



Student Handbook

Riverina Community College

RIVERINACC.EDU.AU

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Welcome

Acknowledgement of Country

Riverina Community College 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 encounter this student handbook. We recognise the deep and enduring connection that 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 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 Riverina Community College. Together, we will shape a brighter future!

ABN:	20 201 193 994
ACN:	103662237
RTO Code:	90133
Postal Address:	PO Box 5065 Wagga Wagga NSW 2650
Street Address:	96 Murray Street Wagga Wagga NSW 2650
Telephone:	02 6933 5555
Free Call:	1800 000 212
Email:	info@riverinacc.edu.au
Web:	www.riverinacc.edu.au
Connect with us:	 RiverinaCommunityCollege/  @riverinacommunitycollege_

Purpose of your 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 your experience and success during your 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 structures, 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 that adheres to the highest standards set by ASQA. Our dedication to quality assurance ensures that the qualifications we offer are not only nationally recognised but have also undergone rigorous evaluation by training and industry experts. This evaluation process guarantees that our courses meet the stringent benchmarks established by ASQA and meet the Standards For RTO's 2015, attesting to our unwavering pursuit of course excellence. To gain insight into the range of accredited qualifications and units of competency available through RCC, we invite you to explore the national register for RTOs, where our scope of registration is outlined comprehensively. This transparency reflects our ongoing dedication to maintaining the highest standards in education and providing students with the opportunity to acquire qualifications that are respected and valued across the country.

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

Enrolment and induction

Enrolment

RCC conducts its enrolment online. As part of the enrolment process for any full qualification course, students are required to complete an online Language, Literacy and Numeracy (LLN) assessment. This assessment helps identify individual learning needs, ensuring appropriate support is provided throughout the student's educational journey. Additionally, students pursuing a full qualification course must also undergo 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 chances in completing their desired qualification. Eligibility for enrolment into a course is assessed based on various factors, including funding availability, the adequate level of Language Literacy and Numeracy (LLN), and the determination of additional supports. If an enrolment application is unsuccessful, the RCC conducts a review of the student application and communicates the outcome to 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 session.

It's essential to note that completion of an enrolment application does not guarantee acceptance of a student into an RCC course. Successful enrolments will be notified via email, ensuring students are informed promptly about 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 chosen educational pathway..

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 crucial for navigating the RCC premises and engaging in activities in a secure manner. Alongside safety protocols, the trainer will articulate the specific expectations that RCC holds for its students. These expectations encompass pivotal aspects such as adhering to assessment deadlines, maintaining consistent attendance in classes, and fulfilling any potential vocational placement prerequisites that pertain to the enrolled course. By facilitating transparent communication of 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 qualifications prior to enrolment or during information sessions or at any time during the journey as a student of RCC.

Unique Student identifier (USI)

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

A Unique Student Identifier (USI) is a distinctive reference number comprising numbers and letters, granting students access to their USI account. This USI facilitates the linkage of an individual's USI account to the National Vocational Education and Training (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. Upon enrolment, RCC will verify your USI Number. If you have completed any studies since 2015 that may be eligible for Credit Transfer (CT) into your current course, you can access the online portal and grant RCC access to assess the application of CT into your course. This streamlined process ensures proper recognition of your prior learning and qualification achievements relevant to RCC's training courses.

Fees, charges and refunds

At RCC, transparency and communication are integral to our enrolment process. Prospective students, as well as relevant parties and guardians, will be fully informed about the RCC's fees, charges, and refund policies before finalising enrolment by providing a detailed quote.

RCC offer multiple convenient methods for payment of training and course fees, such as cash, EFTPOS, cheque, and direct deposit to our designated bank account. For students with fees or student contributions totaling \$500 or more, we provide flexible payment plans to facilitate ease and affordability.

