with a "Statement of Attendance" if they have attended 75% or more of the course.

Students who do not have a medical certificate for missing an assessment will have to pay the costs involved in rescheduling the assessment at the rate of $50 per hour and an additional $50 for marking of that assessment.

If the student is dissatisfied with the decision of 'not yet competent' in the first instance they should discuss the matter with the trainer/assessor.

Academic Appeal Policy and Procedure

The College will make all reasonable attempts to ensure that students are trained to meet the competency standards of the VET courses they attend. Where the student disagrees with the decision of 'not yet competent' (including RPL assessments), the appeals process will be made available to them, free of discrimination or prejudice and at no cost to student. APPEALS MUST BE MADE WITHIN 14 DAYS OF RECEIPT OF RESULTS. All records of any appeals will be kept on file.

- If a student is dissatisfied with the decision of 'not yet competent' in the first instance they should discuss the matter with their trainer/assessor. Students have up to 14 days from the receipt of their results to initiate the appeals process.

- When an appeal cannot be resolved informally the student is required to submit a formal written appeal to the Training Coordinator.

- The appeals process must commence within 10 working days of the formal lodgement of the appeal and be finalised as soon as practicable.

- The Training Coordinator will arrange an interview to discuss the appeal with the student. The student is entitled to be accompanied and assisted by a support person at any relevant meetings.

- The Training Coordinator will view the assessment tool and those of other participants to ascertain fairness of the process.

- The Training Coordinator will consult with the trainer and/or assessor for his/her view of the issue and maintain a record of any comments they wish to make.

- If the matter is still not resolved, then a suitably qualified person who is independent and external to the college will be employed within 7 working days to conduct another assessment or evaluation. The participant will be advised, in writing, within 5 working days of the outcome of this review, including details of the reason for the outcome.

- If the matter is still unresolved, and the student feels that the College is breaching its obligations under the NVETRA Act 2011 he/she may complain to ASQA, noting that the College's internal grievance or appeals processes has been activated and concluded.

Responsibilities

The College will

- Ensure that all assessment and evaluation processes are fair and transparent
- Ensure that all assessment and evaluation processes strictly adhere to the criteria in the curriculum and/or training package
- Ensure that the College's Access and Equity policy is followed and provides fair assessment and an evaluation process that recognises the particular equity issue
- Liaise with trainers/assessors and provide professional support when their students are considered 'not yet competent' for reasons other than non-attendance
- Meet with candidates and oversee the process of appealing a decision of 'not yet competent'

Grievance Policy and Procedure (Non Academic)

In the event that a student has a grievance concerning any matter in relation to Northern Beaches & Mosman College, there is a process in place to ensure that the grievance can be resolved amicably. Students have access, at no cost to the student, to a grievance procedure if they feel they have been unjustly treated or have a serious complaint. A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint. Northern Beaches & Mosman College will maintain a student's enrolment while a complaint and appeal process is ongoing, however, this does not exclude Northern Beaches & Mosman College from reserving the right to suspend a student from attending class or visiting the Northern Beaches & Mosman College campus if that is considered necessary during this period.

Grievance/Complaint Process

NBMC recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps can ensure this happens. By following the suggested steps it is hoped that everything will be resolved at Step 1. If not, progress through the steps until the problem is fixed.

Step 1 The student should attempt to resolve the grievance with the staff member(s) concerned through informal discussion and consultation without recourse to formal appeal within a reasonable time frame.

Step 2 If the matter is not satisfactorily resolved at this stage, the student should make a formal written complaint about the grievance to the Executive Director. The Executive Director will commence an investigation within 10 working days of receiving the formal written complaint.

Step 3 The Executive Director will notify the student by phone or letter/email of the outcome of the investigation outlining what action the College is taking to resolve the matter including refund of course fees if necessary

Step 4 If the student is still dissatisfied, an appeal may be lodged with either ASQA or the NSW Department of Fair Trading, depending upon the nature of the enrolment.

If the decision on the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome. The college will maintain the student's enrolment while the complaints and appeals process is ongoing. All records of any complaints will be kept on file.

Completion of Assessment Tasks

Where an assessment task requires completion out of class time, a final date for submission of the task will be set by the trainer and outlined in the Course Timetable.

All completed assessment tasks, with your name printed on each page, are to be forwarded to:

Northern Beaches & Mosman College
PO BOX 1966
Dee Why NSW 2099
Attention: VET Coordinator

It is your responsibility to keep a copy of your submitted work in case of any actions beyond the control of the College (e.g. lost in the mail). Please note that the College cannot accept facsimile or email copies of assessment tasks.

