STUDENT HANDBOOK
2026

Cobram Community House
Incorporation No: A 7164
Registered Training Organisation 3708
43-45 Punt Road, Cobram, Victoria 3644

Postal Address: PO Box 498, Cobram, Victoria 3644
Phone: 03 5872 2224
Fax: 03 5871 1036
Email: cch@cch.vic.edu.au
Website: *www.cch.vic.edu.au*

TABLE OF CONTENTS

Every effort has been made to ensure that the information in the Student Handbook is correct as of January 2025. Cobram Community House reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure. Students are encouraged to enquire at CCH for full and current policies.

1.   INTRODUCTION

WELCOME TO COBRAM COMMUNITY HOUSE

*Welcome to **Cobram Community House Inc. (CCH)**, which was incorporated on the 7th November 1985. CCH is a not-for-profit Registered Training Organisation. Our aim is to provide quality training to people in Cobram and surrounding districts. CCH is governed by an elected Committee of Management and is managed on a day-to-day basis by a number of full-time and part-time staff, casual tutors and volunteers.*

CCH takes pride in the quality of the courses and services it delivers. We provide training in both accredited and non-accredited programs and aim to deliver our programs in a flexible, supportive manner to enable learning opportunities for all. As an RTO, CCH operates under the Australian Skills Quality Authority's (ASQA) Standards for Registered Training Organisations 2025.

We hope you enjoy your learning at Cobram Community House Inc.

ABOUT THIS HANDBOOK

This handbook has been designed to support you as you study with Cobram Community House. It is the first point of reference and will provide you with guidance on expectations, rights, responsibilities and when necessary, where to source further information.

This handbook works in conjunction with a number of other organisational documents which include the following:
- CCH Policies and Procedures Manual
- Staff and Trainers Handbook

2. ORGANISATIONAL INFORMATION

CONTACT DETAILS

Address: 43-45 Punt Road, Cobram Vic 3644
Postal Address: PO Box 498, Cobram Vic 3644
Phone: 03 5872 2224
Fax: 03 5871 1036
Email: cch@cch.vic.edu.au
Website: www.cch.vic.edu.au

Opening Hours: 9.00am – 4.00pm Monday to Friday (Training and General Enquiries)
                   9.30am – 3.00pm Monday to Friday (Centrelink Enquiries and Support)

NOTE: Absences need to be reported to Cobram Community House as early as possible.

ORGANISATIONAL STRUCTURE

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                    Committee of
                    Management
                         |
                      Manager
    ┌────────┬──────┬──────┼──────────┬──────────┐
 Finance  Training Trainers  Student  Community  Administration
 Officer   Admin            Records   IT Officer    Officer
                              and          |
                          Management    Volunteers
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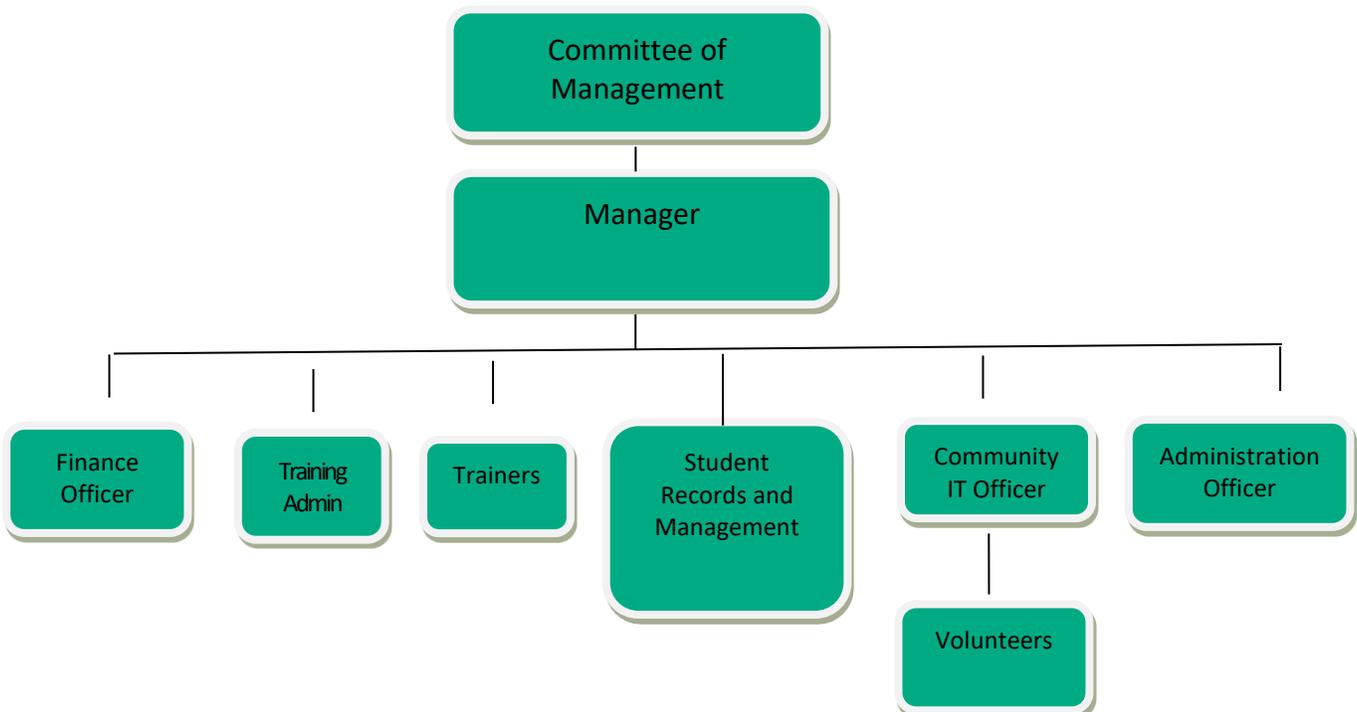
WHO'S WHO

Cobram Community House Staff

Manager	Christine Osborne
Finance / Administration	Paula Hansen
Training Coordinator / Student Records	Cherene Stokes
Reception / Administration	Rebecca Wood
Community Services / IT Officer	Liz Diamond
Fire Warden	Christine Osborne
First Aid	Rebecca Wood / Christine Osborne
OH&S	Rebecca Wood
Child Safety Officer	Christine Osborne
WDV Hub Co-ordinator	Jenny Godwin
Trainers	Christine Osborne, Rebecca Kaye, Wendy Rowan

SERVICES AND FACILITIES

Cobram Community House provides a range of services and facilities as well as being an RTO (Registered Training Organisation). These are as follows:

- Referral services
- Centrelink Agency
- Medicare
- A range of visiting services, including Housing and Workforce Australia agenicies

We are also home to a number of general interest and hobby groups:
- U3A
- Men's Shed
- Community Garden
- Boomerang Bags
- Chatty Café
- Community Lunch

COMMON TERMINOLOGY AND ACRONYMS

ACPET   Australian Council for Private Education and Training
ASQA   Australian Skills Quality Authority
CCH   Cobram Community House
COM   Committee of Management
DET   Department of Education and Training
DHHS   Department of Health and Human Services
RTO   Registered Training Organisation
VET   Vocational Education and Training

LEGISLATION AND REGULATORY REQUIREMENTS

Cobram Community House will not tolerate discrimination, harassment or bullying of any kind. As such the organisation is committed to ensuring that all staff, trainers and students are aware of and comply with all relevant Commonwealth and State legislation and regulatory requirements. Any violation of such will be considered a serious offence warranting immediate action and may result in disciplinary action.