To explore the option of a payment plan for your chosen course, get in touch with the friendly admin team on 1800 000 212 or reach out via email at info@riverinacc.edu.au. The fee structure for RPL will be provided upon student application, ensuring transparency and clarity in our enrolment process.

Refunds

Students are encouraged to choose courses carefully as refunds will only be considered in line with the RCC's Fees, Refund and Transfer Policy available on the RCC's website. A refund will apply if:

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

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 the regular class schedule, situations may arise, such as sudden trainer unavailability, illness, or other unavoidable factors, that necessitate class cancellations.

In the event of a class cancellation, diligent efforts are undertaken to mitigate any disruption to the learning journey of students. Whenever feasible, endeavours will be made to secure a substitute trainer or provide advance notification 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, apprising them of the cancellation.

It is assured that RCC is dedicated to ensuring that students are not disadvantaged by a class cancellation. Typically, any missed classes will be rescheduled and appended to the conclusion of the course, thereby enabling students to fulfill all required training. Nonetheless, in certain instances, alternative arrangements may be established in consensus with the participants of the class.

Participation

At RCC, the availability of courses is contingent upon resource availability and demand. Instances of low attendance may lead to the termination of certain courses or classes, with affected individuals receiving written notification regarding any such modifications.

To optimise the learning experience within a course, active involvement and participation in learning, training, and assessment activities are expected from each student. This encompasses adhering to class attendance and demonstration requirements as outlined in the respective course guide, as well as fulfilling stipulated assessment submission deadlines.

In situations where consistent attendance or active engagement, including assessment participation, is not maintained, individuals will receive communication through email or phone contact. Non-adherence to these participation expectations could result in a violation of the Student Handbook, potentially leading to corresponding consequences. A breach of student handbook notice will be emailed with a required response via email or phone required by the date stipulated. Neglecting to respond to communication initiated by RCC may ultimately lead to withdrawal from the chosen course. It is imperative to sustain engagement and responsiveness in order to facilitate a successful and prosperous vocational experience.

As a student if you are unwell and cannot attend class, the student should notify the RCC prior to class commencing by calling 6933 5555 (after 9am). If a student needs to leave class they should notify the trainer or training coordinator as soon as possible- students should not leave class without notifying a trainer as this causes issues in relation to work health and safety

Printing

In many cases, the college will choose computer-based or online resources to minimise environmental impact. When online or computer-based options are not accessible, a printed version will be supplied. Should the printed version be lost or damaged, a fee will be incurred for reprinting and reordering. For computer-based or online resources, a reprint fee will be applied by the college.

Upon completing your course, a certificate will be mailed to you. If the certificate is lost or damaged, a replacement fee of \$50 will be charged.

Recognition

Prior to enrolment, please speak to our team if you are seeking credit or recognition for any prior learning either from our RTO or another.

Recognition of qualifications from other RTO's (Credit Transfer)

RCC values and recognises the qualifications and SOA's issued by any other Registered Training Organisation (RTO) operating under the Australian Qualifications Framework (AQF). RCC have a Credit Transfer Policy in place to acknowledge and give credit for units of competency previously completed by a student within the last two years, contingent upon a validity check. See Appendix C.

To facilitate the Credit Transfer (CT) process, students must provide an original copy of their training transcript before enrolling in our course and complete the Credit Transfer Application Form (Appendix C). This transcript will be used to determine the credits that can be applied towards the current qualification. Alternatively, students may grant RCC access to their USI portal, enabling us to access their training records directly for the purpose of credit assessment.

Recognition of Prior Learning (RPL)

RPL is a process that assesses knowledge, skills, and competencies you have acquired through formal or informal learning experiences, work, or life experiences. If a student believes that they possess relevant skills and knowledge related to the desired qualification, they can apply for RPL. Experienced assessors will review the application and conduct an assessment to determine if prior learning and skills aligns with the learning outcomes of the specific units in the course. If successful, students may be granted credit for those units, reducing the amount of time and effort required to complete the qualification. By embracing RPL, RCC aims to empower our students and honour the diverse pathways that lead to learning and growth. Recognition of prior learning assessment is available to all RCC students.

Applying for recognition

Students deciding to apply for Recognition of Prior Learning should contact RCC to request a Skills Recognition Kit. You may undergo the following steps as part of the recognition process:

- Identify which competencies or learning outcomes in which you already have competence
- Contact your assigned trainer/assessor to arrange a recognition interview. Should you decide to proceed, you will need to complete a Skills Recognition Kit.
- As guided by your assigned trainer/assessor, complete and submit all necessary evidence and assessment tasks.

Delivery of training

RCC is required to ensure that all resources meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications. RCC has in place and applies the following resources:

- Trainers with appropriate qualifications and experience.
- Support materials
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements.

RCC training delivery strategies are designed in consultation with the relevant industry whilst providing an individualised training journey for each student. The provision of training may include a flexible combination of delivery methods.

Assessment protocols

RCC is committed to ensuring valid, reliable fair and flexible assessment against industry competency standards. All assessment undertaken by RCC remains consistent with the Principles of Assessment, Rules of Evidence, and the requirements of the training packages. When conducting assessment, RCC ensures it has personnel with appropriate qualifications and adheres to the requirements of the training package and the Standards for Registered Training Organisations 2015.

RCC ensures a transparent and rigorous assessment process, providing students with the best possible opportunity to demonstrate their competencies and achieve recognition for their current skills and knowledge.

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.

The emphasis on competency-based training is on the learner's ability to receive, respond to and process information whilst consistently applying their skills and knowledge. Therefore, the process of collecting evidence and making judgements drives the creation, delivery, and management of competency based assessment that aligns with the application.

Reasonable adjustment

Reasonable adjustment, in the context of Vocational Education and Training (VET), means actions taken by an educational provider to help learners with disabilities take part in education and training just like those without disabilities. RCC must ensure that reasonable adjustments are provided to ensure that learners with disabilities can fully participate. The goal is to enable learners with disabilities to:

- Take part fully, with the same learning chances as those without disabilities
- Have equal opportunities to perform and finish assessments, just like those without disabilities.

Reasonable adjustment in teaching, learning, and assessments helps reduce how much a disability affects a person's ability to learn. However, the learner still has to do the work and show the required knowledge. Reasonable adjustment is not meant to give an advantage to learners with disabilities or change the course standards, outcomes, or guarantee success. It's also not about making changes that don't make sense; every reasonable adjustment needs to be reasonable and maintain the quality of the qualification.

A reasonable adjustment can be simple, like changing classrooms to be closer to facilities or installing specific software on a computer for someone with low vision.

Ways to facilitate reasonable adjustment include:

- Encouraging learners to talk about their disabilities
- Gathering the right information to support the need for adjustment (evidence)
- Talking with the learner, and maybe their family if it applies.

Completing assessments

RCC acknowledges the vital role assessments play in the learning journey of its students. To facilitate their success, essential guidance is provided to ensure effective completion of assessments. Students are advised to thoroughly comprehend assessment instructions, deadlines, and specific criteria. Emphasising efficient time management, breaking tasks into manageable components is encouraged, alongside the utilisation of available resources like textbooks, online materials, and trainer support. Upholding integrity is paramount, involving the avoidance of plagiarism and the appropriate acknowledgment of sources. Students are encouraged to seek clarification from their trainers when necessary, and to meticulously proofread their work to ensure accuracy and clarity. Adhering to submission deadlines is of utmost importance, and post-assessment reflection is advised for a more enriched learning experience. RCC is dedicated to fostering student growth, and assistance is readily available upon request. RCC student achievements and is steadfast in its commitment to aiding the attainment of learning objectives.