Students are required to sign a statement at the beginning of the course stating that the work done in the assessment task will be their own work and not the work of any other student or person.

Plagiarism

Plagiarism is the act of passing off another person's work as that of your own. Examples include copying the work of another person or summarising the work of another. Any student found plagiarising work will receive a non-completion result in the unit of competency or module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

Recognition of Prior Learning (RPL)

Northern Beaches & Mosman College recognises that you may be able to demonstrate a particular competency on the basis of prior learning, skills gained in the workforce, or skills otherwise gained. Recognition of prior learning (RPL) can be granted if you can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

Students must apply for RPL, or partial RPL, no later than one week after commencement of the course.

If you think you may be eligible for RPL in a prospective course, please contact the College for an initial discussion as to your suitability. Supporting and current evidence must be submitted with your application. It is the student's responsibility to provide the evidence to support their claim for RPL. Enrolment into the course must be finalised before any application for RPL will be processed. As RPL must be considered and assessed through one on one interaction between the applicant and assessor, the course fee remains the same (unless otherwise determined by a funding contract).

Credit Transfer

Northern Beaches & Mosman College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) where the Training Package guidelines allow it.

If you have a current qualification from another Registered Training Organisation (RTO) that you wish to seek credit for (towards a course offered by NBMC) you can apply to the College for recognition of this achievement, including Credit Transfer where appropriate. You will be required to give permission to NBMC to verify the authenticity of the qualifications provided by contacting the issuing Registered Training Organisation.

You must make this application within one week of the commencement of the course. Original documentation must be sighted and verified by the College.

Rights and Responsibilities of Students

Students have the right to:

- Be treated fairly and with respect by NBMC staff and students in line with equity and anti discrimination legislation and the Disability Standards for Education 2015.
- Privacy, dignity & confidentiality
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Complain through appropriate channels
- Appeal for a review of the results of an assessment
- Be protected from all forms of harassment
- Expect truth in advertising
- Know about policies referring to them
- A safe and clean learning environment
- Access their progress in the course. This can be done by consulting their trainer/assessor or by contacting the Executive Director or the Vet Coordinator at the college. The request can be made in person at the Narrabeen Campus or in writing accompanied by certified ID.

Students have the responsibility to:

- Treat other NBMC students and staff with respect and fairness and with no prejudice
- Behave in an acceptable and appropriate manner towards other students and staff and respect the property of the College, host schools, lessons and fellow students
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could harass, offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Not attend class if unwell
- Maintain an attendance level of at least 75% of the face to face classes for all units
- Provide accurate information about themselves and advise of any changes
- Not use mobile phones, pagers or similar devices at any time in the class
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or request an extension of time (in writing) if there are exceptional circumstances
- Follow normal safety practices (e.g.: following both written and verbal directions given by NBMC staff)
- Comply with Work Placement Agreement/Declaration of Confidentiality (if applicable)
- Maintain satisfactory progress in the course
- Not breach any NBMC policy (refer to NBMC policy on the website https://nbmc.nsw.edu.au/)
- Not misuse information or communication technologies and equipment
- Comply with a reasonable direction from an authorised person or staff member
- Not obstruct a staff member from performance of his or her duties

Maintain Satisfactory Progress

If any enrolled student is not maintaining the required attendance level and/or satisfactory progress in the course:

1. The Training Coordinator will contact the student by telephone or email initially to check when the student will be returning to class or request a meeting to discuss the student's progress.

2. If no response to the telephone call or email is received from the student within 48 hours, a further email will be sent asking them to get in contact as a matter of urgency.

3. If the student does not respond to the notification email within 7 days, it will be assumed that the student has abandoned the course.

4. If the student responds to the email, a meeting with the Training Coordinator and Executive Director will be organised to negotiate achievable goals to enable the student to catch up on the required work.

5. If, following the meeting, the student continues to miss training sessions, fails to achieve the goals set at the meeting and does not maintain satisfactory progress in the course, the student may forfeit their position in the course. No refund of fees will be made in these circumstances.

Student Support Services

Support services may be available to students with learning, disability or language, literacy and numeracy difficulties. As set out in the terms and conditions of enrolment, students are invited to contact the College upon enrolment to check if support to meet their particular needs is available.

Access and Support for People with a Disability

Access for people with disabilities is dependent on the access and facilities/resources available at the respective venue used by the College. Most of these venues have limited access, but the College will make special arrangements if practicable to meet the needs of people with disabilities and is committed to the Disability Standards for Education 2015. Support for students with a disability is also available. Please contact the Executive Director on 9970 1000.