As a Registered Training Organisation, Cobram Community House operates under and upholds the ASQA Standards for Registered Training Organisations 2025 and the Skills First Quality Charter.

The CCH Policies and Procedures Manual provides links to current, relevant documentation, legislation, regulations and websites. It also documents the process in relation to reporting and dealing with complaints of discrimination, harassment and bullying. The Manual or individual policies and procedures are available from the Manager.

- *Refer to Section 2 'Organisational Values', Cobram Community House Policies and Procedures Manual.*

Legislation under which CCH operates includes the following:
The Equal Opportunity Act 2010 (Vic.)
Crimes Amendment (Bullying) Bill 2011
Privacy Act 1988
Australian Consumer Law
Disability Act 2006 (Vic)
Charter of Human Rights and Responsibilities Act 2006 (Vic)
Child Wellbeing and Safety Act 2005 (Vic)
Occupational Health and Safety Act 2004 (Vic)

Induction

All students undergo a formal Induction into their course and the organisation, generally on the first day of study. Students may be required to complete a checklist to ensure all necessary areas are covered and that they are provided with the appropriate information required for their course. This will include:

- Student Handbook
- Course resources
- USB
- Moodle access instructions.

Students and their Trainer will discuss the contents of this handbook and will be required to sign a form to acknowledge that the induction process has been completed. A copy of this form will be placed on their student file.

Students will receive training in Moodle should their course use this facility, similarly they will be briefed on all emergency evacuation procedures.

Induction for students participating in short courses such as RSA will be verbally delivered.

Change in Student Information

Students are required to advise CCH if there are changes to any of the following:

- Home address
- Telephone number
- Email address
- Legal name
- Emergency contact details

Access to Records

As a student you have rights associated with your personal information retained and maintained by Cobram Community House. Your information is kept securely and is accessed only for routine administration purposes. Your details are not passed on or sold for any purpose.

Should you wish to access your information please speak to your **Trainer** or the **Manager** to arrange access.

CONTINUOUS IMPROVEMENT

Cobram Community House has a commitment to quality and has established a system to ensure the identification of issues which require resolution or review. Cobram Community House's Continuous Improvement Procedure is in place for use by all staff, volunteers and students. Clients and contractors may also access this system.

Any incident, inconsistency, hazard and/or issue that arises or is brought to your attention must be referred to your Trainer in the first instance, or in their absence, the Manager. The Manager will register the issue on CCH's Continuous Improvement Register and will address the issue in the appropriate forum. An Accident or Incident Report may be required to be completed.

Issues requiring urgent attention may be dealt with spontaneously at the discretion of the Manager; however, the Continuous Improvement Register is to be updated, documenting the action and the necessity for a review of the situation or action. The Register is provided to the Committee of Management for review on a monthly basis.

- *Refer to Section 10 'Continuous Improvement', Cobram Community House Policies and Procedures Manual.*

SECURITY

The **Manager** and designated staff have keys for Cobram Community House premises.

For your personal safety please observe the following:
- Do not leave handbags, jackets and other valuables lying around unattended.
- Secure your car.

CCH cannot be responsible for unattended items.

FIRST AID

There is a First Aid box located in the reception area. The **First Aid Officer** will assist you with First Aid. **Under no circumstances will students or clients be provided with or offered medication of any kind.**

First Aid Officer   Rebecca Wood (Administration Officer)

PLEASE NOTE: In the event an ambulance, or medical attention, is required to attend to a student, this will be at students' expense and not Cobram Community Houses.

Evacuation

Should evacuation of the premises be required the Cobram Community House Evacuation Plan must be adhered to. This is as follows:

When an alarm sounds all persons will evacuate the area in which they are located and proceed to the designated assembly points. The shortest safe route is to be adopted.

The designated assembly point is at the rear of the buildings in the Showgrounds.

If a student or staff member is aware of a false alarm, or that an emergency does not exist this must be reported personally to the **Manager**.

Evacuation must proceed until the 'all clear' is given by the **Manager** or in their absence, the officer in charge.

DO NOT re-enter buildings until clearance has been given by the **Manager** or officer in charge.

Students must not leave the assembly point and must ensure their name has been recorded with their Trainer. Trainers are to ensure they have their class attendance roll (if possible) to mark off students at the assembly point.
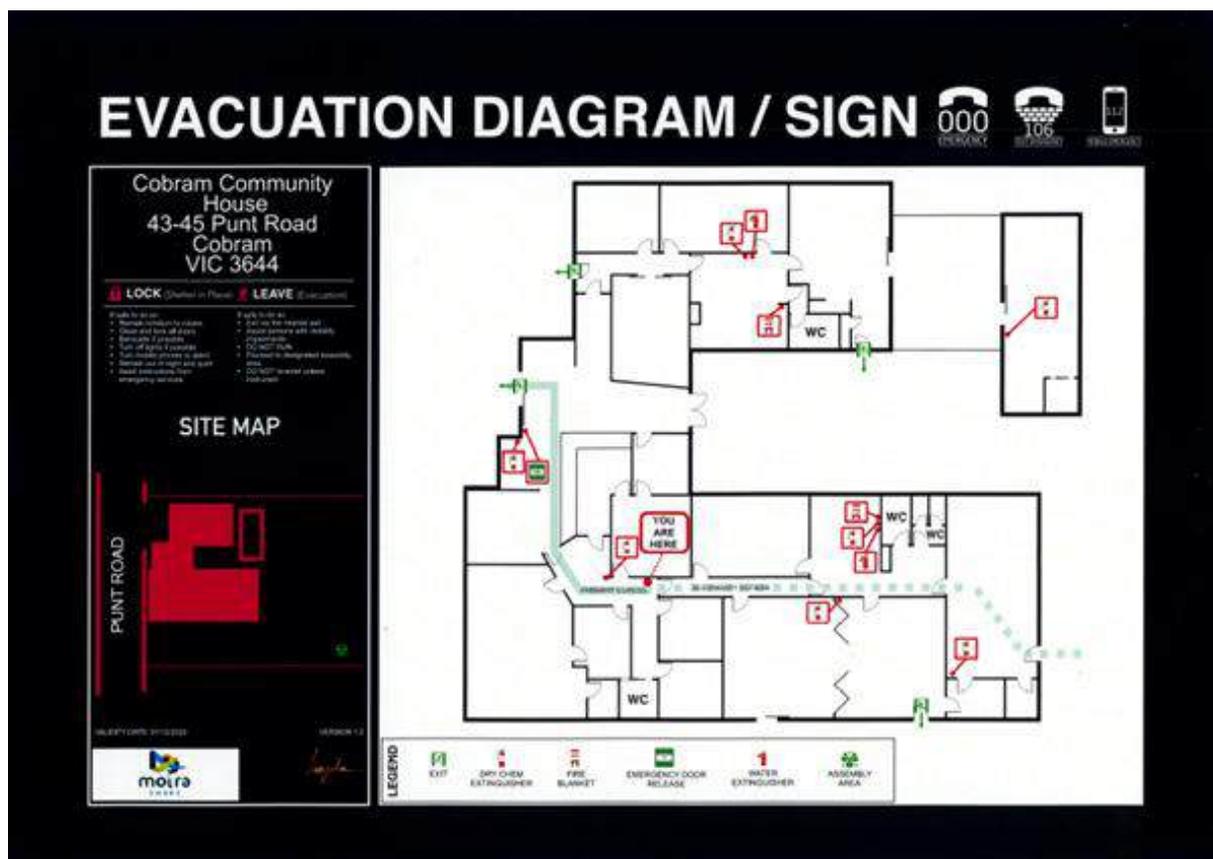
Fire