Knowledge assessments

Knowledge assessments are designed to evaluate a student's grasp of theoretical concepts and factual information relevant to a specific Unit of Competency. These assessments gauge the depth and accuracy of a student's understanding through methods such as multiple-choice questions, short answer responses, essays, and research projects. They ensure students acquire a solid foundation of essential theoretical knowledge pertinent to their chosen vocational field.

When completing knowledge assessments and reassessments:

- All students are required to complete first attempts in BLACK pen
- All students are required to complete second attempts in BLUE pen
- All students are to complete third attempts in BLACK pen underneath any BLUE responses.

No pencil is to be used.

Any answers that may be written incorrectly are to be crossed out and initialed by the student.

Performance assessments

Performance assessments for a Unit of Competency within vocational education and training (VET) encompass evaluative exercises strategically devised to appraise a student's hands-on utilisation of the skills, knowledge, and proficiencies stipulated in that specific unit. These evaluations centre on the observation and quantification of a student's adeptness in executing tasks and engagements directly pertinent to their selected vocational sphere. Typically, performance assessments immerse students in genuine situational contexts or simulated workplace environments, ensuring their aptitude for effectively confronting the requisites of their imminent professional journeys. Various assessment formats are employed, including role plays, practical observations, case studies, simulations, and portfolio compilations. Trainers employ diverse means—such as real-time observations, photographs, and videos—to capture this information and establish a comprehensive appraisal of the student's practical competencies.

Assessment coversheet

Every unit that is delivered non accredited or accredited needs to have a completed coversheet attached to it for the evidence to be entered into the student management system.

Each section of the coversheet needs to be completed and explained to the student, under the student assessment declaration. Under the unit assessment evidence each assessment task will be listed and each assessment task needs an outcome.

Assessment outcomes explained

S - Satisfactory: all evidence attached is as per the assessment instruction and the assessment task has been completed to the requirement of the UOC.

NYS - Not yet satisfactory: all evidence is attached for that task but the student has not yet met the requirements of the assessment- second or third attempt required.

W - Withdrawn: the student has made some attempt on the assessment but not all tasks have been completed.

NOTE: it is important to note that all the above are claimable outcomes for ACE courses- as long as there is evidence of participation.

Unit of Competency outcomes assessment explained

C - Competent: all assessment tasks listed on the coversheet have been marked as satisfactory and all evidence is present.

NYC - Not Yet Competent: student requires another attempt or has failed on the third attempt of the unit.

W - Withdrawn: student didn't finish unit but evidence is attached.

Course completion and re-assessment

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, the institution follows a structured process for course completion and re-assessment. All nationally recognised training adheres to competency-based assessment principles. At the outset of each unit, the assigned trainer/assessor will elucidate the assessment methods employed to ascertain competence. Students will undergo assessment and receive outcomes categorised as either Competent or Not Yet Competent for the corresponding unit of competency.

Should a student receive a NYC outcome, they will be granted two additional opportunities to attain a Competent outcome. Following the conclusion of unit delivery, a two-week window is provided for students to submit further assessment tasks. Once this period elapses, assessment results are finalised. Subsequently, trainers are allotted an additional two-week period to evaluate content, determine a final unit outcome, and provide feedback to the student. In instances of a NYC outcome, students are required to engage in resubmissions, entailing the provision of supplementary evidence to substantiate their proficiency in executing specific tasks.

Request for extension

If a student fails to, or is unable to complete the assessments for a unit of competency by the due date, the student must complete a Request for an Extension Form - (Appendix A). The student must complete the form and submit it to their trainer for consideration. A decision will be made by the trainer in consultation with a training coordinator, and the student may be required to meet with the training coordinator to discuss the failure to submit the required assessments and reasons behind the non-submission of assessments. The student will be advised if an extension is granted and submission date of the required assessments, or not granted and assessment outcome. The trainer will also be advised if the extension is approved and due date of assessments, or not approved and assessment result awarded to the student.

