

# 2025 STUDENT HANDBOOK



**RIVERINA  
COMMUNITY  
COLLEGE**

The **VERTO** Group

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## Welcome

### Acknowledgement of Country

Riverina Community College (RCC) respectfully acknowledges the Wiradjuri people as the traditional custodians of the land on which we gather, learn, and work. We pay our respects to their Elders, past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples who may access this Student Handbook.

We recognise the deep and enduring connection Aboriginal and Torres Strait Islander peoples have to their country and culture, and we are committed to fostering a learning environment that promotes understanding, respect, and reconciliation. As we engage in our educational pursuits, we acknowledge the wisdom and knowledge embedded within the Wiradjuri community and all Indigenous communities across Australia. We are grateful for the opportunity to learn on this land and are dedicated to walking the path of reconciliation together.

### About Riverina Community College (RCC)

Welcome to RCC, your gateway to quality education and training! We are thrilled to have you join our vibrant learning community as you embark on your journey of personal and professional growth. As a trusted Registered Training Organisation (RTO), we are committed to providing a supportive and inclusive environment that fosters your unique learning needs and aspirations. Our dedicated team of experienced educators and staff are here to guide you through an enriching and rewarding educational experience. Whether you are pursuing a new career, upskilling, or seeking personal development, we are here to empower you with the knowledge and skills you need to succeed. Get ready to explore new horizons, unlock your potential, and make lifelong connections at RCC. Together, we will shape a brighter future!

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ACN	103662237
RTO Code	90133
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Connect with us	RiverinaCommunityCollege/ @riverinacommunitycollege_

### Purpose of the Student Handbook

The purpose of this Student Handbook is to serve as a comprehensive and essential guide for students embarking on their educational journey within RCC. This handbook outlines important information, policies, procedures, and resources that are fundamental to the student's experience and success during their time at RCC. It acts as a roadmap, offering clarity on course offerings, course schedules, assessment methods, and assessment expectations. Additionally, the Student Handbook communicates vital administrative details, such as enrolment procedures, fee payment options, attendance requirements, and appeals and complaints procedures, ensuring that students are well-informed and equipped to navigate the various aspects of their educational endeavor. By providing this comprehensive resource, RCC aims to empower students to make informed decisions, actively engage in their studies, and effectively manage their academic progress, thereby fostering a conducive and enriching learning environment.

## Qualifications offered by RCC

RCC operates under the Australian Skills Quality Authority (ASQA), the national regulatory body overseeing vocational education and training. This affiliation underscores our commitment to delivering education and training that adheres to the highest standards set by legislation. Our dedication to quality assurance ensures that the qualifications we offer are not only nationally recognised but have also undergone rigorous validation by training and industry experts. This validation process guarantees that our courses meet the stringent benchmarks established under the Standards for RTO's 2025 comprising of the Outcome Standards, Compliance Standards and Credential Policy, attesting to our unwavering pursuit of course excellence.

To gain insight into the range of nationally accredited qualifications and units of competency available through RCC, we invite you to explore our scope of registration on the national register for RTOs. This transparency reflects our ongoing dedication to maintaining the highest standards in education and training, and providing students with the opportunity to acquire qualifications that are respected and valued across the country.

<https://training.gov.au/Organisation/Details/90133>

## Enrolment and Induction

### Enrolment

RCC conducts its student enrolment online. As part of the enrolment process for any qualification, students are required to complete an online Language, Literacy, Numeracy and Digital (LLND) assessment. This assessment helps identify individual learning needs, ensuring appropriate learning support is provided throughout the student's educational journey. Additionally, students pursuing a qualification must also complete a Pre-Training Review (PTR). This review gathers essential information to determine the student's suitability for their chosen course and identify any specific supports required to enhance their success in completing their desired qualification.

Eligibility for enrolment into a course is based on various factors, including funding availability, the required LLND level of the course, and the determination of additional support. If a student's enrolment application is unsuccessful, RCC will advise the student in writing.

Certain courses may have additional mandatory requirements for enrolment, such as providing 100 points of identification, obtaining National Police Checks, or completing Working with Children Checks (WWCC). Students will be informed about these requirements before or during the information or enrolment sessions.

It is essential to note that completion of a student's enrolment application does not guarantee acceptance into an RCC course. Successfully enrolled students will be notified via email, ensuring they are promptly informed on their enrolment status. RCC is committed to providing a supportive and inclusive learning environment, ensuring every student has the necessary resources to thrive in their educational endeavor.

### Induction

On the first day of training with RCC, students will undergo a comprehensive induction session led by their assigned trainer. The purpose of this induction is to ensure the safety and success of students throughout their learning journey. During this session, students will receive vital safety information necessary for navigating RCC premises. Alongside these safety protocols, the trainer will outline:

- The specific expectations that RCC requires of its students
- Key aspects such as adhering to assessment deadlines, consistent attendance in classes, the importance of participation
- Fulfilling any potential vocational placement requirements that relate to the successful completion of the course.

By openly communicating these expectations, students are empowered to effectively manage their studies, remain aligned with their educational goals, and optimise their experience at RCC. Students are encouraged to ask questions about their qualification prior to enrolment, during information sessions or at any time during their educational journey with RCC.

### Unique Student identifier (USI)

As of 1 January 2015, the Australian Government mandated all Vocational Education and Training (VET) students enrolling in a nationally recognised course must possess a Unique Student Identifier (USI) before receiving any academic transcripts.

A USI is a distinctive reference number comprising of numbers and letters, granting students access to their USI account. The USI facilitates the linkage of a student's USI account to the National VET Data Collection, enabling them to view all their training outcomes from various providers.

To obtain a USI number, students can register at [www.usi.gov.au](http://www.usi.gov.au). On enrolment, RCC will verify a student's USI number. Any student who has completed relevant previous studies may be eligible for Credit Transfer (CT) into their current course. Students can access the online portal and grant RCC access to assess the application for CT for their course. This streamlined process ensures proper recognition of a student's prior learning and awarded qualifications relevant to RCC's courses.

### Fees, Charges and Refunds

At RCC, transparency and communication are integral to our enrolment process. Prospective students, as well as relevant providers, other parties, and guardians, will be informed about RCC's fees, charges, and refund policies and provided with a detailed quote before finalising enrolment. RCC offers multiple convenient methods for payment of training and course fees, such as cash, EFTPOS, and direct deposit to our designated bank account. For students with fees or student contributions totaling \$500 or more, RCC provides flexible payment plans to facilitate ease into, and affordability of courses.

To explore the option of a payment plan for your chosen course, get in touch with the RCC administration team on 1800 000 212 or reach out via email at [info@riverinacc.edu.au](mailto:info@riverinacc.edu.au). The fee structure for Recognition of Prior Learning (RPL) will be provided on student application, ensuring transparency and clarity in our enrolment process.

**For more information on the Student Payment Plan contact the RCC administration team or visit our website.**



RCC's Fees, Refund and Transfer Policy available on RCC 's website. A refund will apply if:

- RCC cancels a course for any reason prior to the course commencing
- The student cancels in writing five (5) or more working days before the date the course commences
- The student cancels in writing less than five (5) working days before the date a course commences due to extenuating circumstances (such as illness or injury – evidence such as a medical certificate may be requested).

