

# Student pre-enrolment information 2024

## 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 course identifies admission requirements that you must meet to be eligible for entry and best prepared for successful completion. Each person who meets the entry requirements will be accepted into the learning activity. 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.

## Unique Student Identifier (USI)

All students enrolling in a nationally recognised training course must have a Unique Student Identifier (USI).

The USI creates a secure online record of your nationally recognised training. Creating a USI is free.

A USI can be created online. Go to [www.usi.gov.au](http://www.usi.gov.au) for more information.

## Teaching and Training

Our trainers are highly qualified and experienced industry professionals – they are committed to optimising your learning experience. Trainers undertake mandatory professional development and industry currency to ensure that they remain up to date with the latest industry practices and student learning needs.

Our trainers aim 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.

## Attendance

In order to achieve the very best results, you should maintain a high-level of attendance.

Regular attendance is required.

## Support Services

Our staff are equipped to assist you with a wide range of services and issues. Support services include:

- Learning support
- Counselling and guidance
- Educational support for learners with a disability
- Referral services
- Quiet study spaces with internet access

CCH is committed to ensuring that students have access to educational opportunities. We do this by identifying individual needs and, where appropriate make reasonable adjustments to the learning and assessment environment. Examples of reasonable adjustment may include: large print, extra time, additional support.

If you have a special need we would encourage you to discuss this need at course application.

## Fees and Charges

Each course has an established fee which varies depending on the nature of the course and your to your course are listed in the fee schedule and published on our website.

Any resources required are covered in the course fees.

CCH policy for tuition fees and other charges for programs for which government funding has been received is consistent with the current version of Skills First Funding Guidelines about Fees.

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

Students will be issued with a statement of fees upon enrolment in a course.

Fees by Instalment - CCH offers you the option to pay course fees by instalments. A deposit is required with regular payments as agreed. Fees can be paid by cash, direct debit or, if you are a Centrelink client, through Centrelink's Centrepay service. Our policy dictates that where fees are over \$1,500, no more than \$1,500 will be collected in advance prior to commencement. The remaining fees will be collected pro-rata, so that no more than \$1,500 will be held in advance at any one time. A Certificate will not be issued until all fees are fully paid.

### Eligibility for Government Funding

An individual may be eligible to be a funded or concession student, receiving government funding under the Skills First Program. Individuals must meet criteria as specified in the "2024 Guidelines about Determining Student Eligibility and Supporting Evidence".

Access to government funding entitlements under Skills First may impact on your ability to access such funding in the future.

### **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 Refund of Student Fees Policy can be accessed on the website. 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.

Learners' progress is monitored and progress meetings are scheduled as required. Learners are encouraged to seek advice and support from trainers as needed. Some services may incur a fee.

### **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 Student Grievances and Appeals Policy. A copy can be found on the website. More detailed information will be found in The Student Handbook which you will receive upon enrolment.

### **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

A copy of the Student Grievances and Appeals Policy can be found on the website.

### **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.

### **Privacy**

Cobram Community House is required to collect and store personal information in order to administer your application and enrolment and to provide other services. CCH will ensure that information collected from you is only used for the purposes for which it is collected.

A copy of our Privacy Policy can be found on the website.

### **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 trainer or the Manager.

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



### 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.

### Credit Transfer

Credit transfer is the formal recognition of studies undertaken elsewhere. CCH will recognise any AQF accredited qualification and Statements of Attainment issued by other RTO's throughout Australia. Students are required to complete a Credit Transfer Application. There is no fee associated with Credit Transfer.

For further details please ask for the Credit Transfer and Recognition of Prior Learning Policy or see the Manager.

### 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

### Changes to Agreed Services

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

In the event that the RTO wishes to cease its operation Cobram Community House will provide written notice to all students that the RTO will no longer be operating.

Cobram Community House will ensure that all student information is submitted in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting requirements. Arrangements will be made for all current students to receive a copy of their student records including a Statement of Attainment for any units of competency completed.

Cobram Community House will refund the portion of the course fees that have not been delivered.

Cobram Community House will assist enrolled students to find a training place with another registered training provider.

### 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.

### How to Apply

#### Step 1

Contact us to discuss your learning options and complete an Expression of Interest form.

#### Step 2

For accredited courses of study you will need to attend an initial information session

#### Step 3

You will be required to attend an interview and complete a language, literacy and numeracy pre-training assessment prior to enrolment.

#### Step 4

On completion of the pre-enrolment process, you will then be enrolled in your course.

#### Step 5

All fees and charges are listed in the course flyer which will be provided at the interview. Payment plans are available if you are unable to pay in full. A deposit for courses is mandatory.



#### 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

43-45 Punt Road

PO Box 498,

COBRAM, Victoria, 3644

*Every effort has been made to ensure that the information in the student pre-enrolment information brochure is correct as at January 2024.*

*CCH reserves the right to alter policies at any time. Policies may have been only partially reproduced in this brochure.*

Please tick to acknowledge that you have read the CCH Student pre-enrolment information.

I acknowledge that I have read and understand the information provided in the CCH Student pre-enrolment information sheet.

Signature:

Parent / Guardian Signature (If under 18 years):

Date: