

# Student pre-enrolment information 2019

## Thinking about studying at CCH?

The staff at Cobram Community House Inc. (CCH) are committed to supporting participants get the most from their chosen program by promoting educational and general welfare for all program participants.

CCH will provide quality training and assessment in compliance with the Standards for Registered Training Organisations 2015 and will issue qualifications and statements of attainments in compliance with the AQF Certification Documentation.

## General Course Information

Program information and enrolment advice is provided at reception, the course flyer, course guide and on our website – [www.cch.vic.edu.au](http://www.cch.vic.edu.au).

Each person who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into the learning activity. Where selection or pre-requisites are required, they will be clearly defined and communicated. The Training staff will be available to discuss requirements and selection criteria to assist students to undertake appropriate programs.

## Enrolment

When you complete your enrolment you will be acknowledging that you have been provided with the information contained in this brochure and on our website.

Please ensure that you complete all enrolment sections so that we may support any specific study and learning requirements you have. You are enrolled in the course once you have completed the enrolment form and arranged payment of fees.

You are encouraged to disclose any disability or ongoing medical condition that may require support.

## Teaching and Training

CCH employs trainers with appropriate qualifications and experience to maximise your learning by:

- creating supportive learning environments where all participants are respected
- understanding how adults learn and practicing these principles
- treating all participants fairly
- encouraging active participation
- providing support to individuals.

## Fees and Charges

Each course has an established fee which varies depending on the nature of the course and your circumstances, such as eligibility for concession. Fees for any other costs which may apply to your course are listed in the fee schedule and published on our website.

CCH policy for tuition fees and other charges for programs for which government funding has been received is consistent with the current version of Victorian Training Guarantee (VTG) Guidelines about Fees.

Concession fees may be granted to students who have a relevant concession card at the time of enrolment. Concession cards include:

- Health Care Card
- Pensioner Concession Card
- Veterans Affairs Card.

Fees by Instalment - CCH offers you the option to pay course fees by instalments. Fees can be paid by cash, direct debit or, if you are a Centrelink client, through Centrelink's Centrepay service. A Certificate will not be issued until all fees are fully paid.

## Refunds

Refund requests after a course has commenced must be put in writing to the Manager.

A refund will be issued if the course is cancelled or if CCH fails to provide the agreed services. A full refund will also be paid if the student cancels their enrolment up to five days prior to the course commencement.

An administration fee may be charged if the student cancels less than a week prior to course commencement.

A copy of our Fees and Charges Policy can be provided upon request. Details are provided in the Student Handbook.

## Assessment

Assessment is competency based. Re-Assessment and Supplementary Assessment may be granted for a student who would otherwise not satisfactorily complete a Course Unit.

All Assessments must be lodged by the due date. Students may request an extension if there are exceptional circumstances - these requests must be made in writing.

### **Participant Feedback**

You are encouraged to give us feedback on any aspect of the program, either by informal means or through Learner questionnaires or surveys provided for your comments.

### **Complaints**

You are entitled to forward a complaint to the Manager about any aspect of a program considered inappropriate or unreasonable such as:

- treatment by others
- learning support
- equipment or resources
- aspects of teacher/trainer delivery

For full details please ask for a copy of our Complaints Policy.

### **Assessment Appeals**

It may occur that a student disagrees with an assessment decision and wishes to appeal the decision. The student has the right to appeal the decision and follow the appeals procedure as outlined in the Appeals Policy.

More detailed information will be found in The Student Handbook which you will receive upon enrolment.

### **Privacy**

CCH has an established privacy policy, which states that we use the information collected only for the services we provide. If a third party requests information about you we will obtain your written consent prior to release of any information. Your enrolment and program information is kept secure. Access to your records is required by the CCH staff and state auditors to report to funding bodies and auditing processes.

Students may access their own records at any time. This can be arranged through the Training staff. You may be required to produce proof of your identity. If some time has elapsed since completion of a course prior notice of up to ten days is required.

For full details please ask at the office for a copy of our Privacy Policy.

### **Access and Equity**

CCH is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment.

If you require assistance to support your study because of a disability or ongoing health/medical condition, CCH will work with you to develop a support plan.

If at any time you feel that you are not being treated fairly and appropriately, please report your complaint to your tutor, the Manager, or follow our Complaints Procedure.

For more information please ask for a copy of our Access and Equity Policy.

### **Responsibilities of Program Participants**

While the staff at CCH will endeavour to assist all participants to get the most out of programs, you also have responsibilities, such as:

- paying the prescribed fee prior to program commencement
- preparing for and participating in the program as required
- submitting all assessments by the due date or in extenuating circumstances requesting an extension in writing
- abiding by the policies and procedures of CCH
- attending all classes
- demonstrating respect for other program participants and CCH staff
- using all CCH equipment and materials appropriately

### **Recognition of Prior Learning**

RPL recognises what you have already learned from work experiences, life experiences and study experiences, and measures this against standards, competencies or course learning outcomes. See your tutor or Training Manager if you feel you may be eligible to claim RPL. Costs are involved with this process and are calculated on an individual basis.

### **Recognition of qualifications issued by other Registered Training Organisations**

CCH will recognise any AQF accredited qualification and Statements of Attainment issued by any other RTO's throughout Australia. For further details please ask for the Credit Transfer and Recognition of Prior Learning Policy or see the Manager or your tutor.

### **Changes to Agreed Services**

Should there be any changes to the agreed services to be provided to students, CCH will advise the learner as soon as practicable.

### **Department Surveys/Reviews**

From time to time students may be contacted by the Department to provide feedback on the training provided by CCH. This may be in the form of a NCVER survey or a Department review.

#### **For further information**

For all course information enquiries:

Phone: 03 58722224

Email: [cch@cch.vic.edu.au](mailto:cch@cch.vic.edu.au)

Web: [www.cch.vic.edu.au](http://www.cch.vic.edu.au)

**Cobram Community House.**

**RTO no: 3708**

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