**Find out more about RCC's Fees, Charges and Refunds Policy on our website.**

**Contact the RCC administration team to discuss any issues on fees or funding, or if you require Student Payment Plan Support.**

### Cancellation of Classes

At RCC, it is acknowledged that unforeseen circumstances may occasionally result in the infrequent need to cancel a scheduled class. While all possible measures are taken to maintain a regular class schedule, situations may arise, such as sudden trainer unavailability, insufficient student numbers, illness, or other unavoidable factors, that necessitate class cancellations.

In the event of a class cancellation, every effort is undertaken to mitigate any disruption to the learning journey of students. Whenever feasible, endeavors will be made to secure another qualified trainer or provide advance notification to students of the cancellation prior to the scheduled class commencement.

To facilitate effective communication, affected students will receive a text message alert on their designated mobile number, advising them of a cancellation. It is assured that RCC is dedicated to ensuring students are not disadvantaged by a class cancellation. Any missed classes will be rescheduled enabling students to fulfil all training and assessment requirements.

### Participation

To optimise the learning experiences offered in a course, active involvement and participation in learning, training, and assessment activities are expected from each student. Participation by students means:

- Attending scheduled classes, online tutorials, practical sessions, and assessments
- Completing and submitting assessments by the due date
- Engaging in group or class discussions and activities
- Contacting the trainer if seeking support or assistance.

If a student is not participating during their course, RCC will:

- Contact the student by email or phone
- Determine if the student requires support or



- If the student does not wish to continue in the course RCC will withdraw the student from the course or
- If the student cannot be contacted or does not respond to an email, the student will be withdrawn from the course.

If a student is unwell and cannot attend class, the student should notify RCC prior to class commencing by calling 6933 5555 (after 9am). If a student needs to leave class, they are to notify the trainer or Training Operations Coordinator as soon as reasonably practicable—if unable to talk to a staff member, leave a message. Students should not leave class without notifying a trainer as this is a work health and safety issue.

## Recognition

Prior to enrolment, students are advised to speak to RCC Administration if seeking credit or recognition for any prior learning or qualifications from another RTO or RCC.

### Recognition of qualifications from other RTOs - Credit Transfer (CT)

RCC values and recognises the qualifications and statements of attainment issued by other RTOs and RCC. The RCC Credit Transfer Policy and Credit Transfer Procedure recognises and applies credit for units of competency previously completed by a student. A student may be able to complete their course earlier if they are able to have approved the transfer of credits to that course.

To seek a credit transfer:

- Students must provide an original copy of their academic transcript before enrolling in a course and complete the Credit Transfer Application Form. The transcript will be used to determine the credits that can be applied to their current course and
- Students may grant RCC access to their USI portal. This will enable RCC to access the student's training records for the purpose of credit assessment or
- RCC may contact the RTOs who awarded the student qualifications and/or statements of attainment for the purpose of credit transfer and
- Students will be advised if CT is approved or not approved. If approved the student will be advised of the units of competency they are not required to complete as part of their course.

**For more information on the RCC Credit Transfer Policy, visit the RCC website.**

**Talk to our RCC Training Coordinator when enrolling in your course about the possible transfer of credits to your new course, or to obtain an Application for Credit Transfer.**

## Recognition of Prior Learning (RPL)

RPL is a process that assesses knowledge, skills, and competencies a student has acquired through formal or informal learning experiences, work, or life experiences. If a student believes they possess relevant skills and knowledge to the desired qualification, they can apply for RPL.

Experienced assessors will review the application and conduct an assessment to determine if prior learning, knowledge, and skills can be mapped to the requirements of the units of competency in the qualification in which the student has enrolled, and RPL may be granted.

### Applying for RPL

Students seeking to apply for RPL will be required to:

- Contact RCC to request a Skills Recognition Kit
- Discuss the RPL process and what evidence is required to support an RPL application

- Review the units of competency and performance criteria in the desired qualification and identify potential gaps in training skills and knowledge
- Contact your assigned trainer/assessor to arrange an RPL interview to discuss the RPL process and evidence requirements
- Complete the Skills Recognition Kit and attach evidence. The assessor will decide and advise the student if they were successful in their application.

Remember:

- Students must enrol in the qualification or units of competency if seeking RPL.
- Students will be provided with a cost for each unit of competency to be assessed for RPL.

**For more information on the RPL Policy & Procedures visit the RCC website. For an RPL Application Kit contact RCC administration team.**

### Delivery of Training

RCC is required to ensure all resources meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s), for the training, assessment and issuing of qualifications. This includes:

- Trainers with relevant qualifications and industry experience
- Up to date training and assessment resources appropriate for the delivery methods and assessment conditions and requirements
- Support materials such as handouts, learner guides, tool kits, multimedia/online resources.

RCC training strategies are developed in consultation with the relevant industry and provide flexible delivery methods such as classroom based or workplace-based training, online learning, and virtual classrooms or a combination of any of these methods.

### Vocational Placement

Vocational placement is a requirement of several RCC courses as it enables students to:

- Practice the skills and knowledge they have acquired during their course
- Work with and learn from skilled industry workers and industry experts
- Gain insight into job roles and responsibilities and
- Develop their employability and job specific skills and knowledge.

Vocational placement is generally completed during normal business hours of the industry which may include weekends and shift work where such work is industry standard.

If a student is required to complete a vocational placement as part of the course the trainer will:

- Inform the student if they are ready for work placement, and the duration of work placement
- Provide the student with, and discuss their work placement documents
- Have the student complete a Work Placement Agreement
- Explain work placement requirements and student responsibilities, including insurance and liability
- Advise the student on what is required of them during work placement
- Explain to the student that work placement is unpaid unless the student is already employed and is completing their work placement in their current workplace.

Note: All work placements are required to meet the RCC Work Placement Guidelines and comply with the definition of 'vocational placement' as set out in the Fair Work Act 2009.

To learn more about RCC's Work Placement Guidelines talk to your trainer or RCC Training Coordinator.

### Printing

In many cases, RCC will offer computer-based or online resources. When computer-based or online resources are not on offer, printed resources will be supplied to students. Should a student lose or damage the printed resource and requires a replacement, the student will incur a reprint and/or a re-order fee.

On successfully completing a course the student will receive their certificate via secure online platform. If the student loses or damages the certificate and requires a replacement, a fee of \$50 will be charged by RCC.

Refer to the RCC website for further information on the printing costs for learning and assessment resources.

### Assessment

RCC is committed to delivering assessment practices that are valid, reliable, fair, and flexible, in accordance with industry-endorsed competency standards. All assessments undertaken by RCC students align with the Principles of Assessment and Rules of Evidence, and meet the requirements of the training products specified in the current Training Packages or accredited courses, as outlined in the Credential Policy.

In accordance with the Compliance Standards under the Standards for RTOs 2025, RCC ensures that all assessments are conducted by qualified assessors who meet the mandated vocational competency, current industry skills, and appropriate trainer and assessor credentials. RCC also ensures assessment decisions are supported by quality evidence and robust validation processes.

