



New England Community College Inc. (NECC) Student Handbook

Version 2.0

Table of Contents

Table of Contents

Welcome from the Executive Officer	4
Introduction	5
About NECC	5
Our Vision, Mission and Values.....	5
Vision	5
Mission.....	5
Our Commitment to Your Learning	5
Policies and Procedures	5
Our Campuses.....	6
Guyra Campus/Head Office.....	6
Armidale Campus	6
Glen Innes Campus	6
Work Health and Safety Information	7
Health, Safety, and Property.....	7
Evacuation Procedure	7
First Aid and Ambulance Cover.....	7
Incidents and Emergencies	7
Personal Protective Equipment (PPE) and Clothing	7
Supervision of Students	8
Students' Code of Practice.....	10
Student Rights and Obligations.....	11
Grievance and Dispute Resolution.....	11
Misconduct and Exclusions.....	11
Smoke-Free Environment	11
Access, Equity and Inclusion.....	12
Privacy	12
Unique Student Identifier (USI)	12
Student Information	13
Enrolment.....	13
Digital Literacy Expectations	13
Ongoing Support Assessment.....	13
Proof of Identity & Privacy.....	14
Change of Personal Details.....	14
Third-Party Disclosure.....	14
Course Fees	14
Student Concessions	15
Refund Policy.....	15
Cancellation/Postponement of Courses	15

Closure of the New England Community College	15
Assessments.....	16
Assessment Appeal	16
Absenteeism	16
Minimum Enrolment Age	16
Plagiarism and Referencing	16
Student Evaluations and Feedback.....	16
Learning Support	17
Reasonable Adjustment	17
Language Literacy and Numeracy Support.....	17
Disability Support	17
Issuance of Qualification.....	18
Recognition of Other RTOs Qualifications.....	18
Recognition of Prior Learning (RPL) and Current Competency (RCC)	18
Student Records and Access	18
Copyright	18
General Information.....	19
Food, Drink and Litter	19
Lost Property	19
Sustainability.....	19
Children on Campus	19
Mobile Phones/Personal Music Players.....	19
Student Declaration	21

Welcome from the Executive Officer

Dear Student,

I would like to take this opportunity to thank you for choosing to learn and develop with New England Community College Inc. (NECC)

The College is a not-for profit community organisation staffed by a mix of multi-skilled employees, trainer/assessors and a locally elected management committee. This ensures that the college is strategically placed to provide a focus on your welfare with a commitment to your learning/employment outcomes and personal development.

I hope that you are able to benefit from learning options that an alternative approach to the traditional school environment can offer. Our team of committed trainers and support staff are here to guide and assist you on your learning journey.

This Student Handbook outlines some of our expectations of you whilst you undergo study with us. I would ask that you read through this Handbook carefully and retain it as a resource in case you have a question about any aspect of our college.

If you can't find the answer in here, please feel to ask your trainer/assessor, our support staff, or contact me and I will be happy to find the answer with you.

I wish you every success in your learning journey with us and I hope the knowledge and skills you gain with us assists you reach your plans and future endeavours.

Kind Regards,

Kelso Looker
Executive Officer

Introduction

This Student Handbook is provided by NECC and serves as a guide for students.

The purpose of this student handbook is to assist you in navigating your learning journey by providing essential information about NECC and its policies and procedures.

Additionally, the Handbook addresses the legal aspects of your learning journey and ensuring compliance with relevant laws and regulations.

About NECC

NECC started in 1981 as the 'Guyra Adult Learning Association' or GALA Centre, and in 2009 changed its name to New England Community College.

The College is a non-for-profit community organisation that is a nationally approved Registered Training Provider (since 1997). The College also offers non-accredited training, lifestyle and leisure courses, while providing a socially inclusive learning environment for individuals and groups throughout the New England region.

Our Vision, Mission and Values

Vision

NECC will be at the forefront of meeting the changing educational needs of our community in a flexible, innovative and positive way.

Mission

To provide quality community based educational programs that offer support and assistance to the people of the New England area, including those from disadvantaged groups, to meet their cultural, health, economic, social and quality of life needs.

These programs will be delivered in a supportive, flexible environment by dedicated staff and will provide diverse pathways to further education and/or employment.