Notify the **Manager** or in their absence, the officer in charge.
- Sound the alarm to warn all occupants, i.e. shout FIRE, operate manual alarm, etc.
- Call Fire Brigade (000)
- Evacuate building.
- Contain the fire if safe to do so, by using suitable extinguishers.
- Prevent the spread of fire by closing doors, windows, and turn off fans, air conditioners and electrical apparatus only if safe to do so.
- Report to the assembly area. DO NOT re-enter the building until the Fire Brigade Officer gives the 'all clear'.

Remember that fire protection systems and equipment are for your benefit as well as that of other people. DO NOT abuse them by:
- Initiating false alarms
- Tampering with fire extinguishers
- Ignoring fire alarms.

Always respond to fire alarms and evacuate the building, until it is ascertained if the fire is real or if it is a false alarm.

The exit door must be easily and quickly opened from the side approached by a person seeking to exit from the building even if it is locked.

The **Manager** also acts as the Fire Warden. The Fire Warden's main duty is to ensure that everybody has evacuated the building and assembled at the evacuation point, which is the **Showgrounds.**

Accidents

- Assess the situation, e.g. danger of electrocution, falling objects, etc.
- Call for First Aid Officer.
- Stay with the victim. Send for assistance or obtain assistance by verbal communication.
- If the injuries/illness is serious and an ambulance is required, do not delay, use nearest telephone. Call 000 for assistance.
- If minor first aid is required, the First Aid Officer will assist.
- Make the accident scene safe. Advise the Manager of the accident as soon as possible.

Any accident within Cobram Community House premises involving injury must be reported to your **Trainer** and documentation completed. Forms may be obtained from Reception or the Manager.

OCCUPATIONAL HEALTH AND SAFETY

Cobram Community House is dedicated to meeting relevant health and safety regulations that apply to work conducted by its employees, students, clients and other affected by its operation. All Cobram Community House staff and students have a duty of care to perform their work and studies in a manner that will not adversely affect the health and safety of themselves or others.

CCH has appropriate policies and procedures in place which guide and inform management in the implementation of workplace health and safety measures.

All staff and students of CCH have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them. When using or working near equipment/machinery you are required to observe standard safety practices including wearing approved clothing and protective equipment. You will be advised of the safety requirements for your class. All equipment/machinery is to be used in accordance with these safety procedures.

Drugs and Alcohol

If you are required to take regular prescription drugs that may affect your work performance in certain circumstances, you should disclose this information to your Trainer or Manager. This information will be kept strictly confidential.

All students are expected to recognise that performance of their academic activities can be affected by alcohol and other drugs. Students who are adversely affected by alcohol or other drugs should not attend an academic activity e.g. classes, lectures, tutorials, workshops or excursions.

If Cobram Community House determines that a student is impaired by alcohol or other drug use, Cobram Community House will direct that student to cease academic activity immediately. A student engaging in behaviour that impacts on the safety or performance of other students and/or other members of the Cobram Community House community may be subject to disciplinary action being taken in accordance with the Student Misconduct Rule.

Cobram Community House has an established policy and procedure in relation to the consumption of drugs and alcohol in the workplace. It is advisable that all students make themselves aware of this policy and its requirements.

- *Refer to Section 7 "Occupational Health and Safety", Cobram Community House Policies and Procedures Manual.*

Any student who attends Cobram Community House while affected by the use of substances or who becomes affected while at CCH is breaching the Cobram Community House policy and is subject to severe disciplinary action.

Smoking

Smoking is not permitted inside any building at Cobram Community House, nor in the Courtyard area near the Kids' House. Smoking is permitted in designated areas outside the buildings. Refer to the floor plan on page 10 of this handbook.

Accidents / Incidents

As a student at Cobram Community House, you must report all incidents to your **Trainer**, no matter how trivial they may seem. It is imperative that all incidents are reported so that a detailed analysis and documentation can be conducted, and preventative strategies can be adopted. It is the duty of both staff and students to report any potential hazards. An Incident Report form is also required for near misses or incidents which occur. These forms can be obtained from your **Trainer or at Reception.**

HARASSMENT AND DISCRIMINATION

CCH is required under Australian Law to ensure that our workplace is free of all forms of harassment and discrimination (including victimisation and bullying) to ensure that staff and students are valued, respected and are treated fairly.

CCH will ensure that all staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome or uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of CCH.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Specific Principles

All students, staff and volunteers have a right to work in an environment free of any form of harassment and discrimination:

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- When CCH is informed of any harassment or discrimination management has the responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to CCH.
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.
- Harassment or discrimination should not be confused with legitimate comments and advice (including feedback) given appropriately by management or Trainers.
- Students, staff and volunteers should not make any frivolous or malicious complaints. All students, staff and volunteers are expected to participate in the complaint resolution process in good faith.

PRIVACY

CCH takes the privacy of our students very seriously and we will comply with all legislative requirements. These include the *Privacy Act 1988,* the *National Privacy Principles 2001, and the* Privacy Amendment (Enhancing Privacy Protection) Act 2012, for more information refer to: www.privacy.gov.au

CCH will collect information from you at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely, and only authorised CCH staff have access to your information.
Your personal information may be disclosed to Commonwealth and State Government Agencies.

If you are funded or sponsored by another Organisation, your personal information, attendance details, progress and results may be disclosed to that Organisation.

In accordance with the Information Privacy Principles, no further access to your enrolment information will be provided to any other organisation or persons, without your consent, unless authorised or required by law.

