

# **Byron Region Community College Inc**

RTO Code 90013

# **STUDENT HANDBOOK**

**Approved by VET Team: October 2019**

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# INTRODUCTION

## Overview of the organisation

### About the College:

Byron Region Community College Inc. (trading as Byron Community College and subsequently referred to as BRCC or the College in this document) is a not-for-profit registered training organisation (RTO number 90013) which has been providing community education since 1993 and accredited training and assessment services since 1995. The organisation is governed by a Committee and has a Director as chief executive officer with overall responsibility for management and operations.

### Vision and goals:

BRCC has a strong commitment to providing high quality innovative learning for adults. Our vision is to involve and engage people through inspiring learning experiences. The organisation aims to realise its vision by providing pathways to employment through the delivery of accredited qualifications and short courses in areas of high industry demand. We achieve this by providing a variety of delivery methods to meet a diverse range of needs, by offering leisure and lifestyle courses to promote community engagement and socialisation, and by seeking to keep all courses as affordable as possible. The beauty, diversity and fragility of this amazing natural environment have been the inspiration behind the College's commitment to socially and environmentally responsible practice.

The College has a strong commitment to embedding sustainability principles across the College activities. We have won awards for our innovative and holistic approach to sustainability.

BRCC has a long history in the region as an innovative adult education provider. With over 20 years of operation and the collective experience of staff from diverse professions, the College is well placed to deliver world-class education that promotes sustainability, creativity, responsibility and collaboration.

### Our Vision Statement

*"Embracing and facilitating community resilience and personal growth through learning"* by acknowledging the natural current advantages of our place, our time, our people and our choices.

### Our Guiding Principles

- Operate an effective, accountable and flexible community owned organisation
- Create quality educational experiences that are responsive and relevant to community aspirations, interests and needs
- Ensure accessibility to learning for all people by offering diverse and affordable programs.
- Research, develop and implement projects that are innovative and stimulating
- Maintain a high level of open and effective communication both internal and external
- Encourage participation, co-operation and community support in all College activities
- Support and nurture active networks with other bodies with whom we have mutual or complementing interests
- Progressively move towards more energy efficient and sustainable practices in campus activities and in learning content

### Colleges and delivery locations:

The organisation operates campuses at Mullumbimby and Byron Bay. Training programs are run at these locations and are also held at local community locations such as the Mullumbimby Community Gardens.

### Transport and Parking:

There are regular local bus services to Mullumbimby and Byron Bay – for more information about times and locations go to [blanchs.com.au](http://blanchs.com.au)

There is street parking available in numerous streets around the Byron Campus. Please observe and obey all parking signs – take note of parking times as this may differ from street to street. The carpark at the rear of the building is for the use of staff only.

### Building Sustainability:

In 2010 Byron Region Community College opened the rejuvenated Mullumbimby Campus; a celebration of the successful completion of a Building Sustainability Project. The project sought to implement sustainable practices in not only the construction of the campus but also in the way the building encourages sound sustainable working, learning and living in all who use the facilities. The innovative passive solar design of our retrofitted main campus buildings saves energy and water. We have solar hot water and a 30kw grid interactive photovoltaic system, Cardiff air ventilation system, herb tea and fruit garden. We also use outdoor teaching spaces including inspiring sustainable houses and gardens some of which are on intentional communities. A number of our courses are run in partnership with the Mullumbimby Community Garden and our students undertake development projects at the garden.

We endeavour to lower our carbon footprint and improve our environmental behaviours and policies. This includes improving energy efficiency, minimising waste, efficient use of resources and selection of more sustainable products. You can help by:

- Being waste wise – use the recycling bins provided for paper, aluminium, glass, and plastics
- Being energy smart – have no more lights, fans and air-conditioning on than is needed (switch off when you leave the room and make use of cross ventilation)
- Keeping paper use to minimum and using both sides where possible
- Taking your organic waste home for composting
- Avoid bringing non-recyclable packaging where possible
- Carpooling, riding a bike and using our bike racks, or catching a bus instead of driving (See Northern Rivers Online Car Pool [www.nrcarpool.org](http://www.nrcarpool.org) and [www.byroncollege.org.au/transport](http://www.byroncollege.org.au/transport))
- Building Eco Culture – raising sustainability issues in class discussions and encouraging energy smart and waste wise practices

### Our tutors and assessors:

Accredited training and assessment at BRCC Community College is conducted by qualified practitioners who hold the current requirements in training and assessment qualifications in addition to relevant vocational qualifications and extensive experience in the industry sector to which the training relates.

Instructors in non-accredited programs have experience and expertise in their particular field can assist with specialised content delivery.

## Programs and services

BRCC offers a wide range of programs and services, all of which are advertised on our website, [www.byroncollege.org.au](http://www.byroncollege.org.au). We also share up-to-date information on our courses through social media at [facebook.com/byroncollege](https://facebook.com/byroncollege). Detailed outlines for all our accredited courses are available from our website or over the counter at either of our College campuses.

### Our Term-based training program:

BRCC's quarterly program consists of accredited, short vocational courses and leisure and lifestyle courses. These are held in classroom-based settings at our College campuses or at specialised premises.

### Customised training:

Customised training is organised through the College in consultation with local businesses and in response to specific requests for training. Training may take place at College premises, or at a venue provided by the business.

### Student support:

BRCC offers customised training support for students who need assistance with language, literacy, numeracy and study skills. Speak to our Student Support Officer or your tutor who can refer you on to our Foundation Skills tutor.

### Special programs:

Government sponsored training initiatives or demand will at times drive the development of specialised programs. These take place at either of the College Campus' or at other training locations as required.

### Recognition of prior learning:

BRCC encourages students to apply for recognition of prior learning usually at the time of enrolment or prior to starting study. Students may complete an entire qualification through RPL, or selected parts of a qualification. Further information is provided on page 14 of this handbook.

### Support services:

BRCC provides support to assist students meet their objectives and enjoy their learning experience. The College has a dedicated Student Support Officer who can connect students to specialised support. Refer to page 16 of this handbook for further details. Our Foundation Skills Tutor is also available to help with any literacy, numeracy and IT issues. Please contact Lance at [StudentSupport@byroncollege.org.au](mailto:StudentSupport@byroncollege.org.au) if you require assistance.

## Accredited and non-accredited courses

BRCC delivers a range of accredited qualifications and short courses, all of which may not be offered at any one time. The full range of accredited training BRCC is entitled to deliver is outlined in our *Scope of Registration* which can be found at <https://training.gov.au/Organisation/Details/90013>. We will only offer accredited training that is currently on our scope of registration and if any training is being phased out (superseded) we will tell you about this on the website, in the course information and at enrolment, so you can make a decision about the course you are enrolling in.

### Certificate and Diploma courses:

Qualifications are offered at various Certificate and Diploma levels and are ideal for professional development, career enhancement, work entry and re-entry to the workforce. They are composed of an industry-specified number and range of core and elective units. Competency is granted on a unit- by-unit basis. A qualification testamur is issued by BRCC once competency is achieved in all units required to be achieved for that qualification.

### Accredited short courses:

An accredited short course is made up of one or more units from a nationally-recognised training package. Unit selection may be made at BRCC's discretion, or form part of a recognised skill set. A statement of attainment, which lists the national code and name of each unit in which the student has been deemed competent, is issued on successful completion of an accredited short course.