Our Commitment to Your Learning

At NECC we are committed to ensuring that all our students can access the advantages of lifelong learning that increases knowledge, skills and abilities while enhancing quality of life.

Policies and Procedures

Our policies and procedures cover the following:

- Organisational planning, quality management and self-assessment,
- Our core business, including program planning, development and delivery, as well as learning and assessment for Vocational Education and Training (VET) courses and our general courses program,
- Student support,
- Administrative support, financial management and premises management,
- Marketing and community liaison, and
- Human resources management and development.

Our policies and procedures may be viewed on request at any campus office.

Our Campuses

Guyra Campus/Head Office

Address: 136 Bradley Street, Guyra NSW 2365

Telephone: (02) 6779 2132

Email: admin@gala.org.au

Office Opening Hours: Mon - Fri: 8.30am - 5.00pm

Armidale Campus

Address: 10 Mann St, Armidale NSW 2350

Telephone: (02) 6771 3374

Email: admin.necc@gala.org.au

Office Opening Hours: Mon - Thu: 8am - 4.00pm

Glen Innes Campus

Address: 44 Church Street, Glen Innes NSW 2370

Telephone: 0412 714 656

Email: admin@gala.org.au

Work Health and Safety Information

Health, Safety, and Property

NECC places the utmost importance on providing a safe working, studying and learning environment, and we are deeply committed to our Work Health and Safety responsibilities.

As far as practicable, employees and students are provided with comfortable and appropriate furniture and equipment in good condition, adequate lighting, heating and ventilation. A review of the conditions of premises and equipment that the NECC utilises is undertaken regularly.

At the commencement of every course, students are advised of the location of toilets, first aid kits and fire extinguishers and are informed of the evacuation procedure to be followed in the case of a fire and/or other emergency.

Employees and students must properly care for NECC's property, premises, equipment and materials. Management should be advised as soon as possible in the following instances:

- There is any loss of property belonging to the NECC, staff or students.
- There is any damage to NECC premises, equipment or materials.
- Any hazard identified with NECC property.
- Any incident or accident involving a member of staff and/or a student.
- Any other situation that could adversely affect the NECC, its staff or its students.

In addition to physical health and safety, NECC ensures safe participation in online environments. This includes:

- Guidelines on respectful online behaviour.
- Zero tolerance for cyberbullying, online harassment, or misuse of technology.
- Clear reporting channels for online safety issues.

Evacuation Procedure

Each of our Campuses has an individual Evacuation procedure, please familiarise yourself with this procedure.

First Aid and Ambulance Cover

First Aid kits are located on all Campuses.

Students are advised to report all injuries to their Trainer/Assessor or to a staff member.

Any ambulance transport required by an individual will be at the injured or ill person's expense.

Incidents and Emergencies

In an emergency, all students must act as directed by the Trainer/Assessor or staff member.

Personal Protective Equipment (PPE) and Clothing

Employees and students may be required to wear personal protective equipment and clothing while undertaking some courses. Examples of this may include safety glasses, gloves, earplugs, etc.

Where NECC does not provide PPE (e.g. enclosed shoes), you will be notified upon enrolment. You will only commence the practical activity if you wear the required PPE.

Supervision of Students

Access to classrooms/premises associated with the NECC is strictly regulated for the safety and protection of our students and staff. Students are not allowed access without the supervision of the trainer/assessor, or a NECC staff member, ensuring their security and well-being.