The completed Extension Form must be submitted to RCC for filing with the student's file and the student assessment cover sheet for the unit of competency will record if extension is granted and due date for submission. If no request for an extension has been made by the student within the two weeks following a unit completion date, the student will receive an assessment outcome of NYC or Withdrawn and the student will then be required to re-enrol in the unit of competency.

Accessing your results

As you progress throughout your course at RCC, the results you receive will be accessible through the administration team. These results will also be recorded in your Unique Student Identifier (USI) record and reported to the USI registry every six months.

Upon successful completion of your study or if you decide to withdraw from the course, you will be issued a transcript. The transcript will include details of your enrolled course, a list of the Units of Competency you completed, and the corresponding results you achieved. This transcript serves as an official record of your academic achievements and progress at RCC.

Assessment pathways

RCC offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning.

Assessment activities undertaken by RCC use the following methodology:

- Students are provided with a thorough explanation of the assessment process. Throughout accredited training, students are consistently reminded of the ongoing availability of assessment opportunities
- Recognition options are discussed with students, including any flexible assessment methods that may be available. The appeals and reassessment process is also clearly outlined
- The specific assessment requirements for the relevant unit(s) of competence/module(s) are communicated to students, and any necessary arrangements for the workplace or training environment are made
- The evidence-gathering methods used in assessments remain reliable, flexible, valid, and fair to ensure an accurate representation of students' capabilities
- The evidence submitted by students is assessment in line with the rules of evidence - current valid sufficient and authentic
- Trainers/assessors maintain records of individual student assessment results as assessments are completed
- Post-assessment guidance is readily available to students, and a fair and impartial appeals process is in place for any concerns or disputes
- Continuous evaluation of assessment processes and procedures is conducted to ensure their effectiveness and improvement
- All evidence submitted to the trainer as part of the assessment must be retained by RCC for compliance purposes and will not be returned to the student. Students are advised to keep copies of all assessments they submit.

Transitioning qualifications

RCC, acknowledges the pivotal importance of ensuring that students graduate equipped with qualifications that harmonise with prevailing industry skill demands. As a result, situations may arise wherein training packages are subject to updates to align with the latest industry benchmarks. Such updates could encompass modifications to the existing RCC course deliveries. In the event that alterations are made to a qualification in which a student is currently enrolled, proactive measures will be taken by the college to establish communication. This communication will encompass a comprehensive discussion of the student's distinct transitional requirements as well as written notification on the transition process.

The primary objective is to facilitate an unobtrusive and seamless progression, affording students the requisite assistance and comprehensive details essential for the successful culmination of their studies in adherence to the revised training package. The institution's unwavering focus remains on nurturing student accomplishments and cultivating career preparedness through these updates.

Issuing qualifications and Statements of Attainment

Upon successfully completing your training and assessment, you will be promptly issued with your statement of attainment or certificate within a maximum period of two weeks. This recognition of your achievement will signify the successful completion of your accredited course and highlight the valuable skills and knowledge you have gained.

Change of details

Ensuring that records are accurate is essential for a smooth and successful training experience at RCC. If any changes occur to students personal information training, it is vital that RCC is notified promptly. This includes changes to your name, address, contact details (phone, email, etc.), or any other relevant information.

To issue a qualification or statement of attainment, the details provided must align with identification and verified information. It is essential that the documents reflect accurate and up-to-date information to maintain their validity and legitimacy.

In the event that the student fails to inform RCC of any changes in details, there is a risk that the issued qualification or statement of attainment may be incorrect. To rectify this, a fee will be applicable for reissuing any updated documents.

Non-accredited training

Non-accredited training) entails educational initiatives that do not culminate in nationally recognised qualifications. This form of training offers tailored and flexible approaches to meet specific learning needs, catering to targeted skill enhancement, professional development, and industry-specific requirements. Characterised by short courses, workshops, and informal learning, non-accredited training delivers concentrated learning experiences, often resulting in certificates of attendance or completion. Although it lacks formal recognition, this type of training equips participants with practical skills and industry-specific knowledge, serving as a foundation for future learning pursuits. While not leading to accredited qualifications, non-accredited training serves as a valuable avenue for skill acquisition and personal advancement within various industries and contexts.