Assessment is defined as the process of collecting and evaluating evidence to determine whether a student has achieved the required learning outcomes and competencies for their course. High-quality assessment is essential to:

- Enabling students to demonstrate their competency against clearly defined outcomes
- Supporting workplace readiness and application of skills in real-world contexts
- Facilitating further education and career progression through nationally recognised credentials

RCC maintains assessment systems and tools that are industry-informed, learner-focused, and continuously reviewed through validation to ensure alignment with the Outcome Standards and to uphold the integrity of the qualifications we issue.



### Assessment Pathways

RCC maintains assessment systems and tools that are industry-informed, learner-focused, and continuously reviewed through validation to ensure alignment with the Outcome Standards and to uphold the integrity of the qualifications we issue. The assessment conducted for the purposes of national recognition may lead to a part or full qualification under the Australian Qualifications Framework (AQF). The main assessment pathways to a qualification are:

- Off-the-job training and assessment
- Workplace assessment (on the job)
- Recognition of Prior Learning (RPL).

### Competency-based assessment (CBA)

Competency-based assessment is a way to measure a student's competency for a vocational skill. The focus of CBA is on whether the student being assessed can perform a task to the standard expected in the workplace. These are industry standards and are the benchmarks when assessing the competence of students. The only possible result of a CBA is the student is either Competent (C) or Not Yet Competent (NYC).

### Completing assessments

When completing assessments students are advised to:

- Refer to their Course Guide which includes their Study Schedule outlining all the assessment tasks and submission dates
- Carefully read instructions for each assessment task
- Effectively manage their time so assessments are submitted by due dates
- Access any resources such as learner guides, texts, or online resources to assist them in completing their assessment tasks
- Ensure their work is their own and has not been plagiarised
- Seek clarification of any assessment task with their trainer
- Proofread their assessment work prior to assessment submission
- Keep a copy of their assessment tasks before submitting their work
- Do not plagiarize or copy directly from another text
- Do not use AI.

When completing assessment tasks and prior to their assessment submissions, students are required to complete a Student Assessment Cover Sheet. By completing and signing this cover sheet students are acknowledging the assessment requirements and declaring it is their own work.

Students are required to refer to the Student Assessment Procedures which outline the procedures they are to comply with in the completion and submission of all assessment tasks, including any resubmissions and/or reassessments.



To access a copy of the Student Assessment Procedures, refer to the RCC website or talk to your trainer.

### Types of assessments

1. **Knowledge assessments** – designed to assess a student's knowledge of each unit assessment in their course. Knowledge assessment includes:

- Short answer questions
- Multiple choice questions
- True and false questions
- Case studies/scenario-based questions
- Journals/portfolios
- Projects
- Presentations.

Students may be required to complete their knowledge assessments online, in the classroom, or in their own time at home or at work. The assessments may be open book or closed book assessments. Students must refer to the Course Guide for information on their knowledge assessments.

2. **Performance (practical) assessments** – designed to assess a student's underpinning knowledge and skills by way of demonstration in which a student is observed by an assessor. Performance assessments include:

- Simulations
- Role plays
- Workplace assessments (on the job)
- Demonstrations
- Oral presentations
- Practical projects.

These assessments can take place in the classroom or the workplace and include Third Party Reports (TPR) or the submission of video and/or photographic evidence. Students must refer to the Course Guide for information on their performance (practical) assessments.

### Assessment task outcomes

Assessment judgements for a student's submitted assessment tasks (knowledge or performance) is either:

- Satisfactory (S) – assessment task meets the set criteria in the unit of competency
- Not Yet Satisfactory (NYS) – assessment task does not meet the set criteria in the unit of competency. The student has an opportunity for a second or third attempt of the assessment task to achieve a S result
- Withdrawn (W) – no attempt by the student to complete the assessment task, or only partially completed the assessment task.

### Unit of competency assessment outcomes

Students require a satisfactory (S) result in all assessment tasks for a unit of competency to be deemed Competent (C). The assessment judgement for a unit of competency is either:

- Competent (C) – achieved a Satisfactory (S) result in all assessment tasks as listed on the Student Assessment Cover Sheet.
- Not Yet Competent (NYC) – has not achieved a Satisfactory (S) result in any or all assessment tasks listed on the Student Assessment Cover Sheet.
- Withdrawn (W) – no attempt to submit any or all assessment tasks as listed on the Student Assessment Cover Sheet.

**Missed knowledge assessment days and scheduled practical assessments**

If a student fails to:

- Attend a scheduled knowledge assessment day or
- Attend a scheduled practical assessment or
- Attend a scheduled reassessment of a practical assessment task without reasonable cause or notification
- It will be considered an assessment attempt (either a first, second or third attempt) depending on where the student is up to in completing their assessments and the student will receive a NYS result for the missed assessment task. A NYS result for the missed assessment task will result in a NYC result for the unit of competency.

If the unit of competency in which the student received a NYC result is a prerequisite to any other units of competency, the student may be required to re-enrol.

**Request for extension**

If a student is unable to meet an assessment submission deadline due to extenuating circumstances, they can request an extension for the scheduled assessment. Extenuating circumstances may include, but are not limited to:

- Medical illness, injury, or misadventure
- Serious illness or injury of family member
- Bereavement of a partner or family member
- Unexpected carer responsibilities
- Unexpected and unavoidable changes to work routine/roster
- Hospitalisation
- Unforeseen accidents or trauma
- Military or jury duty
- Extreme personal or financial hardship
- Recognised mental health issues.

The student is required to notify their trainer or the Training Operations Coordinator at least two (2) days prior to the assessment and request an extension for the scheduled assessment. Students are only able to apply for one (1) extension for an assessment task for up to seven days (1 week).

To request an extension the student must complete a Request for Extension Form and submit it to their trainer for consideration. The trainer or Training Coordinator will advise the student:

- If supporting documentation is required such as a doctor's certificate, letter from work or supervisor/manager, or a letter from your work provider
- If the extension has been granted with a required submission or completion date for the assessment task
- If the extension is not granted to try and submit or complete the assessment task as required. Failure to submit or complete the assessment task may be recorded as a NYS result and subsequently a NYC result for the unit of competency and
- If the unit of competency in which the student received a NYC result is a prerequisite to any other units of competency the student may be required to re-enrol in the unit.



Students need to be aware of the conditions under which an extension will not normally be considered. These include:

- Misreading the Study Schedule in the Course Guide
- Submitting an assessment incorrectly or late
- Poor time management
- Holidays
- Minor ailments such as colds or sleeplessness
- Technical or computer issues.

**If requiring a Request for Extension Form, speak to your trainer or the RCC Training Coordinator. Forms can also be obtained from RCC reception.**

**A copy of the Request for Extension Form is also contained in the Student Assessment Procedures section and on the RCC website.**

### **Accessing assessment results**

Students can access their results as they progress during their course work. To access results students are advised to contact the RCC administration team who will assist. All student results are recorded in their USI record and reported to the USI Registry every six months.