Code of Practice – NECC

1. We welcome students fairly and treat everyone equally, following access and equity rules.
2. We treat all students with respect and care about their best interests.
3. We make sure our training and assessment is up to date and always looking after students' wellbeing.
4. We have clear steps for dealing with complaints or if a student wants to challenge an assessment result.
5. If you're not happy with an assessment result, you can ask for a review or do it again.
6. We make sure our learning spaces are safe, welcoming, and user friendly.
7. We work in a friendly and respectful way with our students, employers, and partners.
8. We always respect students' rights and follow anti-discrimination and equal opportunity laws.
9. We don't allow any kind of discrimination – everyone is treated equally.
10. We follow all Australian laws and rules for training organisations, including, but not limited to, the Standards for RTOs 2025.
11. We share accurate information with the government and funding organisations when needed.
12. We keep student and financial records safe, private, and up to date.
13. You can ask to see your own student records at any time.
14. We respect your privacy and always keep your personal information confidential.
15. We focus on providing high-quality training that helps students get real skills for the workplace.
16. Our Trainers and Assessors:
 - Are honest, fair and hardworking.
 - Act professionally and support students.
 - Run fair and accurate assessments.
17. We listen to feedback from students, staff, and employers to keep improving what we do.
18. We do our best to meet the different needs of students and make sure our rules are fair for everyone.
19. If you need help with reading, writing, numbers or assessments, we'll work with you.
20. We recognise qualifications from other Registered Training Organisations (RTOs).
21. You can apply for Recognition of Prior Learning (RPL) if you've already gained skills or experience.
22. Before you enrol, we'll clearly explain the costs, course content, how you'll be assessed, and what jobs or further training the course can lead to.
23. We manage your fees properly and safely until your course starts.
24. Our refund policy is fair and makes sense.
25. We advertise our training honestly, with clear and accurate information – no false claims or unfair comparisons. We will never advertise training/programs that are not on our current Scope of Works.
26. If you complete your course, we'll give you a qualification or Statement of Attainment that meets all official requirements.
27. We make sure everyone – staff, students, and clients – understands and values this Code of Practice.
28. All NECC staff follow this Code and are committed to doing the right thing.

Students' Code of Practice

In return, students are expected to:

1. Respect the rights, privacy and safety of other students and staff.
2. Treat other students and staff with dignity, respect and consideration.
3. Conduct their studies with honesty, integrity and actively participate in the learning process.
4. Respect all facilities, resources and property owned by the NECC, and our hosts when off-campus, and leave work/study areas clean and tidy.
5. Provide accurate, current student information as needed to facilitate the administration, enrolment and assessment process.
6. Be open to, and welcoming of, the diversity of students on campus and respect the rights of other students and staff to have their own opinion.
7. Observe designated smoking areas, and all other signposted instructions on campus.
8. Not participate in any forms of unacceptable behaviour such as, but not limited to: bullying, harassment, sexual harassment, verbal or physical violence, vandalism or anti-social behaviour.
9. Dress appropriately for the course, including WH&S requirements.
10. Never attend class under the influence of drugs or alcohol, nor enter any campus with drugs, weapons or alcohol.
11. Take care of their possessions.
12. Pay all course fees.
13. Report all injuries or incidents of harassment with another student or staff member promptly.
14. Follow WH&S practices and adhere to directions given by staff.
15. Arrive for class on time, and do nothing to disrupt the class or prevent staff from performing their duties.

Student Rights and Obligations

Grievance and Dispute Resolution

A grievance or complaint occurs when there is dissatisfaction with NECC's courses or services. It becomes a dispute when the complainant does not accept NECC's response.

As a student, you have the right to voice your concerns.

NECC has a transparent and fair complaints process.

- First, speak with your Trainer/Assessor.
- If unresolved, escalate to the Executive Officer.
- If still unresolved, an independent mediator will be engaged.
- Students may also escalate externally to ASQA or NSW Training Services.

Acknowledgement of complaints will be provided within 5 working days, with resolution timeframes advised to the student.

This process ensures your complaint is heard and contributes to our continuous improvement efforts.

Several external RTOs, Local Government Organisations, businesses, and community groups use NECC's facilities. Students should direct any complaints and grievances about these groups directly to their Trainer/Assessor.

Misconduct and Exclusions

Any reports that constitute serious misconduct will prompt NECC staff to take immediate and appropriate action, including an initial conversation between the Trainer/Assessor and the student and, in severe cases, possible exclusion from the classroom.

Students may be excluded from a course if they:

- fail to meet the published requirements for the course
- fail to pay the course fee without reasonable excuse
- are late for class
- are disruptive, abusive or violent in class
- fail to accept any reasonable direction from NECC staff

NECC provides an opportunity for a student to appeal against exclusion. In such an instance, the Trainer/Assessor or Management Team can provide further details.

If a student believes that NECC has failed to honour its obligations to deliver quality training, they have the right to complete and lodge a complaint for investigation.

Smoke-Free Environment

All NECC Campuses are smoke-free environments (cigarettes and vapes).