All qualifications and statements of attainment issued by BRCC Community Colleges are accredited and comply with the Australian Qualification Framework (AQF) certification documentation.

**Non-accredited training:**

Non-accredited training is not formally recognised under the Australian Qualification Framework. Our leisure and lifestyle courses are non-accredited, as are some of our business and IT courses. These courses have been developed by the tutor, in consultation with College management, after submission of a course proposal by the tutor.

You will not automatically receive recognition for non-accredited training from other registered training organisations. However, you may be able to use it to support an application for recognition of prior learning. Statements of attendance for non-accredited courses are issued on request.

## TERMS OF ENROLMENT

### Fees and Charges

#### Fact sheet:

At the back of this handbook you will find a fact sheet summarising available services and applicable fees (the fact sheet is also available from College administration). Note that amounts charged for some services will vary according to the time and resources required to meet the specific need identified. The most up-to-date information is available from the website, [www.byroncollege.org.au](http://www.byroncollege.org.au), the specific course information sheet relating to the course or from the College administration by calling 02 6684 3374 or contacting [admin@byroncollege.org.au](mailto:admin@byroncollege.org.au)

#### Course fees:

Course fees are published in our quarterly course guides and are available on our website at [www.byroncollege.org.au](http://www.byroncollege.org.au). Course information sheets outlining payment schedules for qualifications can be obtained by request at the administration offices or by contacting [admin@byroncollege.org.au](mailto:admin@byroncollege.org.au). An estimate of any additional costs is given on the course information sheets. Course fees cover the following:

- participation in the course for the advertised period including applicable classroom-based training, work placement or other contact with the tutor as advertised
- all course textbooks, learning and assessment materials, necessary facilities, resources and equipment unless otherwise stated in our advertising material
- processing of RPL applications corresponding to advertised course components
- access to advertised support programs
- marking of assessment items up to a maximum of three submissions per item

Payment of course fees does not entitle the student to:

- course extensions or extensions to submission deadlines for assessment items
- supplementary training or support not previously advertised or negotiated prior to course commencement
- unlimited or ongoing access to the tutor/assessor or to training equipment/facilities
- resubmission of assessment items following three unsuccessful attempts
- re-assessment, gap training or re-enrolment in a subsequent course following failure to complete a course to the required standard in the prescribed timeframe
- materials advertised as having an additional cost or to be supplied by the student

#### Subsidised training:

Most BRCC qualifications are delivered on a fee-for-service basis and students are charged for the full cost of training delivery. Occasionally governments will offer funding (see section on Government Funded Training) to deliver accredited training to meet strategic and regional training priorities. Eligible students enrolling in these subsidised programs will normally be charged an administration fee and a materials fee, if required. Students not eligible for the government subsidy may participate in these programs but will be required to pay the full fee.

## Enrolment and Payment

### Application:

To enrol in accredited training we will ask you to complete a course application form and submit it with all requested evidence attached.

Our student support team will review your form and will contact you to talk through a pre-enrolment questionnaire by phone to discuss your personal needs and suitability for enrolment in the course.

### Eligibility for enrolment:

Where there may be prerequisites or course admission requirements to accredited courses or for eligibility to subsidised training, you may be assessed on your ability to satisfy certain entry requirements. These will be clearly advertised in the course information sheets and/or on the website in information specific to the course.

### Government Funded Training:

Students who are eligible to receive a government funded subsidy under the Smart and Skilled or Community Services Obligation programs may have restrictions on the number of times they can access funded places. It is therefore important that you take the time to carefully consider your training options and compare different providers and their fees before committing to enrolment in a course that has funding under either of these programs. In the course information sheets any funding offered under either Smart or Skilled or a Community Services Obligations program will be clearly indicated.

### Unique Student Identifier:

From 1 January 2015 all students undertaking accredited training must have a Unique Student Identifier (USI). This requirement applies to all accredited training, from full qualifications to single-unit courses.

You are required to provide BRCC with your USI at enrolment. If you don't already have one you or your parent or guardian can apply for one at [usi.gov.au/create-your-USI/](http://usi.gov.au/create-your-USI/). You will need to have one form of identification and a valid email address to create your USI. We will also ask you to complete a consent form so that we can verify your USI.

BRCC can also create a USI for you. We will need to collect your identification and personal information to complete this. You will also need to complete a consent form for us to do this.

BRCC will ensure the security of USIs and related documentation and destroy any personal information which is collected solely for the purpose of applying for a USI on behalf of a student. Storage, disclosure, use and security of the USI will adhere to the rules relating to the USI: [usi.gov.au/Training-Organisations/Pages/organisation-privacy](http://usi.gov.au/Training-Organisations/Pages/organisation-privacy)

### Payment options:

Your enrolment will not be confirmed until payment occurs or an official purchase order is received.

This may be in the form of either the course deposit fee or a purchase order from your employer/employment consultant.

### Standard payment options include:

- In person – by cash, cheque or debit/credit card (Visa/MasterCard)
- Over the telephone – using debit/credit card (Visa/MasterCard)
- Online – by direct deposit (contact the College for account details)
- By post – by cheque or debit/credit card (Visa/MasterCard)
- Payment plan – by application only through the Student Support Officer and will be based on your individual circumstances at the time of enrolment

**Payments via purchase orders:**

- Employers or Employment Service Providers can provide purchase orders in person or by post, fax or email. All purchase orders must be on company letterhead and must provide the name and contact details of the person to whom the invoice should be addressed

**Fee payments:**

For all enrolments, the full course fee must be paid unless:

- A payment plan is established prior to enrolment (see below for more information)
- The student is eligible for an advertised concession (concession cards must be produced at the time of enrolment)
- The student meets eligibility requirements for a reduced/zero fee as a condition of government funding
- The total fee exceeds \$1500, in which case no more than that amount will be collected prior to commencement, with the balance payable in instalments of no more than \$1500 each over the duration of the course
- Full or part payment is to be made by an employer or Employment Service Provider

**Payment plans:**

A payment plan can be arranged where the full cost of a course is greater than \$1500 (BRCC is unable to accept payments in advance greater than this amount), or if you can't meet the regular payment periods specified for each course. Payment plans need to be negotiated with College administration in advance.

**Outstanding/overdue payments:**

You may not be eligible to continue your studies, enrol in further studies or undertake/submit assessment if you have outstanding or overdue payments to the organisation.

You will not be entitled to receive your statement of attainment, qualifications certificate or statement of attendance or any other results if fees are not paid in full.

**Fee assistance:**

Several of BRCCs qualifications fulfill the requirements of full time training and are approved for student assistance external to the College (e.g. Austudy, Youth Allowance, and Abstudy) for eligible students. It is your responsibility to discuss your study options and requirements with the relevant agency prior to enrolment with BRCC.

**Re-enrolment:**

If you do not complete a course due to early withdrawal or failure to meet submission deadlines for assessment items, you are required to re-enrol and pay the corresponding fee for completion. The organisation does not offer course extensions in these circumstances.

## Cancellations and Refunds

### Cancellations by the College:

Byron Region Community College offers refunds following a fair and equitable process. Students are entitled to a full course refund if BRCC cancels a course for any reason prior to its commencement. If a course is cancelled by the organisation, enrolled students will be advised as soon as possible, either by telephone or email (it is the student's responsibility to provide us with correct contact details and to update them in the event of any change).

### Cancellations by the student:

Students are entitled to a statutory cooling-off period of 2 business days from the date of enrolment. Any monies paid during this time will be fully refunded if a student decides to withdraw their enrolment.