Upon successful completion of a course or if deciding to withdraw from a course, students will be issued a transcript. The transcript includes details of the student's course, a list of the units of competency completed and the result achieved for each unit. The transcript serves as an official record of a student's academic achievements and progress at RCC.

### **Assessment approach**

RCC's commitment and approach to facilitating quality assessments for students includes:

- Ensuring students are briefed on the assessment approach and requirements for every assessment task
- Advising students on the recognition of prior learning
- Offering flexible delivery methods that meet the assessment requirements of the unit of competency and student needs and characteristics
- Providing clear information on assessment procedures, including reassessment and resubmission
- Explaining the appeals process to students
- Encouraging open engagement and participation of students during their studies
- Ensuring students are provided with the required resources to meet the conditions of assessments such as simulated or workplace environments
- Ensuring all evidence gathering methods used in assessments are reliable, flexible, valid, and fair to ensure an accurate judgement of student capabilities and competence
- Confirming all student evidence submitted is valid, sufficient, current, and authentic
- Maintaining accurate records of student assessment results
- Providing feedback to students on their assessment tasks and results
- Continuously improving assessment processes and procedures
- Conducting post assessment validations of student assessment submissions and results
- Retaining all student assessment records and submitted evidence as required under the relevant document retention legislation.

**If you are interested in learning how RCC retains and secures all student assessment records, refer to the RCC Document Retention Policy and Procedures document on the website.**

## Reasonable Adjustment in Training and Assessment

Reasonable adjustment, in the context of VET means actions taken by an educational provider to help students with disabilities, including chronic medical conditions or mental illness, access and participate in education and training on the same basis as those without a disability.

Reasonable adjustment refers to any modifications made to the learning environment, training delivery and assessment methods to help students with a disability to learn and achieve alongside other students who do not have a disability.

Reasonable adjustment is not designed to give a student with a disability an advantage over other students or change the course outcomes or the standards required to be met by students during assessment.

Examples of reasonable adjustment RCC may offer to support students with differing disabilities includes:

- Accessible classrooms
- Note taking support
- Course materials in alternate formats
- Use of laptops for assessment
- Use of assistive technology.

However, when considering a reasonable adjustment for a student with a disability, RCC will consider:

- The type of adjustment required
- The effect of the adjustment on the student with the disability as well as others, including the students and trainer
- The ability to provide the adjustment, possible costs, and benefits of such an adjustment.

Note: Reasonable adjustment does not apply to students with low LLND levels, however if a student has low LLND levels or the LLND is a result of a disability, then reasonable adjustment applies.

Disabilities include:

- Physical disabilities e.g., Multiple Sclerosis, spinal cord injury, loss of limbs, Cerebral Palsy
- Neurological disabilities e.g., Epilepsy, Alzheimer's Disease, Parkinson's Disease
- Neurodevelopment disorders e.g., Autism, ADHD, intellectual disability, Tourette's Syndrome
- Vision impairment e.g., can range from mild vision impairment to total blindness
- Hearing impairment e.g., hearing impairment, hearing loss, deafness
- Deaf/blind (dual sensory) e.g., varying degrees of vision and hearing impairment
- Speech language impairment e.g., intellectual disability, Autism, Down Syndrome. ABI, hearing impairment
- Developmental delay e.g., delay in the development of a person's physical, emotional, social and communication and thinking skills
- Acquired brain injury e.g., result of accidents, stroke, brain tumours, lack of oxygen, poisoning
- Learning disabilities e.g., dyslexia, dysgraphia (impairment in written expression), dyscalculia (impairment in mathematics).

[Source: National Disability Insurance Agency (NDIA), 2021]

**Any student who has a disability is encouraged to disclose their disability during enrolment, or if completing a course to talk to their trainer so RCC can provide any educational and support services necessary.**

## Changes to VET Training Package Qualifications and Units of Competency

With ongoing changes to industry, the training packages which contain industry relevant qualifications or units of competency may be superseded or replaced by a new version. This often occurs when students are enrolled in a qualification that is to be superseded or replaced and are yet to complete their course.

With this change occurring all RTOs including RCC are required to transition from the existing qualification or units of competency to the new version, however are given sufficient time to do so. This is known as a transition period which enables RCC to ensure a student's training, assessment and AQF certification is completed. In the case of superseded qualifications or units of competency there will be occasions in which RCC will transition students into the replaced or new qualification or units of competency.

Whenever this occurs, RCC will write to all students informing them of the transition, how it may affect their current studies and how they will be supported to:

- Complete their current qualification or units of competency in the time allocation to do so or
- Transition them into the replaced or new qualification or units of competency.

All learning and assessment resources affected by a transition from a current qualification or units of competency to the replaced qualification or units of competency will be reviewed and updated to reflect the new learning and assessment requirements.

**If there are any concerns in completing their current qualification or units of competency or transitioning into the new qualification or units of competency, students are encouraged to email or speak to their trainer or RCC Training Coordinator.**

## Deferral of Training

Deferrals may be offered to students for reasonable reasons for a period of up to 12 months. The Training Operations Coordinator will discuss the deferral request with the student, who must then complete a Withdrawal/Deferral Form. If the deferral is approved, any additional fees or refund matters must be addressed at that time. Students are required to recommence their training within the 12-month period; failure to do so will result in withdrawal from the course.

All deferral approvals must be made by the Training Operations Coordinator in consultation with the General Manager. For students undertaking a traineeship, any deferral (traineeship suspension) must also be approved by the relevant State Training Authority. The final deferral outcome must be documented and recorded in the Student Management System.

## Withdrawal from a Qualification

RCC recognises that students may need to withdraw from a qualification due to personal, professional, or academic circumstances. While withdrawal is not the preferred outcome, RCC is committed to ensuring that the process is handled fairly, transparently, and in line with regulatory and funding body requirements.

If a student is considering withdrawal, the following steps are required:

- Notification: Students must notify RCC of their intention to withdraw in writing (via email or formal letter) as soon as possible.
- Consultation: Students are encouraged to first contact their Training Coordinator to explore the option of deferral or other support mechanisms available. RCC is committed to providing reasonable adjustments and support where possible to assist students to continue their training.

- **Traineeships and Apprenticeships:** For students enrolled under a government-funded traineeship or apprenticeship, the student and/or employer must notify their Australian Apprenticeship Support Network (AASN) provider immediately upon withdrawal. RCC will support this process in line with our contractual obligations.
- **Refunds and Transfers:** Students must refer to the RCC Fees, Charges and Refunds Policy for information regarding eligibility for refunds or course transfers. This policy outlines the conditions and procedures that apply based on the student's funding type, course progress, and circumstances for withdrawal.

RCC will ensure all withdrawals are reported to relevant government bodies in accordance with Smart and Skilled guidelines and other applicable funding agreements. RCC maintains a commitment to consumer protection, fair treatment, and accurate reporting of student enrolment outcomes.

**Find out more on RCC's Fees, Charges and Refunds Policy as well as our referral and deferral forms on our website.**

### Issuing of Qualifications and Statements of Attainment

RCC is committed to ensuring the timely and accurate issuance of AQF certification documentation in line with the Standards for RTOs 2025 and applicable funding body guidelines. Upon successful completion of a qualification or unit(s) of competency, RCC will issue a certificate and/or statement of attainment within two (2) weeks, provided all requirements are met.