If a student chooses to smoke, they must do so in the designated areas or off Campus grounds

Access, Equity and Inclusion

The NECC encourages the enrolment of students, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

Students with a disability are asked to identify their disability at the time of enrolment and whether they require any special assistance. NECC will, in most cases, be able to accommodate their needs, e.g. we may change or modify the venue for a course to enable a student with a disability to gain access or use the classroom.

Privacy

NECC is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it. Accordingly, staff will respect the rights of students to privacy and shall not communicate personal information to others without the written permission of the person concerned unless it is to be given to an authorised member of staff in the normal conduct of their duties, would generally be available to the public, or is required by law to be released.

Information collected about students includes the date of birth, country of birth, residential status, schooling level, language spoken at home, disability status, Aboriginal or Torres Strait Islander status, the level of education completed, and the reason training has been undertaken.

The State and Federal Governments require us to collect data on all our activities and students in accordance with the Australian Vocational Education and Training Management Information Statistics System (AVETMISS). We submit this information annually to the Adult and Community Education (ACE) Unit within the NSW Department of Industry. This information and any assessment outcomes are stored for 30 years.

The statistical information, including your details and course outcomes, will be made available to ACE or other government agencies requiring the information by law. The government will use the information supplied by NECC for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes. By signing the NECC enrolment form, students consent and declare their agreement to the use of the information for these purposes.

Employee and student telephone numbers and addresses will not be given out at any time except to provide class roll information for Trainer/Assessors at the commencement of classes or if requested by management. Student information is solely used to communicate with students concerning the trainer's teaching obligations. The information will only be released to a third party with the student's consent.

Students who want to know what information NECC holds on their individual files can access these records by appointment with staff. Please contact the Main Office to arrange a time. The NECC cannot give out information about other students.

Staff contact details will only be given to students who desire contact with them, if the staff member has given their permission. However, a student's request to speak with a trainer/accessor will be passed along by a staff member.

Unique Student Identifier (USI)

From January 2015 it is a requirement that all students in Australia undertaking nationally recognised training need to have a Unique Student Identifier (USI).

RTOs cannot issue a qualification or Statement of Attainment for training completed after that date without collecting a USI. Students can obtain their USI by visiting www.usi.gov.au

NECC staff are available to assist students with this process.

Student Information

Enrolment

Our staff and training team provide specialist support, guidance, and advice to assist you in finding the course that best matches your educational and career aspirations.

At the time of enrolment, NECC will:

- Assist you to select a course that suits your skills, experience, and career objectives.
- Provide full details of the course entry requirements, including any prerequisites set by the training package.
- Confirm that you meet the minimum age requirement (14 years; if under 18, a parent/guardian must sign your enrolment form, and school consent is required if during school hours).
- Conduct a pre-enrolment Language, Literacy, Numeracy and Digital Literacy (LLND) review, using the Australian Core Skills Framework (ACSF) and the Digital Literacy Skills Framework (DLSF) to identify any support you may need.
- Explain the delivery mode (face-to-face, online, blended, or workplace-based) and the attendance, participation, and technology requirements.
- Provide an Individual Training Plan (for accredited training), detailing your units of competency, delivery schedule, assessment methods, and expected duration.

Digital Literacy Expectations

Students enrolling in online or blended courses are expected to:

- Have access to a computer or tablet with reliable internet.
- Demonstrate basic skills in using email, word processing, and online learning platforms.
- Be able to save, upload, and submit digital files.

Where digital literacy needs are identified, NECC will:

- Provide individual or small-group support sessions.
- Offer resources aligned to the DLSF levels (from Pre-Level 1 to Level 3).
- Make reasonable adjustments (e.g., additional time for online tasks, use of assistive technology).

Ongoing Support Assessment

NECC recognises that student needs may change during their learning journey. To ensure equitable access and progression:

1. **At Enrolment** – Each student completes an LLND review (ACSF + DLSF). Support needs are documented in their Individual Training Plan.
2. **Early Course Monitoring** – Trainers check engagement in the first weeks (class participation, access to LMS, early assessments). Issues trigger a support referral.
3. **Ongoing Review** – Trainers monitor progress. If difficulties with literacy, numeracy, or digital skills are observed, a **support plan** is agreed with the student.
4. **Feedback & Adjustment** – Students can request assistance at any time. Support strategies are reviewed regularly.