Refunds are not granted automatically. You are expected to be aware of your work and personal commitments before you enrol. Students wishing to cancel an enrolment fewer than five days prior to their course commencing, or at any time after commencement, are not entitled to a refund. A refund may be paid (less a \$100 administration fee) at the discretion of the College Director and on application in writing, where extenuating circumstances can be demonstrated.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other valid reason at the discretion of the College Director or delegate

Total or partial refunds may also be given in exceptional circumstances, which prevent a student continuing a course, as follows:

- death of the student or a close family member

### Payment of refunds:

Students entitled to receive a refund will be paid the refund amount due unless they advise the organisation otherwise. For example, students may elect to transfer their enrolment to another course of equal value or have fees paid held in credit for future use (up to a maximum of \$200).

### Guarantee of Course Completion

BRCC will only commence a course when the minimum number of students required for the course to be financially viable for BRCC has been met. Once the course has started BRCC guarantees to complete the course within the period advertised. Should the course need to be cancelled due to poor enrolments, BRCC will reimburse all students the fees already paid to the college. If the course tutor is unable to complete teaching the course, as per their contract with BRCC, the College will arrange for an alternative tutor or make reasonable arrangements to assist all enrolled students complete their studies.

If a Third Party provider delivering training on our behalf closes or ceases to deliver any part of a training product BRCC will endeavour to find an alternative training provider. If an alternative is not able to be found a pro rata refund will be issued for any training not completed.

If Byron Region Community College closes or ceases to deliver any part of a training product BRCC will endeavour to find an alternative training provider. If an alternative is not able to be found a pro rata refund will be issued for any training not completed.

We will also issue an Australian Qualifications Framework (AQF) testamur and record of results to any student who has successfully completed the requirements of the relevant qualification, or a statement of attainment to a student who has not completed the requirements of a qualification but has completed one or more units of competency.

### Information about Changes:

Where any changes occur to services agreed in your enrolment or to the way the College will provide its overall services to you, we will advise you as soon as practicable. This may include such information as class changes, course changes, any new third party arrangements or a change to existing third party arrangements. The way in which you receive the advice will depend on the nature of the change. You are advised to keep your personal details up-to-date with the College.

## COURSE INFORMATION

### Pre-enrolment

All students are provided with the relevant course information prior to enrolment via the College website, Student Handbook and/or by hard copy on the course information sheets. These include information on the following:

- Course content
- Fees and charges
- Pre-requisite or other entry requirements
- Delivery arrangements
- Timetables
- Student Support services including difficulties with study, mentoring, counselling, financial problems, accommodation, health, personal issues, equity and equal opportunity and disabilities.
- Foundation Skills includes Language, Literacy, Numeracy (LLN) and Learning style programs
- Contact details for the Tutor/Assessor or VET Manager for further information about the qualification.

Prior to enrolment, administrative staff provide intending students with relevant course information including course content, pre-requisite or other requirements, delivery arrangements, timetables and support services. Applicants will be required to answer a Pre Enrolment Questionnaire to ascertain the suitability of the course content to the student and to identify any additional areas of strength or potential requirements for student support. Successful applicants in full qualification courses are asked to complete a *Learner Profile* as part of their course application in order to assist in evaluating their needs relative to the demands of the course.

### Orientation and induction

Pre-enrolment information is supplemented by a general orientation and course induction session conducted by the Student Support Officer, FSK coordinator and the course tutor during the first session of the course. General orientation covers the following:

- Organisational policies and procedures
- Location of facilities
- Health and safety information
- Emergency procedures
- Student support and referrals to welfare services
- Energy efficiency and waste minimization practices

Course induction provides a comprehensive overview of the course including:

- Course structure
- Components and pathways
- Delivery arrangements
- Assessment provisions and relevant industry-specific legislation/regulations
- Specific course requirements including attendance, participation and assessment

Induction also includes a session with the FSK Coordinator to review the students' learning styles and highlight the range of student support services offered by the organization, as well as how these may be accessed (a summary of support services is also included on page 16 of this handbook).

## Attendance and participation

BRCC requires students in accredited courses to attend and actively participate in classes scheduled. This will impact on your tutor's ability to determine if you are industry ready. If students must take time off they are required where possible to provide written notice or call the College in the case of an emergency. It is the student's responsibility to ensure that, where possible, they have a buddy who can help them catch up with class work when they are unable to attend class. If a student is experiencing any ongoing difficulties affecting their participation or otherwise impacting on their ability to complete a course, they should discuss the situation with their tutor or with the Student Support Officer as soon as possible.

### Accredited programs:

Students enrolled in accredited programs must satisfy participation and assessment requirements for their course to allow successful completion and meet any additional eligibility criteria for the award of a qualification or statement of attainment. Students should advise their tutor or Student Support Officer if they are unable to do so and require alternative arrangements to be made.

Students must engage in all required assessment activities and submit all work for assessment by the due date in order to ensure progress and meet course requirements. Extensions to submission dead- lines will only be granted where adequate proof is provided. For further information on the assessment process refer to the Assessment section below.

### Course delivery:

Byron Region Community College fulfils the requirements of Training Packages and accredited courses on its scope of registration. It does this by:

- Having access to well qualified staff, equipped facilities, and appropriate training and assessment materials to provide the training and assessment services within its scope of registration
- Identifying, planning and documenting the learning and assessment strategies for each Training Package qualification and accredited course within its scope of registration
- Ensuring that training staff use procedures for systematically identifying individual learning needs and can identify a range of delivery and assessment methods to suit a variety of needs. These include flexible delivery and self-paced learning strategies
- Ensuring that training and assessment materials are appropriate to client needs and delivery methods employed
- Ensuring that language, literacy, numeracy and learning style requirements are consistent with workplace needs and course outcomes
- Ensuring that customisation of its training programs meet the requirements specified in relevant Training Packages or accredited courses
- Negotiating workplace delivery and assessment strategies with employers and students. To work with employers to integrate any on the job training and assessment and schedules and workplace visits to monitor/review the training and assessment
- Providing effective strategies for student support, feedback and monitoring
- Providing appropriate training facilities, equipment and resources to comply with course requirements. All training and assessment facilities, equipment and resources are maintained in good condition and kept up to date
- Providing information to students outlining core and elective units and how these are delivered and assessed
- Ensuring that all WH&S requirements are identified and adhered to in the conduct of training and assessment
- Continually revising assessment processes to improve the quality and consistency of assessment
- Ensuring that appeal and re-assessment processes are in place for students who are unhappy with a decision made by BRCC or one of its staff (including course tutors) assessment outcome (see Appeals against an assessment decision on pg. 15)
- Maintaining systems for recording and reporting the assessment outcomes of students and the learning outcomes they have attained

### Course feedback:

BRCC appreciates constructive feedback. Students can provide feedback at any time by accessing the course feedback forms on the website, by talking to the tutor or the Student Support Officer at any time, during the mid-course review or by completing the feedback form supplied by the tutor at the conclusion of the course.

## Competency based assessment

BRCC recognises Australian Qualifications Framework (AQF) certification documentation issued by a Registered Training Organisation, or an AQF authorised issuing authority or authenticated VET transcripts from the Registrar. In turn our accredited courses are nationally recognised, which means you can take a qualification or statement of attainment you achieved here anywhere in Australia and you won't have to repeat the units of work you completed with us.