#### Requirements for Issuance

To ensure accurate documentation, RCC requires students to provide and maintain up-to-date information. Certification will only be issued where:

- All training and assessment requirements have been fully met
- The student's personal information (full legal name, date of birth, etc.) matches the original identity verification documents submitted at enrolment
- The Unique Student Identifier (USI) has been verified and authenticated.

#### Certificate Delivery

Certificates and statements of attainment are issued through a secure online platform. Therefore, it is essential that students provide and maintain:

- Correct full name (as per verified ID)
- Email address and contact phone number
- Mailing address (for any hard copy if applicable)

#### Student Responsibility

Students are responsible for notifying RCC promptly in writing of any changes to their name, contact details, or mailing address. Failure to update details may result in incorrectly issued credentials. A reissue fee will apply where certificates or statements of attainment need to be reissued due to incorrect information not previously updated by the student.



**Concerns or Queries**

Students with questions or concerns regarding their certification should contact the RCC Administration Team at their earliest convenience to resolve the issue.

RCC is committed to the integrity and security of all AQF certification it issues, and will only provide replacement documentation in line with our Certification Issuance Procedure and Fees and Charges Policy.

**Plagiarism and Academic Integrity**

RCC is committed to ensuring that all students uphold the principles of academic honesty and integrity. Plagiarism, collusion, or any form of dishonest behaviour in assessment is strictly prohibited and will be treated as a breach of student conduct expectations.

**What is Plagiarism?**

Plagiarism includes, but is not limited to:

- Submitting work that is not your own
- Copying or closely paraphrasing the work of others without appropriate acknowledgement
- Using online sources, written publications, or another person's work without proper referencing
- Submitting work purchased, downloaded, or copied from another individual or third party
- The use of Artificial Intelligence (AI) tools, including ChatGPT and similar programs, to complete assessment tasks is strictly prohibited unless explicitly authorised by RCC for a specific activity or unit.

Unless otherwise stated:

- Students must submit original work that demonstrates their own skills and knowledge
- Any AI-generated content submitted without prior approval will be treated as a form of plagiarism
- Misuse of AI tools undermines the principles of competency-based training and authentic assessment

**Detection and Validation**

RCC reserves the right to use plagiarism detection software, including AI content detection tools, to assess the authenticity of student submissions. Any content found to be generated by AI without approval or to be plagiarised will result in an investigation under RCC's Misconduct and Academic Integrity Policy.

Where plagiarism or unauthorised use of AI is confirmed:

- The student may be required to resubmit the assessment task
- Reassessment fees may apply depending on funding arrangements
- Further disciplinary action may be taken, including suspension or cancellation of enrolment in serious or repeated cases

**Support and Guidance**

RCC provides guidance to help students understand plagiarism and avoid unintentional breaches. Students are encouraged to:

- Speak with their trainer or Learning Support Officer if unsure how to complete a task
- Seek support in referencing and paraphrasing where required
- Use RCC-approved resources and templates when completing assessments

Students can access the RCC Plagiarism Information document on the RCC website.

## Non-accredited Training

Non-accredited training involves training that is not nationally accredited thereby not resulting in certificate or statement of training. Non-accredited training provides opportunities for individuals to develop new skills and knowledge, build on their current skills and knowledge, access professional development initiatives, personal development, facilitate social networking and provide a pathway into other non-accredited training or nationally recognised accredited training.

RCC offers tailored and flexible approaches in the delivery of non-accredited training which includes:

- Workshops or short courses
- Practical skill development in areas such as Barista and cake decorating, computer skills and resumes, Tech Savvy Seniors, beauty/make up, first aid for new mothers and babies and;
- Youth school holiday programs.

Non-accredited training is not subject to any formal assessment and is development in nature, enabling individuals to engage in a range of learning experiences and on completion receive a certificate of completion or participation.

**Like to know more about RCC non-accredited training? Check out our website or visit RCC to pick up one of our monthly flyers.**

## Complaints and Appeals

RCC is committed to providing a safe, fair, and supportive learning environment. We understand that sometimes concerns may arise, and we encourage all students to raise issues early so they can be resolved quickly and fairly.

### What is a Complaint?

A complaint is a concern or dissatisfaction with:

- RCC's services or staff
- Trainers, assessors, or students
- Third parties acting on behalf of RCC
- Facilities or resources

### Informal Complaints

You are encouraged to raise minor issues directly with a staff member (e.g. your trainer or coordinator). Most concerns can be resolved quickly this way. All informal complaints are recorded in our system (Octossure) to support quality improvement.

### Formal Complaints

If the issue is not resolved informally, you can submit a written complaint by:

- Filling out a Complaint Form (available at reception or on the RCC website), or
- Emailing the General Manager

Complaints are acknowledged within 2 business days and resolved within 30 business days wherever possible.

### Appeals

If you're not satisfied with the outcome of a complaint, you can appeal in writing to the CEO within 10 business days. A final decision will be made within 20 business days.

### External Support

If you're still not satisfied, you can contact:

- NSW Training Services (Smart and Skilled students)
- National Training Complaints Hotline – 13 38 73
- ASQA – [www.asqa.gov.au](http://www.asqa.gov.au)

### Continuous Improvement – Feedback Process

RCC is committed to a culture of continuous improvement to ensure the delivery of high-quality, relevant, and responsive training and assessment services. Continuous improvement at RCC is driven by regular and systematic feedback from all stakeholders, including students, trainers, employers, clients, and industry representatives.

This feedback informs ongoing improvement across the following areas:

- Assessment practices, ensuring they are fair, valid, reliable, and flexible
- Training delivery that remains aligned to current industry standards and workforce needs
- Student support services to address a wide range of learner needs and remove barriers to participation
- Learning environments and experiences that foster student engagement and success
- Recognition and relevance of RCC qualifications by employers and the broader community

### Feedback Sources

To support this commitment, RCC collects and analyses feedback from the following sources:

- Student Feedback: Students are invited to complete the RCC Feedback Survey at the conclusion of their course. Feedback may also be provided informally at any time—verbally, via email, or through the RCC website.
- Trainer Feedback: Trainers are encouraged to provide structured and informal feedback on course materials, delivery strategies, student engagement, and assessment tools. This supports ongoing professional development and resource improvement.
- Client and Employer Feedback: RCC actively seeks feedback from clients, employers, and host organisations engaged through work placement, traineeships, and bespoke training. This ensures our training outcomes align with industry expectations.
- Industry Feedback: RCC engages in regular consultation with industry stakeholders to ensure our training and assessment practices reflect current workplace demands, regulatory changes, and emerging trends.