5. **Final Review** – Prior to completion, trainers confirm that support needs have been addressed to support transition to further study or employment.

Proof of Identity & Privacy

Some courses require 100 points of identification to be provided before commencement, while all accredited courses require photo ID at enrolment.

Students will be informed upon enrolment if they are undertaking a course with either of these requirements. If you are unsure what forms of identification are acceptable, please speak to the staff before the course commencement date.

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results.

The USI system has been designed to keep this information safe and secure and is only accessed by the organisations employers you choose to have access to your records.

Hard-copy records of your personal information, and digital records on the NECC computers are protected and secured, to reduce and minimise the risk of them being accessed by unauthorised persons.

Privacy Note: Student information may also be used for NCVER surveys, program evaluation, and research as required by law. By signing the enrolment form, you consent to this use.

Change of Personal Details

You must notify NECC of any changes to your name, address, phone number, email, or employer (if applicable). Failure to update details may result in certificates being sent to the wrong address.

Third-Party Disclosure

NECC is responsible for the quality of training, assessment, and certification of all courses on its scope of registration. Where training or assessment services are delivered on NECC's behalf by a **third-party partner**:

- You will be informed in writing prior to enrolment.
- NECC will maintain responsibility for quality and compliance.
- All qualifications and Statements of Attainment will be issued by NECC.

Course Fees

- All enrolments are considered tentative until fees are paid.
- Payment of the total (or concession) fee is required upon enrolment or at least one week before the course commencement date. If fees are to be invoiced to an employer or agency, a purchase order must be submitted to the office upon enrolment.
- For courses costing more than **\$1,500**, no more than \$1,500 may be collected in advance before the course commences. Upon course commencement, the remaining amount will be invoiced.
- NECC acknowledges that particular courses may be a significant monetary outlay for some people and will ensure no student enrolled in a course is unfairly disadvantaged or discriminated against because of their circumstances. A payment plan or other arrangement may be made; however, an agreement must be reached before commencing the course. Students needing help with their agreed payment plan should contact the office staff immediately.

- Students with outstanding fees will not be issued certificates or permitted to enrol in further courses until payment is finalised.

Student Concessions

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full course fee.

Eligible benefits include:

- Age Pension
- Austudy
- Carer Payment*
- Disability Support Pension
- Farm Household Allowance
- Family Tax Benefit Part A (maximum rate)
- Jobseeker Payment
- Parenting Payment (Single)
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Youth Allowance
- Widow Allowance

*The Carer Payment category does not include the Carer Allowance or Carer Adjustment Pay.

Refund Policy

New England Community College is committed to fair and transparent refund practices. The full details are available in the separate **Fee Payment, Credit and Refund Policy and Procedure** document, which students must review prior to enrolment.

Key refund arrangements are as follows:

- **Full Refund:** A 100% refund of course fees will be provided if NECC cancels a course prior to commencement, or if the student provides **two (2) or more working days' written notice** of withdrawal prior to the course commencement date.
- **Partial Refund:** If the student provides **less than two (2) working days' written notice** of withdrawal prior to the commencement date, a partial refund will be provided, consisting of the original fee paid less a **\$50 administration fee**.
- **No Refund:** No refunds will be granted once a course has commenced, except in cases of extreme medical hardship or if the course delivery significantly failed to meet the reasonable expectations of the student (assessed on a case-by-case basis by the Executive Officer).

Cancellation/Postponement of Courses

Minimum class sizes have been determined for each course. If a course has insufficient students enrolled one week before the commencement date, the course may be cancelled and/or postponed, and the students enrolled in that course will be notified to discuss a suitable re-enrolment option.

Closure of the New England Community College

In the highly unlikely event that NECC closes or ceases to deliver a course:

- Students will either:
 - Transfer to another RTO delivering the same or equivalent course at no additional cost; OR
 - Receive a refund for the unused portion of their fees.

NECC will provide full support to students to transition smoothly under this arrangement.

Assessments

For nationally recognised qualifications or units of competency, you will be required to complete assessments and be deemed competent.

All assessment at NECC is conducted in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency).

Assessment decisions are subject to moderation and validation to ensure consistency and quality.