Complaints and appeals

As an RTO, we are committed to providing a high-quality learning experience for all our students. However, we understand that concerns or complaints may arise from time to time. We take such feedback seriously and have established a comprehensive complaints procedure to address any issues promptly and fairly.



Complaints

If a student has a complaint, they are encouraged to follow these steps:

Step 1: Complaints should be submitted in writing, which may include email, or by utilising the Complaint/Appeal Form available on the RCC 's website or the RCC Reception Area. The complaint should be emailed to the training services manager, and support is available to those who require assistance in completing the form.

All complaints shall be handled objectively, impartially, and promptly. While complaints will be treated confidentially, the nature and details of the complaint may be shared with relevant parties to support the principles of natural justice and any subsequent investigation.

If the complaint pertains to the operations manager it should instead be lodged with the CEO.

Step 2: The operations manager shall review the complaint and provide written acknowledgment of its receipt to the complainant within two business days. Efforts to resolve complaints will be made as expeditiously as possible, with a maximum resolution time of 30 business days.

The operations manager may seek further information from the complainant and any relevant party involved in the complaint.

Step 3: The complainant will receive written notification of the final outcome of the complaint. In cases where resolution has not been achieved within 15 working days, or if there is an anticipated significant delay, regular updates will be provided until a final outcome is reached.

Step 4: Should the complainant be dissatisfied with the complaint's outcome, they may submit an appeal in writing via email to the CEO (email address provided upon request).

Step 5: The CEO will conduct an independent review of the appeal and communicate their response in writing. This appeals process will be completed within 30 working days from the date the appeal is received by the RCC.

Following this process, if the matter remains unresolved to the complainant's satisfaction, they have the option to contact one of the following external agencies:

- Australian Skills Quality Authority (ASQA) by referring to www.asqa.gov.au
- NSW Department of fair trading - <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
- For courses funded by the NSW Department of Industries, the Consumer Protection Unit for Students can be contacted via <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>.
- NSW Ombudsman <https://www.ombo.nsw.gov.au/Making-a-complaint/how-to-make-a-complaint>.

At all stages of the complaints procedure, confidentiality and privacy will be maintained, and students can be assured that their complaint will not affect their participation or assessment in any way. Our commitment to resolving complaints in a fair and timely manner underscores our dedication to providing a positive learning environment and continuously enhancing our services.

Appeals

RCC understands the importance of ensuring a fair and transparent learning environment for all its students. If a student believes that an assessment decision or any other decision made by RCC is unfair or incorrect, they have the right to lodge an appeal. The complaints and appeals procedure is designed to provide students with a formal process for seeking a review of the decision.

To initiate an appeal, the student must complete the designated Complaints and Appeals Form, which is available through our administrative office. The form should be submitted to the training coordinator within 28 days of the assessment decision.

Once the appeal is received, it will be acknowledged promptly, and a training coordinator will conduct the review. The training coordinator will re-evaluate the decision, examine all relevant evidence, and may seek additional input from relevant parties if necessary.

During all stages the student will be kept informed of the progress throughout the appeal process. The review will be conducted impartially and independently, ensuring that the student's concerns are thoroughly addressed. Following the review, the training coordinator will provide the student with a written response outlining the outcome of the appeal and the reasons for the decision. If the appeal is upheld, appropriate corrective actions will be taken promptly.

During all stages of the appeals process, confidentiality and privacy will be maintained. The student can be assured that their participation, assessment, or standing will not be adversely affected as a result of lodging an appeal.

We encourage students to utilise the appeals procedure if they have genuine concerns about a decision. Our commitment to a fair and unbiased review process reflects our dedication to providing a positive learning experience and upholding the principles of justice and integrity within our RTO.