### Continuous Improvement in Practice

All feedback is reviewed by RCC's management and compliance team and contributes to:

- Updates to Training and Assessment Strategies (TAS)
- Professional development for trainers and assessors
- Changes to learning resources and assessment tools
- Enhancement of support services and student engagement strategies
- Internal quality assurance activities and self-assessment reviews
- Ongoing alignment with the Standards for RTOs 2025, Smart and Skilled Operating Guidelines, and RCC's contractual and regulatory obligations

RCC values all feedback—whether positive or constructive—as an opportunity to improve how we serve our students, stakeholders, and community. This approach ensures we remain responsive, accountable, and industry-relevant.

Our surveys and emails are always sent from [@riverinacc.edu.au](mailto:@riverinacc.edu.au)

## Student Support and Welfare

RCC is committed to delivering a positive, inclusive, and enriching learning experience for every student. RCC recognises that students may experience diverse challenges that can impact their ability to fully engage and succeed in their training. These challenges may be financial, social, cultural, health-related, or due to learning needs or life circumstances.

To address this, RCC provides a range of equitable, accessible, and learner-centred support services in line with our obligations under the Outcome Standards and Compliance Standards. These services are designed to proactively identify and remove barriers to participation and completion, and to support every learner to achieve their training goals.

RCC's Student Support Services include:

- Financial advice and/or assistance to reduce financial barriers to study
- Reasonable adjustments to training delivery, resources, and assessment, tailored to individual needs and consistent with access and equity principles
- Access to learning resources, including computers and digital tools
- One-on-one trainer and assessor support to enhance engagement and learning outcomes
- Targeted learning support through RCC's dedicated Learning Support Officer (LSO)
- Referral to national literacy and numeracy support such as the Reading Writing Hotline
- Referral pathways to language and employability programs, such as the Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE)
- Culturally appropriate outreach support, including access to an Aboriginal and/or Torres Strait Islander (ATSIC) Outreach Support Officer (OSO)
- Access to NDIS staff or allied support services for learners with a disability
- Interpreter support coordinated through partnerships with the Multicultural Council

Multicultural NSW Language Services Unit	(02) 8255 6767
National Translating and Interpreter Service	131 450 Extension 131 601
Reading Writing Hotline	1300 655 506
Wagga Wagga Multicultural Council	(02) 6921 6666

These support mechanisms align with the Outcome Standards requirement to provide appropriate support from enrolment through to completion and ensure students are not disadvantaged by systemic or individual barriers.

RCC reviews and monitors the effectiveness of these services as part of its continuous improvement practices and engages learners in feedback processes to ensure services remain relevant, effective, and responsive.



### Student LLND Learning Support

In fulfilling its role in providing VET programs, RCC has a responsibility in offering comprehensive LLND support to its students where LLND skill needs have been identified and impacts on their ability to successfully complete their course.

Students will be supported by:

- Ensuring their LLND skill levels have been identified by completing an LLND assessment prior to their enrolment and commencement of their course
- Trainers will provide practical and achievable LLND learning strategies in the classroom
- A Learning Support Officer (LSO) will provide one-on-one LLND learning support to students who require additional LLND skill development and
- Develop an Individual Learning Support Plan (ILSP) with students requiring additional LLND learning support.

**For more information on LLND learning support refer to the LLND Policy and LLND Support Procedures on our website.**

**Talk to your trainer or the RCC administration team if seeking additional information or advice on LLND learning support.**

### Student Welfare

RCC has a duty of care to students when completing their studies. This duty of care includes student welfare. If a student is identified as a 'concern for welfare' by other students or the trainer, RCC will support the student by:

- Following up the concern in a confidential, non-judgmental, and safe manner
- Referring them to the appropriate external service.

Lifeline	13 11 14
Beyond Blue	1300 224 636
The Suicide Call Black Service	1300 659 467
Headspace Wagga Wagga	02 6923 3170
Like2home Homelessness	1800 152 152
1800RESPECT	1800 737 735
REACHOUT.com	13 11 14
Mental Health Line	1800 011 511
Reading Writing Hotline	1300 655 506
Wagga Wagga Multicultural Council	02 6921 6666
Crisis Line for Indigenous Australians	13 92 76
NSW Domestic Violence Line	1800 656 463
Child Protection Helpline	13 21 11

### Medical details and conditions

If a student has an ongoing medical condition, such as epilepsy or diabetes, it is their responsibility to inform RCC administration or their trainer to ensure the student can manage their medical condition and does not place themselves or any other persons at risk. For those students who are at risk of anaphylaxis, it is crucial they always carry with them their own adrenaline injector (EpiPen).

Students are to speak to their trainer or the RCC administration team if requiring any first aid assistance or access to a designated first aid officer.

If a student is currently taking any prescribed or over the counter medications that may impair their judgement, they are to inform their trainer or RCC administration team. RCC has a duty of care to ensure the safety of the student as well as all other students, staff, and visitors. Any disclosures made by a student regarding their medical condition or situation will remain confidential. The need for any safety measures will be considered and consent will be sought from the student if other relevant persons are to be informed.

If you have any concerns or issues regarding any medical condition or first aid treatment, check with your trainer:

- If any assistance is required in managing your medical condition
- The location of the first aid equipment
- Who is the designated first aid officer.

During your course induction your trainer will also address these topics.

## Rights and Responsibilities

At RCC, students can develop and acquire skills and knowledge that open further career pathways. When students enrol with RCC they are agreeing to adhere to RCC practices, codes of conduct and policies and procedures. Failure to adhere to such requirements has consequences for students and may have an adverse effect on their ability to complete their course of studies. It is essential that all students uphold a respectful, inclusive, and responsible attitude towards the RCC community. It is the responsibility of every student to be aware of their rights and responsibilities, set out as follows.

### Student rights

As a student with RCC, you have the right to:

- Be treated with respect and fairness
- Learn in a safe environment free from bullying, harassment, or discrimination, be informed about available support services to assist you
- Receive support and guidance to successfully complete your studies
- Access qualified trainers and receive high-quality, industry-relevant training and assessment, participate in decisions that affect your education
- Be informed about training fees and refund policies
- Be informed about the collection and use of your personal information and have the right to review and correct it
- Access information about your rights as a consumer
- Provide feedback, suggestions, and lodge complaints or appeals in relation to decisions affecting you
- Have your discussions and information treated confidentially, except when there are concerns about your welfare or safety or the welfare or safety of others
- Expect training to be of the highest standard, compliant with the requirements of the Australian Skills Quality Authority and NSW Smart and Skilled Program.

If you believe your rights have been disregarded, you have the right to take the following actions:

- Discuss your concerns with your trainer, Training Coordinator, or any other RCC staff member
- Lodge a formal written complaint to the General Manager in accordance with the *RCC's Complaints Policy and Procedures*
- Request to have a support person present during any meeting related to a complaint and
- If the issue remains unresolved, you have the right to refer the complaint to an appropriate external independent third party.