### Assessment of Competency:

BRCC ensures that the assessments it conducts, either through a training and assessment program or assessment only process meet the Principles of Assessment and the Rules of Evidence. BRCC undertakes to ensure that all assessments and evaluations of students in accredited VET courses will be done in accordance with the criteria laid down in the training package packaging rules and the Standards for Registered Training Organisations 2015.

Assessment of accredited courses is competency based. Competency is assessed to confirm that you can perform to the standards expected in the workplace. You may be able to meet the requirements of competency by having your existing skills and knowledge assessed through an RPL process, or you can undertake training and assessment against the competency standard. All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

At the commencement of each course, the tutor will advise the students how the competency is to be assessed and what general assessment criteria and requirements they will need to attain for issuance of qualification. Assessment will generally be progressive and involve more than one assessment task for each unit of competency. Assessment methods can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations and observation of activities in the workplace or simulated work environment.

Students must sign off on achievement of each competency or learning outcome in any accredited course. All VET students have the right to three submissions for an assessment task they have been deemed 'not yet satisfactory' for (see Appeals against an assessment decision on pg. 15).

It is a regulatory requirement that records must be retained by the college in a readily accessible format for a minimum of 6 months after the determination of competency. The college stores all assessment evidence, for all students, in order to fulfil this requirement. It is therefore recommended that students keep a copy of assessment tasks before handing to the Tutor/Assessor. If a student requests the return of assessment evidence within this 6 month period, a fee will be incurred for scanning and/or printing to cover administration costs (see Fees and Charges Fact Sheet for more information).

### Plagiarism declaration:

All assignments produced for college assessment must be your own work. Copying directly from the internet, books/other publications or other students work is plagiarism, and will not be accepted by the College and will result in further action, following an assessment of the situation by the college Director. Any information gathered from other sources must be referenced.

### Extensions to assessment deadlines:

Assessment items must be submitted to the assessor by the due date specified for a result to be recorded. Extensions to assessment deadlines can only be granted for illness or where extenuating circumstances have been accepted as both genuine and reasonable. Formal requests for extensions must be submitted to your tutor in writing 48 hours prior to the advertised deadline. The length of the extension is at the discretion of the tutor, in consultation with College administration.

If you don't submit your assessment items by the due date and you don't have an approved extension, your work may not be assessed and you may receive a 'not satisfactory' result for that assessment item which could jeopardise your completion of the unit.

**Feedback, resubmission and alternative assessment:**

Students have the right to receive written feedback on each assessment item submitted. If you have submitted your assessment item by the due date and it is assessed as requiring additional work you can resubmit the item. Students are entitled to two re-submissions per item following an initially inadequate assessment.

If you consider that attempting a particular assessment task may put you at a disadvantage, due to a disability or for any other legitimate reason, you may request an alternative form of assessment. Your assessor will provide further information on the alternatives available upon request.

**Appeals against an assessment decision:**

BRCC listens to students and accepts feedback and complaints about the College, its teaching and administration. All student complaints and appeals will be dealt with in a constructive and timely manner.

If you are not satisfied with a decision relating to assessment and/or the feedback given, you should initially contact your assessor. If you remain dissatisfied with the response you may lodge a formal appeal in writing to the Director. Your appeal must be lodged within 10 working days of the response from the VET manager or assessor and explain why you think the assessment item has been unfairly or wrongly assessed. You will receive acknowledgement in writing.

If your appeal is accepted the College will amend your results without additional cost. If your appeal is unsuccessful, your result will remain unchanged. A copy of our complaints and appeals policy is available on the website and may also be obtained from administration. More information on our Complaints and Appeals process is covered on page 24 of this Handbook.

**Skills recognition and credit transfer****Recognition of prior learning (RPL):**

Recognition of Prior Learning (RPL) is offered to each individual learner. If you believe you have through previous formal, non-formal and/or informal prior learning the knowledge and or skills that meet the requirements of the course or units you are about to enrol in, you may be interested in applying for RPL.

Credit Transfers (CT) will be given where you have completed a relevant unit of competency and you have evidence of the Australian Qualifications Framework (AQF) certification documentation issued by a Registered Training Organisation, or an AQF authorised issuing authority or authenticated VET transcripts from the Registrar.

If you would like to apply for RPL / CT or receive detailed information on the RPL process please contact a client service officer on [admin@byroncollege.org.au](mailto:admin@byroncollege.org.au).

Unsuccessful applicants have a right to formally appeal the RPL assessment; refer to the Appeals against an assessment decision section above.

**Credit transfer:**

Credit Transfers (CT) will be given where you have completed a relevant unit of competency and you have evidence of the Australian Qualifications Framework (AQF) certification documentation issued by a Registered Training Organisation, or an AQF authorised issuing authority or authenticated VET transcripts from the Registrar.

## Student Support services

### All enrolments:

All prospective and enrolled students have access to the Student Support Officer (SSO) and our Foundation Skills Coordinator for course consultations and study plan interviews. Any student may self-refer or make appointments via a referral from an outside community or job-service agency, BRCC administration or BRCC training staff.

All students who are enrolling in an accredited qualification are required to complete a Learner Profile as part of their course application. This allows the SSO to identify any language needs, literacy and numeracy levels and gaps in digital literacy that the individual may have. The SSO will liaise with the Foundation Skills Coordinator to determine the suitability of the student for their chosen qualification, as well as to anticipate additional support which may be required.

### Foundation Skills Coordinator:

The role of the Foundation Skills Coordinator is to determine the level of support that will be required by all students during their course and liaise with tutors to help them understand the needs of the students and to develop strategies to support the students in a way that best suits their needs. The Foundation Skills tutor reviews all enrolment applications in order to complete a summary of all students in each class before the orientation day to give the tutors and SSO a summary of what each class's needs are.

The Foundation Skills Coordinator completes the FSK learning unit on the orientation day with all students, which involves discussing strengths, weaknesses and barriers as a learner as well as a VAK learning style exercise so that they themselves and their tutors are aware of their learning styles and any learning difficulties. The coordinator then provides in class support for tutors and students as well as a weekly open "drop in" session for all students who wish to receive extra support. The Foundation Skills tutor is also available for one on one support for students as necessary. When students have issues with completing assessment tasks due to a learning difficulty, the Foundation Skills tutor negotiates with tutors on the student's behalf to assess the scope for reasonable adjustment in the unit and to suggest and implement modifications to assessments to allow students to have flexibility in the format of assessments where allowable and reasonable.

### Student Support Officer:

The SSO's role is to co-ordinate general support to students and tutors during the course. The SSO may recommend study pathways into either accredited or non-accredited programs, in consultation with the student and the Foundation Skills Coordinator. The SSO may facilitate students' access to external support (health, financial, housing, legal or transport assistance) if requested by a student. The SSO is also available to discuss difficulties the student may be having with their tutor, the course content or delivery method.

### Student Support Services:

All prospective and enrolled students have access to the SSO, who can facilitate external support via referrals if required by the student for the following:

- Difficulties with study, decisions to defer from study
- Individual mentoring, counselling
- Financial problems
- Accommodation, health care and well-being
- Problems with personal issues, such as homesickness, gambling, depression, relationship issues etc.
- Equity & Equal Opportunity issues, sexual harassment, discrimination issues
- Disability Adviser regarding examination/study adjustments

During the first few weeks of the course, enrolled students participate in activities designed by the tutors and the Foundation Skills Coordinator to introduce course content and evaluate core skills. Material derived from these activities is used to plan relevant study workshops for students requiring additional study skills or supplementary skills in vocational IT, writing skills or oral communication. It also helps to identify if there may be a need for

reasonable adjustment to the assessment process for that particular student. If the student is deemed to require additional IT support in the way of a non-accredited computer basics course, the SSO will arrange this and notify all parties involved.