Assessment Appeal

Any student can appeal against an assessment outcome or other procedural matters regarding assessment. Appeals will be accepted up to 14 days from the date an assessment result was received by the student. All appeal outcomes, including reasons for the decision will be communicated to you in writing.

A student may nominate another person to be present to act as their advocate.

Absenteeism

For all accredited courses, students must attend and actively participate in at least 80% of the scheduled course sessions. Where sufficient evidence of competency can be obtained, attendance of less than 80% may be accepted at management's discretion, under the Trainer/Assessor's recommendation.

Students are expected to provide notice of absenteeism where possible before the absence.

Minimum Enrolment Age

The minimum age for a student enrolled in a course at NECC is 14 years. Enrolment forms for students under 18 must be signed by their parents or guardian. Any school-aged student (17 or under) must obtain permission from their school if enrolling in a course delivered during regular school hours.

Regardless of age, students must respect the adult learning environment in which they are participating. NECC adheres to the Child Protect (Working with Children) Act 2012.

Plagiarism and Referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from research sources or another student's work, including re-wording or paraphrasing material without acknowledgement, is plagiarism. Plagiarised work will not be accepted and will result in disciplinary action.

Student Evaluations and Feedback

NECC conducts systematic and ongoing student evaluations to assess and determine student satisfaction with its courses and services.

Learning Support

The staff at the NECC are here to assist students in achieving their learning goals. Help is available with reading, writing, mathematics and digital skills.

If support needs are requested or identified during the enrolment process, you may be asked to meet with a Trainer/Accessor to identify the best support options before the commencement of your studies. Extra support or help can be arranged by contact the Main Office.

Reasonable Adjustment

At NECC we will endeavour to make the required and reasonable measures or actions to help a student with a learning difficulty and/or disability take part in their education on the same basis as their peers.

These may include:

- providing access to classroom materials through assistive technologies such as screen readers
- adapting the physical environment, for example, installing ramps
- modifying the curriculum and assessments, for example allowing a student to answer assessments orally or use a computer
- presenting classroom materials in a different way such as visual, oral or demonstrations
- adapting teaching style, for example breaking lessons and/or activities into smaller sections so they are easier to understand
- reducing the distance between classes/classrooms for students who have physical disabilities
- allowing more time to complete an exam or assessment or giving the student rest breaks
- planning excursions in accessible locations, for example making sure the location is wheelchair accessible.

Language Literacy and Numeracy Support

The NECC can assist individuals to identify areas where they may require extra support and arrange support where necessary.

Our trainers are there to help our students and are highly experienced in assisting students at all skill levels to reach their training goals.

Disability Support

NECC embraces the universal design approach to accessibility, whereby spaces, services and resources can be readily accessed and used by everyone, regardless of ability or disability.

We can provide a wide range of services and support to students with a disability and students with additional needs relating to learning difficulties.

NECC does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies. If you require support please contact us.

Issuance of Qualification

Students are required to successfully complete the full course in which they are enrolled and meet all competencies relating to the required units of competency within the Nationally Recognised Training Package to receive the qualification.

If the entire course of study is not completed the student will be issued with a Statement of Attainment for the units of competency, they have successfully completed taken from the Nationally Recognised Training Package (NRT).

Recognition of Other RTOs Qualifications

The NECC recognises the Qualifications and Statements of Attainment issued by other RTOs per the requirements of the AQF and Standards for Registered Training Organisations (RTOs) 2025.

Please provide your certificates for verification as soon as possible.

Recognition of Prior Learning (RPL) and Current Competency (RCC)

Recognition is offered to all students, and the NECC works to keep the time and cost of the recognition process to a minimum, and where possible with assist applicants with information and advice to help gather evidence for recognition as needed.

All applications for recognition should be referred to the Executive officer in the first instance.

Student Records and Access

The NECC retains student records for 30 years, as per the Privacy Act.

Students have the right to access these records and can do so by arranging an appointment with the NECC.

Copyright

NECC observes the licence requirements for copying documents under the Copyright Act and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for profit, a person may make multiple copies of the following:

- The whole or part of a single article, or multiple articles on the same subject, from a newspaper or periodical
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than ten pages in length
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of textbooks for students and 30 days in the case of other works) at a normal commercial price

Separate provisions relate to reproduction and communication in an electronic form, and, if you are considering any such form of copying or are in doubt about any other aspect of the guidelines, you should consult the Executive Officer for a ruling before copying material.