**For further information on the complaint process refer to the Complaints Policy and Procedures document on the RCC website. The Complaint Form is also available on the web**

### **Student responsibilities**

As a student with RCC you are expected to:

- Be punctual, courteous, and exhibit workplace appropriate behaviour, attend all scheduled training and assessment sessions
- Maintain a professional image, wearing clean and appropriate attire, including any required uniforms as outlined in RCC Dress Code
- Participate honestly and to the best of your ability in all scheduled assessment tasks
- Follow reasonable instructions from staff, including guidelines regarding the use of personal mobile phones and electronic devices
- Treat staff and fellow students/participants with respect, fairness, and consider their rights
- Avoid behaviour that may offend, embarrass, discriminate against, or threaten others
- Refrain from harassing fellow students or staff, including using offensive language or making unwanted advances
- Refrain from conducting a manner that may negatively impact on RCC's reputation, whether in public spaces or on social media
- Take responsibility for personal belongings while on RCC premises or in other training locations
- Not damage, steal, modify, misuse, or pollute any RCC facilities or equipment
- Prioritise personal and others' health and safety, reporting any safety concerns to your trainer or Training Coordinator
- Follow safety instructions and always adhere to work health and safety requirements, including using protective clothing and equipment as directed by RCC
- Provide accurate information to RCC, ensuring that personal details are current and correct
- Refrain from smoking and vaping within five metres of any RCC building
- Not be under the influence of any alcohol or illegal drugs
- Avoid academic misconduct, such as plagiarism or cheating in any form
- Carefully read and understand the requirements that apply to RCC policies and procedures, and all training and assessment services offered by RCC.

**Students can access the RCC Dress Code on our website. Speak to your trainer or RCC administration if you believe you may not be able to meet the requirements of the dress code.**

### **As a student of RCC you must not:**

- Withhold or misinform RCC at enrolment, including providing false information about your previous training qualifications, which may affect your eligibility for any training subsidised by the NSW Government
- Plagiarise, collude, or cheat in any assessment event
- Illegally copy software licensed to RCC
- Engage in conduct that infringes copyright, including RCC course materials and third-party copyright material
- Install unauthorised software onto RCC computers
- Harass fellow students, staff, or the public, whether face-to-face, over the phone, online, or through social media
- Use social media (such as Facebook, X, or Instagram), mobile phones, online learning platforms, virtual classrooms, or similar devices/platforms for personal reasons in class

- Use cameras or recording devices, including mobile phones, to photograph or record others without their consent
- Engage in behaviour that may offend, embarrass, threaten, or harm other students, staff, or the public, including engaging in cyberbullying, sharing inappropriate digital content, or distributing pornographic material.
- At all times, RCC students are expected to display appropriate behaviour. Breaches of a student's responsibilities or engaging in inappropriate or disruptive behaviour will result in penalties proportional to the seriousness of the breach.
- RCC reserves the right to act if a student's behaviour is deemed unacceptable, offensive, or potentially harmful or dangerous to themselves, staff, or other students by:
  - Excluding a student from training
  - Refusing entry onto a training premises or into a classroom
  - Removing them from their class or any future classes.

Such may result in the non-completion of the student's course. It is important for all students to adhere to their responsibilities and conduct themselves in a manner that fosters a positive and respectful learning environment.

**Students can access the RCC policy on the acceptable use of technology and social media on the website. Speak to your trainer or RCC administration if you have any concerns regarding the misuse of RCC computers, laptops, internet sites or emails.**

### **RCC rights**

RCC reserves the rights to:

- Withdraw and or cancel the delivery of any course. For nonpayment of student fees:
  - » Prevent attending classes until a suitable payment plan has been made
  - » Withhold academic documents
- Cancel enrolment on a breach of Student Handbook or any other behaviour that may offend, embarrass, discriminate against, or threaten others
- Alter the delivery of a course to suit the viability and availability of RCC resources
- Review and adjust fees
- Take disciplinary action against a student where they have breached the Student Handbook.
- Give a NYS attempt for an assessment where a student has been accused of plagiarism.

### **RCC responsibilities**

- Providing the necessary training and support to enable students to achieve competency in their chosen courses
- Delivering a quality training and assessment experience that meets the expectations of industry and the community
- Conducting marketing activities with integrity, accuracy, and transparency, avoiding financial incentives, or offering other inducements to students
- Ensuring that prospective students are properly informed about any subsidised training entitlements, fees, and their responsibilities and obligations, as outlined in RCC Fees, Charges and Refunds Policy
- Obtaining and responding to consumer feedback and complying with RCC Complaints Policy and Procedures
- Ensuring students are informed on the complaint and appeal process and their options when seeking independent third party reviews
- Maintaining compliance with RCC Consumer Protection Policy and RCC Privacy Policy

- Maintain compliance with the:
  - » Standards for RTOs 2025- Outcome Standards (student learning, capability, and confidence)
  - » Compliance Standards (regulatory and operational compliance)
  - » Credential Policy (certification, assessment, and issuing qualifications)
  - » and the requirements of the Australian Skills Quality Authority (ASQA)
- Maintain compliance with all relevant Commonwealth and State legislation, regulations, contractual arrangements, and agreements.

### Workplace Health and Safety (WHS)

RCC takes seriously its responsibility to protect health and promote safety of staff, students, and visitors. It is important that students as well as RCC staff report anything that they believe to be unsafe. All students will be provided with information on WHS and emergency procedures during their course induction. Students are expected to:

- Take reasonable steps to protect their own and others health and safety
- Wear clothing and shoes appropriate to their course as set out in the RCC Dress Code. In some cases, students may be required to follow the legal requirements regarding protective clothing
- Ensure any safety directions are followed as required and done so without endangering the safety of others
- Listen carefully to, and comply with the WHS information provided by the trainer or any RCC staff
- Report any health and safety concerns such as illnesses, injuries, incidents or WHS breaches to the trainer or RCC administration.

**Students are required to be familiar with the emergency procedures and exit points of their training premises.**

**Emergency plans and identified exit points, as well as a list of RCC Fire Wardens, are displayed throughout RCC.**

**If you are a student with a disability and need help during an evacuation, or a fire drill, make sure you let your trainer know so you can be assisted as required.**

**Trainers will ensure all students who are completing training on any other premises have been informed of the emergency procedures.  
RCC is well prepared with trained first aid staff and equipment.**



## Access and Equity

Access and equity in VET refers to RCC having in place policies, practices and approaches aimed at ensuring that student needs are considered in the development and provision of its training courses and services. Student needs include factors such as age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy skills, unemployment, imprisonment, or remote locations. RCC's approach to these challenges or potential barriers is by:

- Ensuring learning environments are accessible and inclusive for all students, including those with disabilities. This includes physical accessibility to RCC facilities, as well as providing resources in various formats such as large fonts or use of coloured resources for students who are sight impaired or dyslexic. Accessible learning environments also capture students who are in remote locations by offering online learning and Zoom tutorials
- Offering flexible training and assessment methods where appropriate and do not compromise the intent of the training, and more importantly the assessment. Flexible training and/or assessment enables RCC to accommodate different learning styles and needs such as oral presentations or verbal assessments instead of written assessments as well as reasonably adjusting the training and assessment to meet the needs of students with disabilities. Flexible training methods have required RCC to offer online learning and tutorial access by way of technology. This approach supports students who are in remote locations, working full time or are carers in their home
- Ensuring support services are available for students whose disadvantaged backgrounds make it difficult to succeed in their training. Support services offered by RCC include one-on-one tutoring with trainers, LLND learning support and access to a Learning Support Officer. Supporting multicultural students with the implementation of an Individual Learning Support Plan (ILSP) where required. With a focus on supporting vulnerable persons in the community in particular Indigenous peoples, the RCC Outreach Support Officer (OSO) plays a key role in working with Indigenous groups and encouraging and supporting them in RCC training programs or personal development workshops
- Providing training and administration staff opportunity to undertake professional development and appropriate training to ensure they are culturally and socially competent and can support students from diverse backgrounds. Staff have recently undertaken professional development on LLN learning needs and strategies
- Offering targeted outreach programs by developing programs specifically aimed at increasing participation among underrepresented groups such first aid care for young mothers and babies, training for Indigenous students in partnership with community-based providers responsible for facilitating employment opportunities and skill development
- Offering and engaging in a student enrolment process that is free from discrimination ensuring students are treated fairly and with respect regardless of their background when assessing their suitability and capability to study with RCC. Any student who does not meet the entry or course requirements will be offered alternate training and development opportunities or referred to the organisation who is able to meet their needs.