A mid-course review provides the opportunity to evaluate participation and assessment completion, obtain feedback from students and determine additional support requirements, such as further study skills opportunities, career counselling workshops or access to mentoring services.

## RESULTS AND AWARDS

### Types of award

#### Qualification:

BRCC will issue a certificate or diploma upon the successful completion of a full qualification course. The back of the testamur will list all units of competency successfully completed.

#### Statement of attainment:

BRCC will issue a statement of attainment upon the successful completion of accredited training and in one or more units of competency either in partial completion of a qualification or where the student has enrolled in a skill set or in individual units of competency or following the successful completion of an accredited short course.

### Issuance and replacement

#### Issuance of awards:

Awards are issued to students who satisfactorily complete all of the requirements of an accredited course of study. However, if a financial debt is owed to the organisation the award will be withheld until the debt is cleared. Students will not be able to be issued with their award until they have provided the College with their USI and it has been verified.

#### Replacement awards:

Upon payment of a reissuance fee of \$30, replacement awards can be obtained to recognise a name change or replace a lost or damaged document (see Fees and Charges Fact Sheet for more details). You must provide proof of identity and include the original award with your application, if available, or a statutory declaration declaring the circumstances if the original has been lost or destroyed. You must include a certified copy of evidence of name change if applicable.

### Cancellation of an award

The organisation may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the organisation cancels your award, you will be advised in writing. You must return the cancelled award to BRCC within 21 days of receiving written notice from the organisation. You have the right to appeal this decision through the Director.

### Statements of attendance

A statement of attendance is issued (if requested) on the successful completion of non-accredited training. Tutors will inform administration if a student wishes to be issued with a statement of attendance.

## RULES AND REGULATIONS

### BRCC Code of Practice

BRCC acts in accordance with the National Vocational Education and Training Regulation Act 2011 and complies with the Standards for Registered Training Organisations 2015. We provide quality education and training while ensuring quality educational outcomes that comply with the standards and meet our communities social and economic needs.

#### Continuous Improvement:

BRCC College is committed to continuous improvement of its systems through identifying and acting on opportunities for improvement in its delivery of quality training and assessment, including our energy and resource use, efficiency and sustainable practice.

#### Access and Equity policy:

BRCC ensures persons seeking enrolment in our programs are treated equitably. We select people based on their skills, relevant and required qualifications including life experience and the potential to benefit from our programs.

We are committed to supporting full access to the organisation's range of services and employment opportunities for people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

#### Disability Policy:

BRCC is committed to supporting individuals with a disability to enjoy full access to employment opportunities and training programs offered by the organisation and encourages them to participate as fully and independently as possible.

We will make reasonable adjustment to our venue, service delivery, operations and resources in order to cater for people with a disability.

#### Consumer Protection Policy:

BRCC maintains compliance with the national Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair Trading Act 1987 & Fair Trading Regulations 2012 (NSW).

BRCC has implemented a Consumer Protection Policy to protect the needs and interests of all clients. This policy is in line with the [NSW Consumer Protection Strategy](#).

A designated Consumer Protection Officer has also been implemented:  
Byron Region Community College Consumer Protection Officer: Lance Hopson  
Email: [admin@byroncollege.org.au](mailto:admin@byroncollege.org.au) or Phone 02 6684 3374

### Harassment and Bullying:

BRCC endeavours to provide a safe, encouraging and supportive environment for all, regardless of age, race, gender, sexual orientation or disability. All employees, tutors and students are entitled to be treated with respect and to work in an environment free from workplace harassment. This includes:

Unsolicited approaches, comments or physical contact of a sexual nature  
Victimisation  
Bullying  
Racial vilification

Incidents of harassment and bullying will be dealt with quickly and according to the college Complaints Handling procedures (see page 25). If you feel you are being harassed or bullied, you must act immediately and report your concerns to college staff. Contact the Director through administration or email [director@byroncollege.org.au](mailto:director@byroncollege.org.au).

## Privacy and confidentiality

### Privacy:

BRCC College collects certain personal information from staff and students to facilitate effective and efficient service provision, including for planning, communication, research and evaluation and marketing activities. In accordance with information privacy principles, no access to your enrolment information will be provided to any other organisation or persons without your consent unless authorised or required by law, in which case your personal information may be disclosed to Commonwealth and/or State Government Agencies. We ensure the privacy of individuals in the following ways. BRCC:

- Only collects information with the knowledge and consent of individuals
- Only uses personal information for the purposes for which it was collected
- Does not re-sell, distribute, or share personal information to a third party without prior consent of the individual
- Ensures that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- Ensures that demographic and other statistical information is not linked to any personal information that can disclose the identity of an individual

If you are required to attend practical work placements as part of your studies you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be an act of misconduct.

### Student access to personal records:

Students have the right to access records of their progress and participation. These records are held by BRCC and made available to you at your request. If you wish to access your records held by the College, you must apply in writing to the VET Manager or Director. This request will be responded to within 7 days. A formal record of progress can be requested from the tutor/assessor with the response received within five days.

## Health and safety

### WHS responsibilities:

In accordance with the Work Health and Safety Act 2011 BRCC recognizes that the work health and safety in the College is the shared responsibility of management, employees, tutors and students. All parties have a duty to take reasonable care of their own health and safety while on College premises and to take reasonable care that their conduct does not adversely affect the health and safety of others. A successful WH&S program is dependent upon all persons on BRCC premises sharing responsibility for ensuring a safe and healthy environment. If a student notices a potential hazard please report to your Tutor/Assessor or a member of staff. Any incident that occurs must be recorded on an Incident form and handed to administration as soon as possible following on from the event for further action and/or filing purposes.

### Access to WHS information:

During their induction or orientation session employees, tutors and students are provided with information on relevant WHS legislation, their WHS obligations, safe workplace and/or study practices, procedures for reporting hazards and work-related incidents, evacuation procedures, the location of fire exits, assembly areas and first aid kits, and contact details for the nominated First Aid Officers and WHS representative.

### Smoking, alcohol and illicit drugs:

Smoking is not permitted in any of the organisation's premises, training rooms or vehicles. Alcohol may not be consumed on any BRCC premises unless specifically authorised by management in connection with an official function or event. The use of illicit drugs is not permitted under any circumstances.

No employee, tutor or student is to attend the College whilst under the influence of alcohol or illicit drugs. BRCC does not accept liability for the consequences of any illegal or inappropriate actions committed by any employee, tutor or student affected by drugs and/or alcohol.

BRCC reserves the right to remove another under the influence from the College premises in a safe and responsible manner to ensure the safety of others and themselves. Students made aware of this policy on the first day of class in the course orientation.