Language, Literacy and Numeracy

Literacy support is available to students who need it. Please contact the Literacy Coordinator on 02 9970 1000 to discuss your needs. Any student from a non-English speaking background who is having difficulties in reading and writing English can contact the College for additional help. NBMC offers courses at various College venues to help students improve their spoken English, reading, writing and numeracy skills. For more information call (02) 9970 1000.

Learning / Career Pathways

Students who enrol in funded full qualifications or are trainees may complete a Career pathway plan when enrolling in the qualification. This pathway plan may be reviewed by yourself and your trainer

during the course of the training. Students may discuss pathways and avenues for further training with their trainer or contact Fran Butterworth on 9970 1000.

Student Assistance

Campus Supervisors are available for evening courses at the Brookvale and Narrabeen College venues to direct students to classrooms, to inform students of any change in schedule and to assist with any problems that may occur at the particular venue.

General Information

Access and Equity

The College follows the principles of Equity and Diversity as core components of all the College practices ensuring all people involved in the College have equal opportunity and access. Equity and diversity are inclusive and allow us to recognise that both differences and similarities play a big role in our College Community. The College values those things that make us different and uses them as opportunities to work and learn together to improve the College Community. The College is committed to the Disability Standards for Education 2015. All people have a right to Life Long Learning.

NBMC's vocational education and training program has an open access policy and encourages participation from the entire community.

Changes to Personal Information/Correct Spelling of Names

Please inform the College if you make any changes to the following items of information:

Your name (please provide documents for verification)
Your address
Your telephone number

Please ensure that your trainer has the preferred version of your name (and the correct spelling) so that any issuing of qualifications reflects accurate details. Please note the College can only issue Certificates and Statements of Attainment in the name verified in the student's Unique Student Identifier.

Computer Usage

Students may use the internet and email for course related purposes only.

Copyright

Statutory Education Licence

The Statutory Education licence allows education institutions to:

- ✓ **Photocopy** and **fax** content
- ✓ **Print, scan, download** and **email** content for distribution to students
- ✓ **Store** and **display** copyright material on your education organisation's intranet
- ✓ **Share** content in course materials

How much content can you use?

The Copyright Act states a 'reasonable portion' can be used, so CAL recommends:

- ✓ 10% of a book or one chapter (whichever greater)
- ✓ 10% of sheet music
- ✓ An article contained in any issue of periodical publication (ie newspaper/journal)
- ✓ Two or more articles contained in any issue of a periodical publication provided they relate to the same subject matter
- ✓ A play, script, short story, text or poem in an anthology if that work comprises not more than 15 pages of that anthology
- ✓ An image, map or illustration if it accompanies text for the purpose of explaining or illustrating the text and is not published separately
- ✓ A book, text, image, play or piece of sheet music if a new copy of that work cannot be obtained commercially within a reasonable period of time

Copyright Law

In Australia, copyright law is set out in the Copyright Act 1968 (Cth). This is federal legislation, and applies throughout Australia.

Drugs and Alcohol

Northern Beaches & Mosman College has a duty of care to all students, employees, contractors and visitors to provide a safe and healthy working environment.

Where the behaviour of a student, employee, contractor or visitor is influenced by alcohol and/or drug use and this behaviour is improper, unsafe or constitutes a risk to themselves or others, this behaviour must be addressed immediately by any employee or management.

Scope

This policy applies to all Northern Beaches & Mosman College campus locations, work placement locations, work related functions, including off site functions and any extended invitation where NBMC is represented by invitation.

This policy may be overridden by other alcohol and/or drugs policies that apply to individual activities and/or groups working on specific projects.

Roles & Responsibilities

The Executive Director or a delegated college member is responsible for the implementation of this policy and to act immediately should they have the need to do so. All students, employees, contractors and visitors will ensure that they are fit for class, work and their work performance is not impaired by the misuse of alcohol and drugs (including over the counter drugs) and must not endanger their own safety or the safety of any other person.

Disciplinary Action

A breach of this Policy may result in NBMC conducting an investigation and applying its disciplinary action.

Procedure for Disciplinary Action

- Person making the complaint will document it in writing addressed to the Executive Director
- Student will be informed that an investigation is taking place

- Student will be given an opportunity to personally explain any issues or events
- Student will be invited to have a member of staff present at any interviews if and when he/she is accused of breaching this policy

Consequences

If the matter involves alcohol/or drug usage the following can or will take place

1. Student asked to leave college premises or function
2. Student expelled from the course of study

Feedback and Evaluations of Accredited Courses

The College welcomes your feedback on the quality of our enrolment procedures, venues, courses and improvements to our services. It also welcomes suggestions of additional courses in various subject areas. The feasibility of your suggestions will always be investigated.