**Need more information on how RCC may support your needs? Thinking you may need to access some of the RCC services to assist you during your studies? Talk to your trainer or RCC Training Coordinator as they can support or help you with your concerns.**

## Privacy

RCC is dedicated to maintaining the privacy of students' personal information and ensuring compliance with the provisions of the Privacy Act of 1988. RCC collects and administers a range of information for a variety of purposes. One of those purposes is the collection of personal information of students once they enrol and commence their studies with RCC.

As for student personal information and their course records, RCC is required to:

- Store student records securely and confidentially in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- Use student information solely for the purposes of enrolment, training, assessment, certification, and mandatory reporting to government or regulatory bodies
- Obtain student consent before disclosing any personal information to a third party, unless required by law or for compliance with government-funded training contract requirements
- Ensure students have access to their personal records upon request and can update or correct their information at any time
- Retain student records for the mandatory duration required by the Standards for RTOs 2025 and relevant funding contracts, including Smart and Skilled or ACE-funded training
- Ensure that all staff with access to personal information have received training on data protection and confidentiality protocols
- Conduct regular reviews of data management systems to safeguard information against unauthorised access, misuse, loss, or disclosure
- Report any data breaches in line with RCC's Data Breach Response Policy and the Notifiable Data Breaches (NDB) scheme.

**For more information on how your personal information is collected and used, or if you have any concerns talk to the RCC administration team or access the RCC Privacy Policy on the website.**

**For those of you who enjoy further reading access the internet for FOI Act 1982 and the Privacy Act 1988.**

### Consumer Protection

As a consumer of the services provided by RCC, every student has the right to:

- Review, correct and access any personal information held by RCC
- Access information RCC may hold in relation to any feedback or complaint handling processes involving the student and
- Receive consistent and quality training and assessment in line with the Australian Skills Quality Council (ASQA) regulations and relevant government or state funding and contract requirements.

**For more information on consumer protection refer to the RCC Consumer Protection Policy on the website.**



### Media Release

During their course of studies students may be asked to participate in RCC's marketing and promotional programs and activities. This may involve using a photograph of the student or quoting comments or recording conversations made by students.

If a student agrees to support RCC in their marketing and promotional campaigns and activities, permission must first be sought from the student. The student is required to complete and sign a Media Release Form and if the student is under 18 years of age a parent, carer or guardian is required to sign the form.

**The RCC Media Release Form is on the RCC website. Copies are available from RCC reception.**



## Frequently Asked Questions

### **What are the rules and regulations regarding attendance?**

*The Student Handbook sets out the importance of attending all scheduled classes. Each student is given a Course Guide during their course induction. In the event of an absence, students must call 1800 000 212 to explain the reason. Consistent non-attendance may jeopardise their position in the course and their ability to achieve competency in specific units.*

### **I am unable to attend my class. What do I do?**

*Call 1800 000 212 or email [info@riverinacc.edu.au](mailto:info@riverinacc.edu.au).*

### **What happens if I need to take a leave of absence?**

*Reasonable leaves of absence can be taken with prior approval from, and notification to trainer and administration. Please discuss with your trainer or Training Coordinator.*

### **How do I withdraw from a course?**

*Written notification needs to be provided via email to [info@riverinacc.edu.au](mailto:info@riverinacc.edu.au) and students need to sign a withdrawal form. All resources remain the property of RCC and need to be returned as soon as possible.*

### **Is my course online or do I require paper-based resources?**

*RCC offers a range of delivery options. You will be advised of your course delivery method during enrolment. If you are enrolled online and wish to obtain paper copies of your resources, please notify RCC administration so printing can be arranged and will involve a small fee. Please note-24 hours' notice is required.*

### **How do I print if I don't have a printer?**

*RCC offers printing services for learner guides and assessments with a 24-hour turnaround. In cases where the original printed resources have been misplaced, any reprinting will be subject to a fee.*

### **What if I am unable to make the date for my practical assessment?**

*Practical assessments are scheduled well in advance. We understand that issues may arise, and students cannot make their scheduled assessment date. This situation will be reviewed on a case-by-case basis and a new date will be scheduled only if a suitable reason for student non attendance is given and in advance to the scheduled assessment. Refer to the Student Assessment Procedures.*

### **What is competency-based assessment?**

*A competency-based assessment is a way to measure competency for a vocational skill. To prove their competency, the learner must demonstrate an ability to work through specific units of competency using the benchmarks provided by industry-defined standards.*

### **Does RCC have Wi-Fi?**

*Yes.*

*Username: RCC-Guest*

*Password: RiverinaCCGuest2650!*

### **Does RCC have computers that can be accessed when I'm not scheduled for class?**

*Yes. RCC has a range of laptop, desktop tablets and iPads that are available for use in RCC from the hours of 8.30am-4.30pm. Please contact 1800 000 212 or email [info@riverinacc.edu.au](mailto:info@riverinacc.edu.au) to book a computer or laptop.*

### **What additional support can I get as a student of RCC?**

*If you encounter difficulties with your course work, initiate a conversation with your trainer. You can also arrange for additional one-on-one sessions with your trainer to address your concerns.*

**How long is my course?**

Each course varies dependent on the requirements of each unit of competency. You will be advised of the duration of your course prior to enrolling, and you will be given a Course Guide which you will need to follow throughout the duration of your course.

**Can RCC provide me with evidence of my study for Centrelink?**

Yes - on commencement of your attendance in a course, you can be provided with written evidence for your job provider and/or Centrelink to claim a study allowance. Please discuss with your trainer or Training Coordinator.

**Where can I park at RCC?**

The yellow marks indicate unlimited timing parking spaces.

**How do I change from face-to-face study to distance education?**

RCC offers flexibility in our delivery methods to accommodate your needs. If you're interested in changing from in-person classes to distance education, please communicate this request to your trainer. They will guide you through the necessary procedures to facilitate this change.

**What are RCC business hours?**

Monday to Friday from 8:30am to 4:30pm.

**Is there a specific uniform to wear at RCC?**

Refer to the RCC Student Dress Code on our website.