Cobram Community House's *Eight Privacy Principles are defined below:*
- **Collection** - CCH will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
- **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
- **Data quality** – CCH will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.
- **Data Security** – CCH will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
- **Unique Identifiers** - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out functions efficiently.
- **Anonymity** - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
- **Sensitive Information** – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

In some cases, as required by law and as required by the Australian Skills Quality Authority (ASQA) CCH will need to make your information available to others, such as the Australian Government or State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek the written permission of the participant.

ACCESS AND EQUITY

CCH is committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

All participants have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our courses. Where our courses have a limited number of available places, these will be filled in order of completed bookings/enrolments.
 Any issues or questions regarding access and equity can be directed to the **Manager.**

COPYRIGHT

All students are required to comply with legislation as per the Australian Copyright Act.

You may only copy materials in accordance with the *Copyright Act 1968.* The Act also applies to information published on the internet. 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.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto CCH computers or provided by CCH is licensed and there is no permission to copy software unless permitted by the license.

If you need further information about your copyright obligations, please see the Australian Copyright Council website: www.copyright.org.au

KITCHEN FACILITIES

Kitchen facilities are available at Cobram Community House. These include hot water, tea and coffee making facilities, a microwave and fridge. All staff and students are expected to assist in keeping the area clean and tidy.

OFFENSIVE LANGUAGE

Cobram Community House has a zero-tolerance policy with respect to coarse and offensive language.

Become a CCH member

This gives you the right to stand for election to the Committee of Management (CoM) and vote at elections for CoM.   Ask at Reception for a membership application form.

Come to the Annual General Meeting in October

A celebration of the previous year's achievements.

Join in on the regular community events in which CCH participate, such as: Chatty Café, *Community Lunch, Cultural Diversity Week and Volunteer Week etc.*

Come to the celebrations we organise, or you can even offer to help with the planning and the running of them. Keep an eye out for notices regarding upcoming events.

Volunteer at CCH

We heavily rely on the support and assistance that volunteers provide. Let us know what your other skills are. You may be able to volunteer in our classes, Community Garden, work with groups / programs, administration tasks and much more.

3.   STUDENT INFORMATION – TRAINING & STUDENT DOCUMENTATION

ACADEMIC PROGRESS

You are expected to achieve satisfactory progress in your studies through the required participation and attendance. If you are having difficulty maintaining acceptable progress, you should discuss the situation with your Trainer as soon as possible. Cobram Community House considers students who are passing at less than the required modules/units to be making unsatisfactory academic progress.

Procedure for Monitoring Academic Progress

1.   Academic progress for each unit is recorded on a "**Competency Dated Assessment"** for every student by the **Trainer**.
2.   Any student experiencing difficulty in maintaining satisfactory academic progress will discuss their progress with the **Trainer** and academic support may be provided.
3.   The Trainer will inform the **Manager**.
4.   If difficulties continue the **Manager** will then speak with the student.
5.   Any recommendations made by the **Manager** will be recorded on the student's file.

Please refer to the CCH policy and procedure **11.5: Student Attendance and Performance** for more information.

ONLINE DELIVERY INFORMATION
Detailed information regarding any online delivery of training and/or assessment that may be required to be undertaken can be found on the CCH website under Online Service Standards on the Student Information and Enrolment page.

STUDENT CHANGE OF COURSE DETAILS

Should a student wish to change any details of their enrolment a specified procedure is to be followed. Details of this procedure are documented in *Section 4 of this document "Student Information".* Trainers need to be aware of this process as they will be involved in discussions relating to any change of enrolment.

STUDENT ASSESSMENT

Assessment is competency based and is designed to determine whether a student can demonstrate specific competencies. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date as organised with the Training Team.

Our accredited courses are nationally recognised, which means you can take a Certificate or Statement of Attainment you were awarded here to any Registered Training Organisation (RTO) in Australia and you won't have to repeat the units of work you have successfully completed with us as long as they are still current.

Assessment is defined as the process of making judgements about whether competency has been achieved.

The **Trainer** will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observations of activities in the workplace or simulated work environment.

At the commencement of each module/unit, the **Trainer** will inform the students in writing of:

- the dates of assessment
- the method of assessment for that unit
- the submission date of their project.

If a student is unable to attend an assessment session due to illness or other special circumstances, then they must notify their **Trainer** at the earliest opportunity. Appropriate documentation must be provided to verify their claim. An alternative assessment date will be set.

Certificates or Statements of Attainment **will not** be supplied to any student with outstanding fees.

It is the responsibility of the **Trainer and Manager** to review, evaluate and adjust as necessary, assessment systems and procedures for validity, reliability and flexibility. It is also the **Trainer's** responsibility to ensure operational compliance with the Standards for Registered Training Organisations 2015.

Assessment Items

Assessment items must be submitted to the assessor **BY THE DUE DATE** specified for a result to be recorded, unless an extension has been granted. Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your Trainer in writing 48 hours prior to the advertised deadline. The length of the extension is at the discretion of the Trainer.

If you don't submit your assessment item by the due date and you don't have an approved extension, you will need to speak with your Trainer to discuss appropriate arrangements and strategies. You may receive a 'Not Satisfactory' result for that assessment item should this not be resolved.

If the assessment item is submitted by the due date, and it is assessed as requiring additional work, opportunity to resubmit the item may be provided as per Policy 11.3: Training and Assessment. If the item is not resubmitted by the due date, the result of 'Not Satisfactory' for that assessment may be given and you may need to re-enrol to gain competency.

As a student, you are responsible for:

1. Complying with the procedures for assessment item submission and collection,
2. Requesting feedback and negotiating resubmission of the assessment item (if a re-evaluation is required),
3. In the case of appeal, retaining assessment items until the appeal has been resolved.

Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

Academic Misconduct – Plagiarism, Cheating and Collusion

Academic misconduct is a very serious academic offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment item. (You may, at the discretion of CCH, be given the opportunity to complete supplementary assessment. Supplementary assessment will be treated as resubmitted assessment.)
- Failing the competency
- Exclusion from CCH for a specified time determined by CCH.

Plagiarism is the process of copying another person's ideas or written work and claiming it as original. To avoid plagiarism, you must properly acknowledge all information sources in your work. Information regarding plagiarism and the correct way to acknowledge sources is available from either your Trainer or the Training Team.

Collusion is when people secretly co-operate in order to do something illegal or underhand, in this case related to the organisation or their studies.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the student responsibilities and obligations listed in this document, or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of Cobram Community House

Lodging a Misconduct Complaint

CCH employees or students may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Manager.

Following receipt of the advice of an act of misconduct, the Manager must advise the student in writing of the alleged incident of misconduct. The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the Manager may take action including:

- modify or dismiss the charge
- reprimand and warn the student against repetition of the breach of discipline
- suspend the student from attending classes
- any combination of the above.