## Students Right and Responsibilities

### Students Rights:

BRCC recognises that all students have the right to an enjoyable learning experience including the following:

- All students have a right to learn in an appropriate environment and that all people using the service have a right to be free from any form of harassment and/or discrimination
- Students have a right to a prompt refund of course fees in accordance with the refund policy
- Students have the right to be given the opportunity to be re-assessed if competency is not achieved in the first attempt for an assessment item (up to maximum of 3 attempts per item)
- Students have the right to appeal a decision of the RTO including an assessment outcome made by a tutor
- Students have the right to normal privacy afforded all citizens in personal matters
- Students have the right to request additional support for their learning needs if required (see Student Support on pg. 16)
- Students have the right to expect a competent Tutor/Assessor who is committed to ensuring fair and equitable outcomes for all their students
- Students have the right to access their records held by Byron Region Community College in accordance with the Code of Practice – Student access to personal records (see previous)

### Student Responsibilities:

Students are expected to conduct themselves in an appropriate and courteous manner and to observe the following when at BRCC:

- Comply with all applicable laws and regulations, as well as organisational policies, procedures, rules, guidelines and terms
- Maintain an appropriate dress code, keeping in mind the nature of the course they are attending. Dress should reflect the organisation, industry and community standards
- Maintain integrity and honesty in all their work and dealings with others, and show respect, impartiality, courtesy and sensitivity
- Exercise their best professional and/or academic and ethical judgement whilst carrying out their studies
- Maintain a cooperative and collaborative approach to working relationships
- Come to class free from the influence of drugs and alcohol.
- Maintain punctuality and provide adequate notice in relation to absences
- Not engage in any form of discrimination, harassment, bullying or vilification
- Not engage in any form of professional or academic misconduct, such as plagiarism or breach of confidentiality
- Pay all fees and charges associated with the course
- Maintain the serviceability of facilities and equipment by reporting breakages and/or faults with equipment to your tutor or to College administration, and by leaving classrooms, workshops and common areas neat and tidy

## IT use Policy

### Acceptable use Policy for the Internet and I.T. resources:

All users of BRCC computers, intranet and internet must comply with all State and Federal laws.

Activities which breach the Acceptable Use Policy include (but are not limited to) those in the following list.

- Violating copyright laws and their fair use provisions through inappropriate reproduction or distribution of copyrighted files (including movies, music computer software, text and images)
- Attempting to damage or to place excessive load on a computer system or network by using programs such as, but not limited to, computer viruses, Trojan Horses and worms
- Deliberately wasting or overloading computing or printing resources, or deliberately using excessive bandwidth on the network
- Violating terms of software licensing agreements
- Using college resources for non-academic, non-course related commercial activity.
- Using electronic mail or other I.T. resources to abuse, harass, or intimidate members of the college, tutors or other students
- Use of Peer to Peer file sharing is strictly prohibited on all BRCC networks
- The organisation's computing and electronic resources are not to be used for purposes other than to meet course requirements
- Students must not use or install unlicensed software on the organisation's computers
- No program software of any sort may be installed without the consent of the IT Manager

### Acceptable Use of Online Communication:

BRCC communication services and tools are provided for the advancement of communication of staff and Tutor/Assessors with students and each other. All users are required to comply with BRCC code of conduct and confidentiality policies as well as the social media and email usage policy. Failure to comply will result in the immediate suspension of access to any or all communication tools and case escalation to management for review. BRCC reserves the right to monitor and record all usage of its network and software services, including email and online communications.

## Social Media

- Participating in online debates and posting to the Internet is a form of publishing so the usual rules of publishing apply. You should not post or link to any materials that are defamatory, harassing, or indecent.
- Be aware of the sensitivities of discussions in which you are engaged. Even anonymous comments may be traced back to you and the college.
- Be smart about protecting yourself and your privacy. Remember that what you publish is widely accessible as it can be searched and shared, so consider the impact of the content to your reputation. Information you post (including photos, videos, or links) will be available on the internet for a long time and may be found by a current or future employer or others. You are personally responsible for the content of your posts.
- If you have a fair complaint about something within the college there are correct channels through which to raise issues. That will be a lot more effective than disparaging the college, its staff or other students on social media.

## Student Responsibilities

The student accepts the responsibility to professionally and ethically represent Byron Region Community College when using a college designated email account or communication tool. This responsibility includes, but is not limited to:

Refraining from circulation material that may be deemed offensive, indecent, discriminatory, libelous or likely to cause offence on grounds of personal orientations or beliefs

Upholding student confidentiality with emphasis on not distributing, selling, trading or otherwise providing student information, including correspondence, to any other party without college and student consent

Ensuring fair representation of college values in communication with students

The student agrees not to promote any venture or product that conflicts with Byron Region Community College offering or has not been otherwise approved by Byron Region Community College. This includes the offering of tuition, training or other educational services the user may offer individually or through organisations other than Byron Region Community College.

The student accepts responsibility for virus protection, spam filtering or other protection mechanism when using Byron Region Community College email or communication services. Byron Region Community College is not liable for any loss, damage or distress incurred through failure to use appropriate protection technologies.

The student agrees to keep passwords and access details confidential and to ensure that no one else is able to use their Byron Region Community College Account. Should a breach be suspected, the user is required to contact the Student Support Officer immediately.

## Relevant legislation/regulations

BRCC aims to comply with all relevant commonwealth and state legislation and regulatory requirements. We endeavour to ensure that our staff, tutors and students are informed of legislative and regulatory requirements that affect their duties or their participation in vocational education and training.

The following is a list of generally relevant legislation that students may wish to refer to while enrolled in a course of study at BRCC (students should note that industry-specific legislation/regulations relevant to their enrolment in an accredited course will be covered at their course induction session).

### Commonwealth legislation:

- National Vocational Education and Training Regulator Act 2011
- Copyright Act (1968) – further information on copyright is also provided below
- Privacy Act And National Privacy Principles (2001)
- Competition and Consumer Act (2010)
- Work Health and Safety Act (2011)
- Racial Discrimination Act (1975)
- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)

**NSW legislation:**

- Work Health and Safety Act (2011)
- Apprenticeship and Traineeship Act (2001)
- Equal Opportunity Act (2010)
- Anti-Discrimination Act (1977)
- Privacy and Personal Information Protection Act (1998)

**Copyright:**

You may only copy materials, including information published on the internet, in accordance with the Copyright Act 1968. For study and research purposes students are allowed to copy 10% (or one chapter) of a book or one article per issue of a journal. More extensive reproduction may be possible but royalty payments may be required.

You must comply with licences for the use of intellectual property, including software. All software loaded onto College computers or provided by the College is licensed and there is no permission to copy software unless permitted by the licence. Further information is available on the Australian Copyright Council website.

**Further information:**

- Commonwealth legislation database: [www.comlaw.gov.au](http://www.comlaw.gov.au)
- Australasian Legal Information Institute: [www.austlii.edu.au](http://www.austlii.edu.au) (for further information on potentially relevant state and territory legislation).

## GENERAL INFORMATION

### General

#### Children:

BRCC does not have any child-minding facilities. Students are not permitted to bring their children to classes.

#### Smoking:

BCCC campuses are smoke free areas. Smokers are requested to smoke beyond the campus boundaries and dispose of waste responsibly.

#### Animals:

Animals should not be brought on to the college campus or to any external classroom of the college, or to any external activities associated with a course being run by the college without the prior approval of the VET Manager or his/her delegate.

Service animals used by people with disabilities are exempt from this requirement. In the case of a service animal being used by a person with a disability, the person with a disability should:

1. Register the animal with the College
2. Ensure that the animal is in a harness or on a leash or tether at all times (Exceptions may be considered individually)
3. Ensure that the animal is in good health.

#### After-hours access:

Your tutor will advise you of the after-hours access arrangements at your orientation session.