Commitment to continuous improvement

At RCC, we value and encourage feedback from all our students as we consider it a vital tool for maintaining a commitment to continuous improvement. Student feedback helps RCC ensure that they are meeting student needs and deliver a high-quality training and assessment experience consistently. To gather valuable insights, RCC asks all students to complete a feedback survey at the conclusion of their course.

Additionally, RCC welcome any other feedback you may have, preferably provided in writing. Students can share thoughts and suggestions with your training coordinator, trainer or administration team. RCC assure feedback received will be taken seriously and treated with the utmost confidentiality. Feedback plays a crucial role in shaping further services, and RCC are dedicated to using feedback to enhance learning experiences and to better serve the student community.

Withdrawing from a qualification

Withdrawing from a qualification is not an ideal situation, however RCC understand that it can be necessary under certain circumstances. If you find yourself in a position where you need to withdraw from your qualification or course, we kindly request that you inform the RCC in writing as soon as possible. For those enrolled in a government traineeship, it becomes your responsibility, or that of your employer, to promptly notify your Australian Apprenticeship Centre about the withdrawal.

For detailed guidelines regarding potential refunds and transfers, we advise you to consult the RCC's Fees, Refund, and Transfer Policy. This policy will provide comprehensive information on refund eligibility, particularly when withdrawing from a qualification. We aim to handle these situations with fairness and understanding, and our policy outlines the steps and criteria for any applicable refunds based on your withdrawal circumstances.

Plagiarism

Plagiarism is a serious academic offense where one copies someone else's work, including their language, thoughts, ideas, or expressions, and presents it as their own without giving proper credit or acknowledgment to the original author or source. It can manifest in various ways, ranging from intentional cheating to unintentional copying without proper referencing.

To maintain academic integrity and uphold ethical standards, it is essential to cite and reference any words, ideas, or information borrowed from other sources in student work. Properly acknowledging the sources used ensures transparency and gives credit to the original authors, demonstrating respect for their intellectual property.

RCC, emphasise the importance of academic honesty and integrity. RCC have a commitment to fostering a supportive learning environment extends to encouraging responsible research and writing practices. Should a student have any questions or need guidance on citing sources or avoiding plagiarism, trainers and staff can assist students as needed.

Vocational placement

Vocational placement is a requirement of selected RCC courses to enable candidates to practice the skills and knowledge they have gained throughout their studies, and to gain experience in a professional workplace. Such arrangements support students to gain the skills they need to transition successfully from study to work, while giving industry the opportunity to enrich Student learning experiences and increase the number of work-ready graduates.

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

Students should not commence vocational placement until their trainer has determined that they have demonstrated the skills required to do so. For students undertaking vocational placement over extended periods, the RCC will advise providers when the student is competent in more advanced skills and services.

Students who are engaged in direct employment within their chosen qualification's industry sector can fulfill their vocational placement requirements through their current job roles. In such cases, the vocational placement can be recognised and utilised based on their existing employment. It's important to note that RCC are not obligatory in this context, as students are employed and covered under their employer's existing Workcover and employer insurance policies. However, a work placement agreement should still be completed and submitted to the course trainer, serving as a formal record of the arrangement. This approach acknowledges the practical experience gained through paid employment as a valid component of the vocational placement process.

Vocational placements made in accordance with RCC Guidelines meet the definition of 'vocational placement' within the Fair Work Act 2009 and are lawfully unpaid.

Student support and welfare

RCCs primary goal is to create a positive and enriching learning experience for every student. RCC values students input and understand that addressing any concerns the student may have is crucial to ensuring success in training journey. If there are any factors that may impact the training being undertaken, we encourage students to openly discuss with one of the RCC staff. Students well-being and progress are important to RCC and support is offered where needed.