The student must be informed of their right to appeal the decision. Appeals may be made through the Grievances and Appeals procedure using **Form A112: "Grievance, Complaints and Appeals Form"**, this can be obtained from your Trainer.

Further information regarding the grievances and appeals process can be found in policy and procedure **11.6: Student Grievances, Complaints and Appeals.**

Assessment Feedback

You have the right to receive written feedback for an assessment item. You should speak with your Trainer /Assessor if you are dissatisfied with the result of an assessment item and the feedback given.

Appeals, Re-Assessment and Grievances

The CCH Policies and Procedures Manual documents the process used for appeals, complaints and reassessment. All students have the ability to voice their concern to the designated person within Cobram Community House or externally as specified in the Policy and Procedure. This document is held by the Manager and is available for viewing.

Assessment Appeals

Cobram Community House seeks to prevent appeals by ensuring that students are satisfied with their course program and outcomes. However, all participants have the right to appeal any assessment decision made by Cobram Community House if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, the student should discuss the matter with their **Trainer** in an attempt to reach a satisfactory outcome. In the event of an assessment appeal, a student can:

- Talk directly with the **Trainer** concerned to resolve the problem
- Consult the **Manager.**

Every student has the right to have a nominated person involved at all times during the appeal process.

Appeals Procedure

Cobram Community House maintains a supportive and fair environment allowing students to appeal assessments and recognition decisions. Cobram Community House will deal in a constructive and timely manner with student appeals against decisions made.

1. Before lodging an appeal, assessment outcomes must first have been discussed with the relevant Trainer. The Trainer may allow a student to submit their work up to three times per assessment task.

2. If a student has discussed the assessment with their Trainer and still wishes to appeal an assessment outcome, then the appeal must be submitted within 20 days of the original assessment decision being advised to the student.

3. If an appeal is not lodged within the specified time frame of 20 days the result will stand.

4. The appeal is to be put in writing using the A112: "Grievance, Complaints and Appeals Form" and submitted to the Manager within the time frame of 20 days from the original assessment decision.

5. The student must attach all evidence of the assessment, feedback and any further supporting documentation with the A112: "Grievance, Complaints and Appeals Form".

6. The Manager will assemble information and documents for the appeal. This may include the following:
    a. Past student record;
    b. Attendance registers;
    c. Assessment tools and assessment data; and
    d. Any other supporting documents.

7. The Student Records and Documentation Officer as directed by the Manager will make a note on the student's file.

8. The Manager will organise a review of the assessment decision. Where possible an assessor other than the original assessor will undertake the re-evaluation of the assessment decision.

9. The student will be advised in writing of the outcome of the appeal within 10 days of submitting the appeal to the Manager. The written notification must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

10. This is the last course of appeal at Cobram Community House. However, if a student is dissatisfied with the appeal outcome, they can contact the Australian Skills Quality Authority (ASQA) and make a formal complaint against Cobram Community House. www.asqa.gov.au.

Student Grievances

Cobram Community House has two processes in place to handle student grievances and complaints, one is informal and the other is formal. A brief overview follows:

Informal Complaint/Grievance Process
Students should first try to achieve resolution of any grievance (academic or non-academic) through an informal approach to the staff member or person responsible for the action. Alternatively students can speak to the Manager. If all or part of the grievance remains unresolved, a student may wish to submit a formal appeal to resolve the grievance.

Formal Complaint/Grievance Process
If a student has been unable to resolve their grievance through the informal process, they have the right to submit a written complaint using form A112: Grievance, Complaints and Appeals. This Form will be submitted to the Manager for action.
The Manager will notify the relevant staff member of the grievance and, depending on the nature of the complaint, will decide the appropriate action to resolve the grievance.
The student will be advised in writing of the outcome of the formal grievance within 10 days of submitting the appeal to the Manager. A copy of the communication is placed in the student file.

If a student considers that the response to their complaint or grievance is unsatisfactory, they have the right to appeal directly to the Manager. A student who wishes to undertake this process will need to submit the appeal in writing to the Manager and make an appointment with the MANAGER to try and resolve the matter.

If a student still feels that the Manager's decision is unsatisfactory they can contact the Australian Skills Quality Authority (ASQA) and make a formal complaint against Cobram Community House. www.asqa.gov.au. This information will be provided to students in their student handbook.

Special Consideration, Alternative Assessment and Reasonable Adjustment

Cobram Community House is committed to supporting students where necessary through special consideration and reasonable adjustment processes. Re-assessment and supplementary assessment may also be allowed. Authenticity of work is deemed essential and penalties are in place should misconduct occur.

Special Consideration

1. A student with a disability or chronic medical condition may request alternative assessment, assistance with assessment or extra time for assessment.
2. A student whose assessment task has been affected by a temporary illness or serious cause may also apply for special consideration. Serious causes may include but are not limited to:
   a. Serious illness or psychological condition
   b. Loss or bereavement
   c. Hardship or trauma
3. Application for special consideration is to be made to the student's Trainer in the first instance who will resolve the request in conjunction with the Manager. Supporting documentation may be required.
4. If special consideration is granted, the student will be notified in writing with any specific arrangements or requirements detailed.
5. Application of the special consideration process must be fair and result in no advantage or disadvantage to the applicant or other students.

Reasonable Adjustment

Students seeking reasonable adjustment in assessment must discuss their requirements with their Trainer in the first instance and prior to the commencement of the specific component of study. The Trainer in conjunction with the Manager will determine whether the request will be granted. Documentation may be required to support their request.

If reasonable adjustment to an assessment task is made during the period of teaching, it must be communicated by the Trainer to the student in writing. A record of the reasonable adjustment must be documented, and a copy kept in the student file.

If a student is refused reasonable adjustment in an assessment, an appeal may be lodged within 10 working days through the Student Grievances and Complaints Policy & Procedure.

4. STUDENT INFORMATION – ADMINISTRATION

FEES AND CHARGES

All fees and charges are listed at the beginning of each term (or prior to commencement of a new course). Each student is provided with an individual Statement of Fees.

Payment of Fees
You can arrange a payment plan if you are unable to pay the full course fee in one payment. This option needs to be discussed with one of the staff prior to commencement. A deposit for courses is required.

CCH does not accept course payments of more than $1500 in advance. Amounts in excess of $1500 will be amortised over the period of the course of study.

Refunds

If CCH cancels the training:
If CCH cancels the training before it has commenced, CCH must refund the fees you paid for the cancelled training.

If student withdraws or cancels enrolment more than five days before the training starts:
If you cancel your enrolment at least five days before the training starts, CCH must refund the fees you have paid for the training after deducting an administration charge of $50.

If student cancels training less than five days before the training starts:
You are not entitled to a refund if you cancel your enrolment less than five days before the course is due to start. Where a student has not paid a deposit nor commenced payments through a payment plan an administration fee of $150 is payable. A Notice of Withdrawal from Studies form must be completed as well as an Application for Refund of Fees form.