#### Holidays:

Byron Region Community College closes over Christmas and New Year and does not open on public holidays. Some courses continue operations during school holidays.

### Complaints and appeals

Byron Region Community College undertakes to provide an effective means to resolve any concerns, appeals or complaints that may arise as a result of participating in any of its courses. This includes allegations involving Byron Region Community College, its trainers, assessors, other staff, a learner at Byron Region Community College or a third party providing services on the college's behalf.

#### Complaints and Appeals Policy:

Byron Region Community College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant or appellant with their matter. All staff, including trainers and assessors, are responsible for assisting in the complaints and appeals process with fair-mindedness, integrity and without bias.

All formal complaints and appeals will receive acknowledgement of receipt and be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If BRCC considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, or at any time throughout the process, a review by an independent party will be provided if requested.

Although resolution mechanisms may vary depending on the nature of the complaint or appeal BRCC aims to ensure that all complaints and appeals are addressed sensitively, promptly and in accordance with relevant policies, procedures, laws and regulations. All reasonable steps will be taken to respect the confidentiality of the people involved in a complaint or appeal and to ensure fairness and impartiality prevail throughout the resolution which may involve an external third party.

Any substantiated complaints or upheld appeals, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective and preventative action taken to eliminate or mitigate the likelihood of reoccurrence. All matters pertaining to complaints and appeals will be securely retained.

The Director (as the chief executive officer) of Byron Region Community College is ultimately responsible for ensuring that the Byron Region Community College complies with this policy and procedure.

The Policy will be provided on the Byron Region Community College website .

### Complaints:

Purpose	This procedure outlines the process for managing complaints	
Scope	<p>This complaints procedure will manage allegations involving the conduct of:</p> <ul style="list-style-type: none"> <li>Byron Region Community College, its trainers, assessors and other staff</li> <li>Stakeholders or others</li> <li>a third party providing services on the RTO's behalf, its trainers, assessors or other staff</li> <li>a student of the Byron Community College.</li> </ul>	
Definitions	A Complaint is any expression of dissatisfaction with an action or service	
Timeframes	<p>If a complaint cannot be processed and finalised within 60 days, Byron Community College will:</p> <ul style="list-style-type: none"> <li>Inform the complainant in writing, citing reasons for the delay, and;</li> <li>Regular (fortnightly at minimum) updates to the complainant on the progress of the matter</li> </ul>	
Records	<p>Written records will be retained in Byron Community College's Complaints and Appeals Register and a copy stored on the relevant student's files if applicable.</p> <p>All complaint records are stored and maintained in accordance with e.g. Records Management Procedure</p>	
Illegal activity	Any complaint that is related to illegal activity, such as theft, assault etc., will be referred to the appropriate authority.	
References	<ul style="list-style-type: none"> <li>Student Handbook;</li> <li>Continuous Improvement Policy;</li> <li>Appeals Policy and Procedure;</li> <li>Records Management Policy and Procedure;</li> <li>SRT0 Clause 6.1 - 6.5</li> <li>Continuous Improvement Register;</li> <li>Complaints and appeals register</li> </ul>	
Complaints Procedure:		
Step	Process	Actions
1	Self-resolution	Where a problem or issue arises, the complainant, if a student should initially raise the matter with the tutor or with local college administration staff in writing, and attempt to resolve it informally.
2	Make a complaint	<p>If the staff member is unable to resolve the complaint, put the complaint in writing to the VET Manager <a href="mailto:vet@byroncollege.org.au">vet@byroncollege.org.au</a></p> <p>*At all steps in the process all parties will be able to have a support person with them, and will be advised of their options.</p>
3	Review of complaint	<p>The VET Manager will:</p> <ul style="list-style-type: none"> <li>Acknowledge receipt of the complaint in writing within 2 days of receiving the complaint</li> <li>Review and respond to the complaint in writing within 5 days of receiving the complaint</li> </ul>

		<ul style="list-style-type: none"> <li>Any person about whom a complaint has been lodged, will be informed in writing within 5 days and given an opportunity to respond.</li> <li>Undertake preliminary enquiry to determine nature of the complaint</li> <li>Develop suitable options to resolve the complaint and discuss these with complainant and relevant other parties to ensure a suitable resolution for all parties. In most cases this will occur within 14 days of receiving the complaint.</li> </ul> <p>* No action will be taken against any complainant's enrolment with BRCC until the complaint outcome is resolved, unless the Director perceives moral or health and safety issues require action.</p>
4	Meeting	<p>Where such resolution fails or is not appropriate, the complainant can request a meeting with the College VET Manager to:</p> <ul style="list-style-type: none"> <li>Provide an opportunity for all parties to present their case (with a support person and/or parent/guardian if a student or an independent adviser if a client or other stakeholder if required)</li> <li>Record the meeting notes on a Complaint Record Form</li> <li>Discuss the resolution and any arrangements required by the RTO with you</li> <li>Record outcome of discussion on Complaint Record form</li> <li>Provide the outcome in writing to all parties</li> <li>Keep a record of the complaint and the outcome in our register and on file. Keep a signed record, acknowledging the participant involvement in the complaints process.</li> </ul>
5	Determination of outcomes	<p>Within 14 days, the VET Manager will provide parties (including parent/guardian) in a written response identifying and explaining the actions taken to address the complaint and any future options.</p> <p>In the written response, parties will be invited to contact the College Director to discuss their satisfaction with the outcome to the complaint.</p>
6	Independent party review (this can be requested at any stage of the complaint process)	<p>If the above processes fail to resolve the complaint, a review by an independent party will be provided if requested.</p> <p>If a request for a review of the complaint by an independent party. The independent party will:</p> <ul style="list-style-type: none"> <li>Review the evidence submitted and circumstances regarding the complaint within 5 days</li> <li>Keep a record of the proceedings to ensure proceeding are conducted fairly</li> <li>Inform the Director, and the relevant parties, in writing, of its decision with 10 working days of the decision being made and cite the reasons for the decision</li> <li>Provide the Director and complainant parties with copies of the party proceedings</li> </ul> <p>The decision of the independent party will be final.</p> <p>*Independent party review involves a shared cost and can be provided through local community organisations such as Interrelate Lismore</p>
7	Determination of outcomes	<p>If the complaint is substantiated, it is the College's responsibility to follow up on the issues, modify policies and procedures if required and record this action.</p>
<p>If you still wish to take the matter further, you may lodge a formal complaint with ASQA. The Regulator will require you to try and resolve the matter with BRCC before lodging a formal complaint. For more information, go to: <a href="https://www.asqa.gov.au/complaints">https://www.asqa.gov.au/complaints</a> or call the National Complaints Hotline on 133873.</p>		