Please tell us if you are dissatisfied or unhappy with any aspect of the College's service. Alternatively please let us know if you are happy with our service. We will endeavour to rectify any problems immediately, as well as give any positive feedback to our staff where it is given. (*Also see section on grievance & dispute procedures*)

Although all courses are evaluated on a regular basis you may wish to fill in an evaluation form. Evaluation forms are available in the reception area of our campuses. Please ask our Narrabeen Annex Office Reception or your Campus Coordinator if you wish to fill in an evaluation form. Evaluation forms can be anonymous.

The college will survey all students and all employers regularly.

Enrolments and Concessions

Enrolments can be made by mail, or if you have a credit card – online and phone. The Narrabeen Annex Office is open to take enrolments in person from 9.00am to 5.00pm, Monday to Friday.

A discount of 10% is granted to people receiving full Australian pensions and benefits, including full time students and holders of the NSW Seniors Card (not National Seniors Association card). The discount must be claimed at the time of enrolment and cannot be claimed retrospectively or in conjunction with any other discount. This discount does not apply to Smart & Skilled full qualification courses or courses specifically identified as “no concession” courses.

Funded courses are sometimes discounted however the amount is dictated by the funding agreement.

Fees

All nationally accredited and vocational courses are GST free. Payments can be made using cash, cheque or credit card (Visa or MasterCard only).

The fee is specified alongside each course in the College brochure or website. On some occasions, courses advertised in the local media are not listed in the brochure. Fee structures for these courses are made available to students when they enquire about the course.

Payment of fees is required at enrolment and prior to attendance of the course.

a) Advertised fees shall be charged for:
   i Fee for service course
   ii Funding contracted program

b) Fees for full qualifications if over $1500 will be collected in two instalments or by a direct debit payment plan

   Two instalments

   - First instalment prior to commencement
   - Second instalment approximately midway through the course
   - If the payment is not received by the due date or the credit card is declined a $15 Administration Fee will be applied.

   Direct Debit Payment Plan

   - Deposit paid prior to commencement
   - Fortnightly debits taken from the nominated account
   - Each debit incurs a 55c fee
   - Debits from a credit card account incur an additional fee of 1.65%

c) Fees may be discounted according to published offers made by the College from time to time.

d) Concessions may be approved by the Executive Director upon application

e) Payment of fees (or the appropriate instalment) is required at enrolment and prior to attendance of the course. Failure to do so may result in the enrolment being cancelled.

f) Issuing of Certificates or Statements of Attainment will not be completed until all fees are paid.

g) An administration fee of $30 will be applied for the issuing of a certified copy of the original lost certificate. If a new replacement certificate is required a fee of $100 will apply.

h) An administrative fee of $30 will be charged to students who cancel their enrolment in accordance with NBMC terms and conditions of enrolment.

i) Students who do not have a medical certificate for missing an assessment or require more than two attempts at assessment will have to pay the costs involved in rescheduling the assessment at the rate of $50 per hour and an additional $50 for marking of that assessment.

j) Refund of fees will only be given in accordance with NBMC Terms and Conditions of Enrolment (unless otherwise prescribed by a Funding Contract). In exceptional circumstances written applications may be considered at the discretion of the College Executive Director.

k) Fees will be reviewed annually for Budget estimates and CPI.

Qualifications or Statements of Attainment will not be issued to students until all outstanding course fees have been paid and a valid Unique Student Identifier provided.

Privacy/Freedom of Information

Strictest guidelines of Privacy and Confidentiality of all student records are maintained at all times.

Students have the right to view their own records. To do so, a student will be required to complete a records access form and present it to the VET Coordinator at the College's Narrabeen training centre together with a primary source of identification such as a Passport or other photo ID.

Harassment, Victimisation, Bullying and Discipline

The College has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the NSW Anti Discrimination Act 1977. Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences or disability. Complaints about harassment whether from staff or students that cannot be resolved informally through your trainer should be put in writing with the letter addressed to the Executive Director. Your letter will be acknowledged within two working days of receipt of your letter. Counselling and disciplining of staff will be provided if deemed appropriate in accordance with College policy and procedure. Counselling and exclusion from class of offending students may also be appropriate.

Work Health and Safety and First Aid

Information on Work Health and Safety pertinent to the particular course in which you are enrolled will be given as part of your course. Students using computers should note the information on correct posture and exercises that is displayed in all computer rooms.

Your trainer will discuss evacuation procedures with you in the first session of your course. These procedures are also displayed in every room at the Brookvale and Narrabeen campuses.