If the student does not formally notify Cobram Community House that they are withdrawing no refund will be given and an administration fee of $150 is payable.

In the event of unforeseen circumstances, preventing a student from formally withdrawing, e.g emergency hospitalization, the Manager will determine the refund amount.

In the event of the closure of CCH:
In the event of closure of the Cobram Community House Registered Training Organisation, any creditors would be dealt with by the incoming insolvency managers.

CCH will issue a Statement of Attainment and/or Qualification to include all units of competency/modules for which the student has achieved a competent outcome. CCH will, where applicable, refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and to the best of CCH's ability, refer the student to another suitable RTO with the same qualification on their scope of registration.

Outstanding/Overdue Payments

If you have outstanding/overdue payments to CCH, you may not be eligible to:
- Enrol in further study with CCH
- Receive your certificate for completed studies

Admissions

You are required to apply for program entry by completing an enrolment form. You may need to meet any/all specified pre-requisites, co-requisites and entry requirements to be eligible for consideration for program admission. This will be discussed at the student interview.

Student Assistance / Income Support

Eligibility requirements for student assistance external to CCH may vary across agencies (ie: Centrelink); therefore prior to enrolment it is YOUR responsibility to:
- Discuss your study options with the relevant agency
- Discuss your study requirements (for example attendance rates/study load) with the relevant agency
- If you are receiving student assistance from another agency you should notify them immediately of any changes to your study load or student status to avoid penalties.

Memberships

Students may become a member at CCH.

ENROLMENT

Short Courses
For short courses, you can take your enrolment form directly to CCH, or if you are paying with a credit card, you can enrol over the phone, by fax, post or via email.

Certificate Courses
Following initial enquiries, a potential student will complete an Expression of Interest form or register their interest on our student records system. CCH will follow up with the student and will arrange a time for a pre-enrolment interview or attendance at an information session. Following acceptance into the course you will be required to:

- complete the CCH enrolment form,
- complete a pre-training review and language, literacy and numeracy assessment
- pay in full (or make arrangements for a payment plan) all required enrolment (and associated) fees at the time of enrolment,
- provide evidence of eligibility for concession if applicable,
- provide evidence of eligibility for funded training if applicable,
- provide USI (Unique Student Identifier) number,
- complete 'Skills First Evidence of Student Eligibility and Student Declaration'.

Please note: Due to requirements associated with working in the industry, students undertaking the Certificate III in Early Childhood Education and Care and the Diploma of Early Childhood Education and Care will be required to obtain or hold a current Working with Children Check prior to enable participation in the practical placement component of the course.

You must re-enrol to gain competency if resubmitted assessment items were not submitted by the due date or were unsuccessful.

As part of the enrolment process you will be required to attend a student interview and complete assessment tasks to ascertain your learning needs. Students will be provided with an individual Statement of Fees as well as a course brochure and pre-enrolment information sheet prior to their enrolment being taken.

USI (UNIQUE STUDENT IDENTIFIER)

As of 1st of January 2015 all students are required to have a Unique Student Identifier (USI) to obtain any certificates for qualifications from their Registered Training Organisation, when undertaking nationally recognised training in Australia.

Your USI gives you access to your online USI account. This account helps keep your training records together.

Click here to create your USI if you do not already have one.
USI Quick Guide
USI Student Information Sheet

The following resources may also be helpful:
- The student webpage on 'Transcript/Training Records' on the USI website, includes a link to an example of a USI Transcript and a selection of FAQs
- The 'Your USI Transcript' fact sheet
- When will my training appear on my USI Transcript?' fact sheet
- The 'How to view and download my USI Transcript' video.

RESULTS AND AWARDS

Certificate of Participation

A Certificate of Participation issued on the successful completion of pre-accredited training.

Statement of Attainment

A Statement of Attainment is issued on the successful completion of accredited training in one or more Units of Competency (but less than the number of units required under packaging rules for a full Qualification).

Certificate/Diploma

A Certificate/Diploma is issued on the successful completion of a full qualification based on accredited training. The back of the Certificate/Diploma will list all Units of Competency successfully completed.

Issuing of Awards

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to CCH the award will not be issued at that time. Awards will be issued when the debt is cleared.

Replacement awards can be obtained to:
- Replace a damaged award.
- Replace a lost award.

A replacement fee of $40 will apply.

Certificates and Statement of Attainment will not be issued to a third party without prior written consent from the student to whom the Certificate/Statement of Attainment was awarded.

Cancellation of Qualification or Statement of Attainment

CCH 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 CCH cancels your award, you will be advised in writing and you will be required to return the cancelled award to CCH within 21 days of its receipt.

ISSUING OF CERTIFICATES AND STATEMENTS

A student who demonstrates competence in all units will be issued with a Certificate. A student attaining competence in only some of the units of the course will be eligible for a Statement of Attainment.   The Statement of Attainment will list those units in which competency was achieved.

The responsibility of issuing the qualifications and statements of attainment rests with the **Manager**.

Certificates will **not** be supplied to any student with outstanding fees.

Certificates and Statements of Attainment will not be issued to a third party without prior written consent from the student to whom the Certificate/Statement of Attainment was awarded.

Procedure for the Issuing of Qualifications and Statements of Attainment

The following procedure will be followed for the issuing of qualifications and statement of attainments:

1. The Trainer enters the student outcomes on the individual training plan after assessment of competence.

2. The completed and signed training plan is lodged with the Student Records and Documentation Officer (SRDO). The SRDO will determine on the training plan which Certificate or Statement of Attainment the student is eligible for.

3. The SRO will determine if the student has fulfilled all financial obligations with CCH. If the student has outstanding or overdue payments, they may not be eligible to receive their Certificate or Statement of Attainment.

4. The training plan is then cross checked and signed by the authorised representative of the training team. This may be either the Student Records Officer or the Manager.

5. The Student Records Officer then triggers a Certificate or Statement of Attainment to be printed out of VETtrak. These documents are signed by the Manager.

- *Refer to section 11.10 "Certificates and statements", Cobram Community House Policies and Procedures Manual.*

CHANGE OF COURSE DETAILS

A student wishing to change any details of their enrolment, including duration, must follow the procedure below:
- Discuss the decision with relevant **Trainer**.
- Trainer to discuss the application with the Manager following formal notification.
- The Trainer or Manager will speak with the student and advise them of their decision to approve the change or not. The decision will be advised in writing.
- No fee applies for this service.

TYPES OF TRAINING WE OFFER

All Qualifications and Statements of Attainment offered by CCH are nationally recognised. When you complete a nationally recognised qualification or statement of attainment it will be recognised by other registered training organisations across Australia. Choosing nationally recognised training delivered by a registered training organisation is important if you want recognition for training you have successfully completed.

Full Fee (Unfunded) Training

Some CCH training courses involve training that is not subsidised by the Government. In this case students are charged for the full cost of training.