General Information

Food, Drink and Litter

A kitchen/dining area is provided for the consumption of food and drink. You are welcome to use all facilities provided, including the fridge, microwave and stove. Tea and coffee-making facilities are provided. Vending machines containing drinks and snacks may also be found within Campus for your use. However, food and beverages, except for water (in a sealed container), must not be consumed in any classroom as this may cause a health or safety hazard and risk to expensive equipment.

Please ensure all personal litter, such as food scraps, drink containers etc., are disposed of in the bins provided.

Lost Property

Any lost or left behind property will be held at the individual Campus administration area for three months. After this period, any property not claimed will be given to the Police (valuable items) or to the local charity shop in the Campus area.

Sustainability

NECC is committed to sustainable work practices. Students are asked to assist NECC in achieving and maintaining a sustainable workplace through the following:

- limiting photocopying and printing
- recycling
- power saving practices in all classrooms
- educating others on the importance of a sustainable workplace

NECC will provide course materials, where possible, on USB drives or via digital means. A cost will be incurred if a student requires their course materials to be printed or additional flash drives are needed.

Children on Campus

NECC acknowledges that occasionally, there may be the need to bring children onto the campus. While NECC will ensure that no student enrolled in a course is unfairly disadvantaged or discriminated against because of their parental responsibilities, reasonable steps will be taken to protect the study and work environment of others at NECC.

Students shall only bring their children onto NECC premises in temporary circumstances, where parents retain the sole responsibility of their children and the children are not disrupting the work or the learning environment for staff and other students. In these situations, the Trainer/Assessor and management must give their approval before the occurrence.

Mobile Phones/Personal Music Players

Mobile phones and personal music players are to be switched off (or in silent mode) at all times during classes. You are to always be considerate of the rights of others both on campus and during any off-campus activity.

Any use of mobile phones or cameras that impinge on the rights of others may result in the suspension or exclusion of you from NECC.

- Threats, bullying or harassment of another person
- Sexually explicit or sexually suggestive content or correspondence
- False or defamatory information about a person or organisation.

Student Declaration

The following is a summary discussed within the Student Handbook and other relevant materials for the purpose of being a learner at NECC. By ticking [✓] and signing with the date below, as a Student, I acknowledge and declare my understanding of the following as explained during NECC's induction.

- ☐ I am enrolled in

(Insert name and code of qualification/course)

- ☐ The name of the NECC staff member who conducted the Induction to provide information with the Student Handbook is:

(Insert name of NECC staff)

- ☐ I have been advised that NECC is a Registered Training Organisation.
- ☐ I understand the Standards for RTOs 2025 apply to my training.
- ☐ I understand the legislative and regulatory requirements expressed in the Student Handbook.
- ☐ I understand that my information may be used for government reporting and NCVER surveys.
- ☐ I have been informed of NECC's complaints and appeals process, including external escalation options.
- ☐ I understand I will be bound by all NECC policies, terms and conditions as expressed in the Student Handbook.
- ☐ I have received details of my Individual Training Plan, including the schedule and duration of each unit of study based on the course information provided.
- ☐ I understand NECC's Code of Practice.
- ☐ I have read, understood and agree to adhere to the Student Responsibilities.
- ☐ I understand the Training Delivery and Assessment methods including how I will be assessed for competency and the practical components of my course.
- ☐ I have been asked about RPL/credit transfer.
- ☐ I have been asked if I have any literacy, numeracy or other special learning needs, and undertaken an LLND review before commencing study.
- ☐ NECC's responsibilities for Access and Equity have been explained.
- ☐ Workplace health and safety requirements – including evacuation procedures were covered.
- ☐ In the event of a medical emergency, where I require an ambulance, I give permission for a NECC staff member/s to call for an ambulance. I fully understand the necessity for such an action during a medical emergency. I will bear the cost of this service and do not hold NECC or its staff responsible for any costs incurred.

By signing this Declaration of Understanding, I acknowledge that I have read, understood and agree to abide by the above. Also, to accept the expectation within the contents of the Student Handbook as explained by a staff member of NECC.

*****Please print/remove, sign and return this page to your Trainer/Assessor.*****

Student Full Name:
Student Signature: Date: / /