If first aid is required please report immediately to the Campus Supervisor, Reception, or your trainer.

- First Aid Kits are located in the Tea room at Brookvale Campus and the photocopy room at Narrabeen Campus. Campus supervisors also have a portable first aid kit in their office.

The College welcomes any feedback from students on potentially hazardous situations at any of the College's venues. If you notice any potential hazards please inform your trainer, Campus Supervisor or the Narrabeen Administration Office.

If you are attending a course at a host venue the WHS procedures for that venue will apply.

Parking

The College does not take responsibility for providing parking for students.

Limited off street parking is available at the Narrabeen Annex Campus - 24 spaces (line marked in pink) in the Northern End of the car park during the day and evening, but at the owner's risk. Please lock your car and take your valuables with you.

Privacy

- The College adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC) oaic.gov.au/privacy. The APPs replace the National Privacy Principles previously maintained by the College.
- Keeping information secure is a priority for the College. The College respects the privacy of both its students and its staff. Information provided by individuals to the College is for the purposes of facilitating access to (including enrolment) and participation in the College's education and training courses. The College takes all steps to ensure that the personal details of its students and staff are not released to un-authorised persons or organisations and personal information received by the College is kept secure in appropriate filing systems and record repositories before ultimate destruction of the records.
- The Australian and New South Wales Governments request from the College certain encoded student information for statistical research purposes to be supplied to the National Centre for Vocational Education Research (NCVER). With the exception of the NCVER, no personal details identifying individuals is requested or will be divulged.
- The College will from time-to-time, send mail, SMS or email to current and past students for the purpose of marketing. Students may at any time request that all such marketing cease. All requests will be promptly complied with. Students who request so will be removed from College marketing lists. No personal information is ever or will ever be disclosed to overseas recipients.

Receipts and Acceptance of Enrolments

If enrolling online or by phone, students will receive an automated email confirmation together with a receipt for any course payment processed through the electronic payment gateway.

Funded Courses may require an interview prior to acceptance into the course to determine eligibility as dictated by the funding source.

Refunds for non Funded Courses

The College reserves the right to cancel a course when there are insufficient enrolments. This usually occurs within three working days of the course start date and each enrolled student is contacted by phone or email (if email address has been provided). You can assist by enrolling early and providing us with both day and evening contact numbers. If we cannot place the student in another course, we refund the full amount paid. This is the only instance where a refund is available (courses may be permitted to continue at the same fee for a shorter period where enrolment numbers are lower than the minimum required).

The College cannot accept responsibility for changes in your personal circumstances. Please choose your course carefully, before enrolling, as refunds will not be given unless a course is full or has been cancelled by the College. Requests for refunds will only be considered up to 7 working days prior to the commencement date of the course. A $30 charge will be incurred for all withdrawals. All refunds will be processed within a 14 day period. All enrolments are confirmed by email or, if an email address has not been provided, by letter. If you have not heard from us within 72 hours of sending your enrolment, the onus is on you, the student, to contact us to ensure we have received your enrolment. Course transfer between terms is not available.

Refunds for Subsidised Courses

If the course has been subsidised under a Funding Contract, refunds will be applied in accordance with that contract.

Smoking

Smoking is not permitted in any College owned or leased properties or grounds.

Text Books/Course Requisites

Some courses require a textbook or materials. If this is not included in your enrolment fee it will be indicated in the brochure or website course description or letter of confirmation (where appropriate). The College can usually provide manuals for purchase for accredited courses and, for non accredited courses, your trainer will generally have obtained details of where to acquire these.

Unless otherwise specifically stated, all funded/subsidised courses have the materials /resources included in the cost of the course.

Unique Student Identifier

From January 2015 it is a government requirement that all students enrolling in accredited training courses in Australia must have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to. You must have a USI before a RTO can issue a Certificate or Statement of Attainment. If a student refuses to provide a USI at the time of enrolment, the College will treat the enrolment as a non-accredited enrolment.

The Department of Industry has developed the following video to help students access a USI: http://usi.gov.au/students/Pages/default.aspx

There are two ways to create an USI:

1. **Create your own**

This can be done by going to the Unique student Identifier Website and following some simple steps:
To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail
- Form of ID: Options are: Driver Licence, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

2. **Northern Beaches & Mosman College can create a USI for you**

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a Privacy Notice to this effect.

Please ensure that when enrolling in an accredited course, details of your name exactly match the identification document used to obtain your USI.

Protection of students privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

Please note: If enrolling in a course subsidised under the NSW Smart & Skilled Program, please read the additional Smart & Skilled Student Information document in conjunction with this handbook.