Government Funded Training

The Government sometimes funds CCH to deliver accredited training to meet strategic and regional training priorities. When you enrol in these subsidised programs you will normally be charged an:

- administration fee
- materials fee
- tuition fee
- amenities and services fee.

Concessions may be available.

Certificate Qualifications

Certificate qualifications are offered at levels I - IV and are ideal for professional development, career enhancement, work entry and re-entry into the workforce. You can enrol at a level that suits your current skills and knowledge and exit at a level that suits your goals. Some courses include a practical placement component.

Diploma Qualifications

Diploma course prepares students for industry, enterprise and para-professional careers. Diplomas require 18 to 24 months of full-time study and generally include a practical placement component.

Short Courses

Short courses can be either accredited or pre-accredited. An accredited short course has a Statement of Attainment for outcome and can be a unit of competence within a course of study. There are short courses in a wide range of subject areas, from information technology to hospitality, business and financial skills. There are also programs that develop skills such as reading, writing and maths.

Pre-Accredited Courses

Pre-accredited programs are short modular courses designed for learners to gain confidence and skills. They focus on creating pathways to nationally accredited training or employment.

5. STUDENT INFORMATION – RIGHTS & RESPONSIBILITIES

STUDENT CODE OF CONDUCT

The Student Code of Conduct is based on a set of rights and their related responsibilities. All students have the right to:
- be treated with courtesy, kindness and respect
- express feelings and opinions assertively
- work in an atmosphere of harmony and cooperation
- feel secure and safe
- expect that they are treated fairly and with respect
- learn in a supportive atmosphere.

The following responsibilities support these rights:
- treat others with courtesy, kindness and respect
- listen to others with mutual respect
- maintain a safe and secure environment
- be responsible for their own actions
- value others, for their individual differences
- work to achieve personal best whilst allowing others to do the same

* Any acts of bullying must be reported to the Trainer or the Manager immediately and an Incident Report must be completed.

COMMUNICATION AND INTERACTION

When communicating and interacting with CCH staff and other students in person, by letter, fax, telephone, email, via online conferencing or teleconferencing, you have the responsibility to:
- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour ie: aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of CCH or other persons.

INFORMATION TECHNOLOGY ACCESS AND MANAGEMENT RIGHTS & RESPONSIBILITIES:

Students, staff, volunteers and the Community have the right to:
- access information and ideas.

Students, staff, volunteers and the Community have the responsibility to:
- Access computers in an ethical and legal fashion
- Respect the physical and intellectual property of others
- Respect other computer users
- Access computers according to CCH timetable
- Pay appropriate due fees for usage
- Report all computer breakdowns/stoppages immediately.

CCH has the responsibility to:
- Allow computer access without discrimination
- Provide support where practicable
- Provide the use of computers as a training/research/development tool for students where available.

CCH has the right to:
- Exclude users who:
  - Do not respect the physical or intellectual property of others
  - Access computers in an unethical or illegal way, and disrupt or harass other users
- Monitor internet email messages on its workstations
- Organise appropriate computer access in line with CCH timetable
- Set appropriate fees.

CCH has a strict policy in relation to computer use; contravention of such may result in disciplinary proceedings.

No student, staff member, volunteer or client is permitted to use Cobram Community House computers to:
- Create or exchange messages that are offensive, harassing, obscene or threatening
- Visit websites containing objectionable (including pornographic) or criminal material
- Exchange any confidential or sensitive information held by Cobram Community House (unless in the authorised course of their duties)
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- Use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email
- Download any content unless directly related to their course of study.

MOBILE PHONES

Students are not permitted to use mobile phones during class time. Messages, emails and social media may be checked during tea/lunch breaks or when class has ended for the day. Mobile phones are to be on silent and no calls are to be retrieved during business hours.

Students must always ensure their phones are kept and stored safely and securely. CCH takes no responsibility for damaged, lost or stolen mobile phones.

Trainers may implement a phone collection process should there be a breach of this policy and/or unacceptable behaviour.

- *Refer to Section 4 'Information, Communication and Technology', Cobram Community House Policies and Procedures Manual.*

ATTENDANCE AND PUNCTUALITY

The Importance of Attendance

CCH believes that for each student to reach their full potential, regular and committed attendance in class is critical. Once a student has decided to enrol and attend a course, it is important that they are committed to learning and are prepared to be punctual and be present (where possible) at all times. Students who attend regularly are found to be more likely to:
- Enjoy a rewarding experience with skills and knowledge developed.
- Successfully complete their course and move into employment or further studies.
- Achieve better learning outcomes.

Recording Attendance

We are obliged to keep records of your attendance. For all classes timetabled by CCH a record will be kept. You must ensure that you can demonstrate your attendance through this recording process.

If You Cannot Attend

If you are unable to attend classes or any required activities (e.g. Practical Placement), for any reason you must inform the office as soon as possible.

Students who have been ill must supply a medical certificate on their return for all absences. Students who take ill during the class may absent themselves in consultation with their Trainer.

Be Advised

Students are required to attend 80% of timetabled classes (calculated as a percentage of the number of days between course commencement and the day of absence). Lateness will also be recorded and follow up action taken if necessary. If the attendance rate drops below 80%, the student is then considered to be in breach of their course conditions and may be asked to make up the training commitment or leave the course.

Students who are absent without reasonable excuse on **two consecutive occasions** or whose attendance falls below 80% will be contacted by CCH to determine the cause of their absence. If the issues of non-attendance remain unresolved, CCH reserves the right to withdraw the student from the course and inform relevant parties of that withdrawal. Students will have the right to appeal, and that appeal will take place with the Manager and a member of the CCH Committee of Management. If the student still feels unhappy with the outcome CCH will act in accordance with the Grievance Policy.

Students will be asked to sign the student attendance agreement located at the back of this handbook. By signing this document, you agree to the following:
- That you have read the attendance policy and agreement.
- That you understand the policy and agree to abide by the rules contained within.

A copy of this agreement will be kept on your student file.

STUDY

You should:
- Attend class on time.
- Achieve satisfactory progress in your studies through participation or attendance as required.
- Do all assessment tasks by the due date (where date is specified) or ask for an extension of time if there are exceptional circumstances.
- Do all assessment tasks and examinations honestly, without any form of cheating.
- Not submit and claim as your own, work derived from another source or work done by another person.

COBRAM COMMUNITY HOUSE PROPERTY

It is expected that each student will treat Cobram Community House property and other students' property with care and not wilfully damage or destroy it.

If you lose or find a piece of personal property, please notify your Trainer as soon as possible. Cobram Community House will not take responsibility for personal property. However, if a problem does occur, Cobram Community House reserves the right to make inspection on Cobram Community House premises including desks, lockers, cupboards and personal property.

CONFIDENTIALITY

As an enrolled student of CCH, you may be required to attend practical work placements as part of your studies. During these placements and your time at CCH, 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 or that you have become aware of at CCH.
Breaches of confidentiality are considered to be an act of misconduct.