**Appeals:**

Purpose	This procedure outlines the process for handling appeals against a decision made by Byron Community College.	
Scope	<p>This complaints procedure will manage allegations involving the conduct of:</p> <ul style="list-style-type: none"> <li>• Byron Community College, its trainers, assessors and other staff</li> <li>• Stakeholders or others</li> <li>• a third party providing services on the RTO's behalf, its trainers, assessors or other staff</li> <li>• a student of the Byron Community College.</li> </ul>	
Definitions	<b>Appeal</b> is where a learner or staff member or stakeholder of Byron Community College, or other interested party; may dispute any decision (including assessment decisions) made by the RTO.	
Timeframes	<p>If a appeal cannot be processed and finalised within 60 days, Byron Community College will:</p> <ul style="list-style-type: none"> <li>• Inform the appellant in writing, citing reasons for the delay, and;</li> <li>• Regularly update (at least fortnightly) the complainant on the progress of the matter</li> </ul>	
Records	<p>Written records will be retained in Byron Region Community College's Complaints and appeals register and a copy stored on the relevant student's files if applicable.</p> <p>All appeals records are stored and maintained in accordance with e.g. Records Management Procedure</p>	
Illegal activity	Any appeal that is related to illegal activity, such as theft, assault etc., will be referred to the appropriate authority.	
References	<ul style="list-style-type: none"> <li>• Student Handbook;</li> <li>• Continuous Improvement Policy;</li> <li>• Appeals Policy and Procedure;</li> <li>• Records Management Policy and Procedure;</li> <li>• SRT0 Clause 6.1 – 6.5</li> <li>• Continuous Improvement Register;</li> <li>• Complaints and appeals register</li> </ul>	
<b>Appeals Procedure:</b>		
<b>Step</b>	<b>Process</b>	<b>Actions</b>
1	Lodge an appeal	<p>If you are not satisfied with a decision relating to general learning, work environment or assessment decision matters you may further appeal the decision in writing within 10 working days of the decision being made.</p> <p>The appeal is to be lodged directly with the College Director <a href="mailto:director@byroncollege.org.au">director@byroncollege.org.au</a></p> <p>*At all steps in the process all parties will be able to have a support person with them, and will be advised of their options.</p>
2	Review the appeal	<p>The Director will:</p> <ul style="list-style-type: none"> <li>• Provide you with written acknowledgement of your appeal with 5 days and Provide an indication of timeframes for response and resolution of appeal</li> <li>• Undertake preliminary enquiry to determine the nature of the appeal issue/s</li> <li>• Provide the appellant an opportunity to present their case (with a support person and/or parent/guardian if under 18)</li> <li>• Investigate possible outcomes to the appeal</li> <li>• The Director will undertake to investigate the matters you have raised and respond with some suitable option/outcomes within 20 days.</li> <li>• Discuss possible outcomes with the appellant and record discussion on the complaints and appeals register</li> <li>• *If the appeal is made by or relates to a current learner, there will be no action to the learner's enrolment during appeal process, unless there is a serious concern for the health and safety of that or any other learners.</li> </ul> <p>* If the process is going to take longer than 60 days the appellant will be advised and regularly updated in writing of the progress of the matter (every 14 days minimum).</p>

3	Determination of outcomes	In the written response, the appellant will be invited to contact the College Director to discuss their satisfaction with the outcome to the appeal.
4	Independent party review (this can be requested at any stage of the appeals process)	<p>If the processes fail to resolve the appeal, a review by an independent party will be provided if requested.</p> <p>If review of the appeal by an independent party is requested, the independent party will:</p> <ul style="list-style-type: none"> <li>• Review the evidence submitted and circumstances regarding the appeal</li> <li>• Keep a record of the proceedings to ensure proceeding are conducted fairly</li> <li>• Inform the Director, and the person who made the appeal, in writing, of its decision with 10 working days of the decision being made and cite the reasons for the decision</li> <li>• Provide the Director and appellant with copies of the review proceedings</li> </ul> <p>The decision of the independent party will be final.</p> <p>*Independent party review involves a shared cost and can be provided through local community organisations such as Interrelate Lismore</p>
5	Determination of outcomes	If your appeal is upheld, it is the College's responsibility to follow up on the issues, modify policies and procedures if required and record this action.
<p>If you still wish to take the matter further, you may lodge a formal complaint with ASQA. The Regulator will require you to try and resolve the matter with BRCC before lodging a formal complaint. For more information, go to: <a href="https://www.asqa.gov.au/complaints">https://www.asqa.gov.au/complaints</a> or call the National Complaints Hotline on 133873.</p>		

## Feedback and improvement

BRCC Community College supports innovation and adheres to the principle of *continuous improvement* which it applies across all operational areas. As part of this approach, BRCC is receptive to feedback and accepts suggestions for improvement from employees, tutors and students alike. BRCC encourages all stakeholders to record their ideas and opinions so that we may continue to build on our successes and provide the best possible service to our community.

### Evaluation and Review

Byron Region Community College (BRCC) Inc. is committed to implementing systematic, comprehensive and evaluation and review processes to ensure high quality service and products that meet students' consultative needs.

BRCC monitors, reviews and adjusts its programs to ensure that the interests and welfare of students are safeguarded and that programs meet students' needs. It ensures that industry input is sought in the monitoring and evaluation of these programs.

On-going monitoring of students' performance is undertaken to ensure the effectiveness of training delivery and assessment methods.

BRCC carries out regular reviews of programs and resources. Client feedback on course delivery and course material is sought through Mid-Course Reviews which are conducted throughout the course. These are used as the basis of course review together with *Assessment Review forms*, minutes of Assessment validation meetings, and *Tutor evaluation forms*. Identified improvements are incorporated into future programs.

## APPENDICES

### Additional information for students

#### **Fees and charges fact sheet:**

Our fees and charges fact sheet outlines services of potential interest to students and whether or not a fee or charge applies. For some services, the amount charged will vary according to the time and resources required to meet the specific need identified in each case. Quotes can be obtained for these services from College administration.

## FEES AND CHARGES FACT SHEET

Item/Process	Policy	Information	Charge
Course fees	Full fees are payable unless concessional rates are justified. Fees for funded courses will be levied as per government guidelines. No more than \$1500 can be collected at any one time	Refer to the BRCC Student Handbook for information on what is covered/not covered by the course fee.	Course fees are published in BRCC information sheets. The fee schedule is also available from College admin
Pre-requisite training	Pre-requisite requirements must be satisfied prior to enrolment in a qualification.	Government funding is not provided for delivery/assessment of pre-requisite	Delivery/assessment of pre-requisites is not covered by course fees. Price on
Credit transfer applications	Credit transfer is available to students enrolled in full qualifications only, for up to three-quarters of the target qualification, provided units meet packaging rules.	Credit transfer is relevant where existing qualifications held include competencies formally recognised as equivalent/identical to qualification components sought.	No charge is levied as no formal assessment takes place.
Recognition of prior learning	RPL is available as an assessment-only alternative where students hold sufficient independent evidence of their existing skills and knowledge to demonstrate competence.	The RPL process is relevant to knowledge, skills and experience gained at work and through learning accomplished in other industry and academic contexts.	Where RPL is applied for as part of an advertised qualification, the combined fee (RPL and training) will not exceed the maximum course fee.
Supplementary materials	A charge may be levied, or students asked to supply certain materials themselves, at the discretion of College management.	Relevant to a minority of courses only. Does not apply to essential course texts or assessment materials.	Relevant charges are advertised in course information sheets and on the organisation's website; advice is also provided prior to enrolment.
Certification re-issue	Qualification testamurs, transcripts and statements of attainment may be re-issued upon payment of an administrative fee.	Issued upon request once proof of identity has been established. Original issue and re-issue dates will appear on certification.	Full re-issue: \$30 per document Plain paper photocopy: \$5 per copy
General document copy/re-print	General documents such as receipts, invoices and confirmations of enrolment/attendance may be re-issued without charge.	Issued upon request once proof of identity has been established.	Free of charge
Scanning of assessment evidence	Students requiring evidence of assessment to be scanned and sent to them will incur a fee for this service.	Issued upon request once proof of identity has been established.	10 cents per page