CCH ENVIRONMENT

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to your Trainer or to administration staff
- Leaving classrooms, workshops and program rooms neat and tidy after classes
- Not using or installing unlicensed software on CCH computers and checking all disks and USB flash drives for viruses *BEFORE* use on CCH computers.

6.   STUDENT INFORMATION – SUPPORT SERVICES

PROVISION FOR LANGUAGE, LITERACY AND NUMERACY

Where a specific need exists, the student will meet with the Trainer and Manager to identify methods of support and assistance which can reasonably be provided. Where necessary, reasonable adjustment may be implemented (refer below).   The learning plan, assessment plan and course documentation will reflect the determined need of the student.

Cobram Community House has equitable learning and assessment strategies to take account of individual needs. These may include:

- o Analysing literacy and numeracy levels and needs,
- o Analysing the "special needs" of the student,
- o Using alternative methods of delivery and assessment,
- o Negotiating alternative tasks and assessment methods,
- o Ensuring that additional or alternative materials or equipment are ready in advance,
- o Providing materials in a range of formats where necessary

Where there is a need for additional training in English, then the student may be referred to an appropriate organisation for remedial English classes or into English classes provided at Cobram Community House. The transfer process shall be provided without cost to the student. Student fees for additional English tuition may be required by an outside provider or Cobram Community House. This will be determined on a case by case basis.

If necessary, the duration of the student's course may be extended to allow the student time to improve their English skill and to ensure the vocational skills are achieved within a reasonable timeframe.

- *Refer to Section 11 'Training Organisation', Cobram Community House Policies and Procedures Manual.*

FLEXIBLE TRAINING AND ASSESSMENT

CCH provides a range of training and assessment strategies that can be utilised in a variety of learning environments. This allows for differences in individual learning interests, abilities, needs, styles and opportunities. Students are to speak to their Trainer should they be experiencing difficulties and require assistance.

DELIVERY

Cobram Community House students are predominantly classroom based with some courses requiring assessment whilst on work placement, and/or an on-line component.

Support available to students may include:
- Tutorial support,
- Guidance from the relevant staff and or the **Trainer** plus a pre-course interview to determine specific needs,
- Training Needs Analysis on a case-by-case basis as requested or required,
- Access to cost free in-house internet and research facilities,
- Space for private study.

RECOGNITION

Recognition of Skills and Experience

There are several processes that recognise qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program in which you are enrolled.

To receive credit for previous study, you will need to be enrolled in the program and provide certified copies of your qualifications, Statement of Attainment or Statement Results to CCH.

You cannot receive credit for your whole program of study; at least one competency must be achieved through normal enrolment.

Credit Transfer (CT)

Credit transfer is the process that recognises accredited study equivalent to the competencies in the program you are enrolled in. You cannot receive credit for your whole program or study; at least one competency must be achieved through normal enrolment or Recognition of Prior Learning.

Recognition of Prior Learning (RPL)
CCH can assist students to access Recognition of Prior Learning. Credit transfer may be applicable and where so, can be implemented by CCH given full and complete documentation is provided by the student.

- *Refer to Section 11 'Training Organisation', Cobram Community House Policies and Procedures Manual.*

WELFARE AND SUPPORT SERVICES

Cobram Community Housse can provide information and referrals to appropriate support services. We can also provide students with FoodShare bags and general Centrelink assistance should it be required.

FURTHER INFORMATION AND SUPPORT SERVICES

We understand that every student has different needs, and it's important that you feel supported throughout your training. If you ever need assistance, please don't hesitate to reach out to us to discuss your situation. We can work together to find the best way to support you, whether that involves referring you to specialist services like language, literacy, and numeracy (LLN) support, counselling, or other helpful agencies.

In some cases, there may be fees associated with external services, but we are committed to providing you with all the information you need to make confident decisions about your learning and wellbeing. Our goal is to ensure that you have the right support in place to succeed.

Below is a list of general services available that may be helpful to you:

Organisation	Contact details	Information available on
Cobram Community House	www.cch.vic.edu.au Ph: 03 5872 2224	Centrelink, Veterans affairs, Medicare, child support, Office services, tax help, training.
Department of Health and Human Services	www.dhs.vic.gov.au	Up to date information available about COVID19, general health alerts, Disabilities, housing, mental health etc.
Australian Government	www.usi.gov.au	USI Unique Student Identifier
Department of Education, Skills and Employment	www.education.vic.gov.au **www.training.gov.au**	Information on training packages, qualifications, accredited courses, units of competency, skill sets and Registered Training Organisations. DET (Department of Education and Training) offers learning and development support, services and resources for all Victorians, from birth through to adulthood.
Australian Skills Quality Authority (ASQA)	www.asqa.gov.au	The Australian Skill Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. Training guidelines are established by ASQA. Copies of the guidelines are available.
Beyond Blue	Beyondblue.org.au 1300 22 4636	Information and support to help everyone in Australia achieve their best possible mental health.
VAEAI	Vaeai.org.au 03 94810800	Indigenous student support services
CISvic	Cisvic.org.au	Support for gambling, alcohol and drug, depression, housing, finance and others

Organisation	Contact details	Information available on
Lifeline Australia	131114	Crisis support and suicide prevention service
Beyond Blue	1300 224636	Offers mental health support and counselling services.
Reading and Writing Hotline	1300 655506	Provides LLN support to adults struggling with reading, writing, and numeracy
JobAccess	1800 464800	Support for students with disabilities regarding employment, study, and access.
Headspace	1800 650890	A national mental health service specifically for young people aged 12-25.
AMES Australia	13 AMES	Offers LLN support, especially to migrants and refugees.
Mental Health Foundation of Australia (MHFA)	1300 643287	Provides mental health services, including counselling and support groups

7.   WHO DO I GO TO WHEN…..

- I have concerns about my study
  - ➢ My Trainer / Christine Osborne, Manager
- I have computer or technology problems
  - ➢ My Trainer or Liz Diamond, Community Services / IT Officer
- I have had an accident or near miss or need to report a hazard
  - ➢ Rebecca Wood, Administration Officer & OHS Representative
- There is a fire at CCH
  - ➢ Christine Osborne, Manager & Fire Warden

8.   DECLARATION OF ACKNOWLEDGEMENT

I acknowledge that I, _____ (BLOCK LETTERS) have read, fully understand and accept the contents of this Student Handbook. I understand that should I have any concerns in relation to the contents of this document, I will discuss them with my Trainer or the Training Team.

By signing this acknowledgement, I agree to abide by these terms, conditions and responsibilities.

Student Signature:	Date:

Student Attendance Agreement

By signing this agreement, you agree to the following:
- That you have read/had read to me the attendance policy and agreement contained in this handbook.
- That you understand the policy and agree to abide by the rules contained within

Student Signature:	Date:

Office use only:			
CCH Representative:			
Position:			
Signature:		Date:	

A copy of the signed declaration will be kept in the student's file.