To enhance the learning environment, our Wagga Wagga facilities offer additional amenities for your convenience and comfort. Students can enjoy complimentary tea and coffee, providing a welcoming and relaxed atmosphere to enhance your study experience.

For academic needs, RCC provides access to computer equipment during business hours (8.30am-4.30pm), ensuring students have the necessary resources for coursework and research. RCC is committed to providing a conducive learning environment that fosters growth, learning, and personal development. RCC values feedback and continuously strive to improve services to meet needs of students. Should students require any additional assistance or have specific learning requirements, Trainers will work closely with students to explore suitable options. Student success is our priority.

Student welfare

The RCC is concerned for the welfare of students at all times. If students require any extra assistance, please contact a member of the RCC team who can support you to refer to the correct services

Personal support services:

Service	Contact number
<u>Lifeline</u>	13 11 14
<u>Beyond Blue</u>	1300 224 636
<u>Headspace Wagga Wagga</u>	(02) 6923 3170
<u>Like2home Homelessness</u>	1800 152 152
<u>1800RESPECT</u>	1800 737 735
<u>REACHOUT.com</u>	13 11 14
<u>Mental Health Line</u>	1800 011 511
<u>Reading Writing Hotline</u>	1300 655 506
<u>Wagga Wagga Multicultural Council</u>	(02) 6921 6666
<u>Crisis Line for Indigenous Australians</u>	13 92 76
NSW Domestic Violence Line	1800 656 463
<u>Child Protection Helpline</u>	13 21 11

Medical details/conditions

If you have an ongoing medical condition, such as epilepsy or diabetes, it is essential to inform administration and your trainers at RCC. For those at risk of anaphylaxis, it is crucial to carry your own adrenaline auto injector (EpiPen) You can access your nearest First Aid Officer on campus by contacting your trainer or contacting administration.

If you are taking prescription or over-the-counter medications that may impair your judgment, it is your responsibility to discuss this with your trainer. They have a duty of care to ensure your safety and that of other students. While they may need to be informed about your medical condition to arrange appropriate safety measures, your privacy will be respected, and information will not be disclosed to others without your permission.

Rights and responsibilities

At RCC, students have the opportunity to develop and acquire skills that open up further pathways. When you enrol online or sign the enrolment form, you commit to adhering to RCC's policies and procedures, acknowledging that all provided information is accurate and complete.

RCC's policies and procedures are accessible on the website. Upon starting your studies, you will receive information about attendance and assessments. Engaging in disruptive behaviour, harassment of students, teachers, or staff, damaging property, plagiarising in assessments, or acting contrary to the good conduct of RCC may lead to penalties. It is essential to uphold a respectful and responsible attitude towards the RCC community.

Student rights

As a student at 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 safety or the safety of others
- Expect training of the highest standard, compliant with the requirements of the Australian Skills Quality Authority and NSW Smart and Skilled Program.

If you believe that 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 Operations Manager in accordance with the RCC 's Complaints and Appeals Policy
- Request to have a support person present during any meeting related to the complaint
- If the issue remains unresolved, you have the right to refer the complaint to an appropriate external body or the Department of Fair Trading for further investigation and resolution.

Student responsibilities

Whilst a student at 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 specified at enrolment
- Participate honestly and to the best of your ability in all assessment tasks as scheduled
- 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 consideration for 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 any conduct that may negatively impact the RCC 's reputation, whether in public spaces or on social media
- Take responsibility for personal belongings while on RCC premises
- Protect RCC and other facilities used by RCC by not damaging, stealing, modifying, or misusing property
- Prioritise personal and others' health and safety, reporting any safety concerns to your Trainer or Training Coordinator
- Follow safety instructions and adhere to work health and safety requirements at all times, including using protective clothing and equipment as directed
- Provide accurate information to the RCC, ensuring that personal details are current and correct.
- Refrain from smoking in non-smoking areas
- Not be under the influence of alcohol or illegal drugs while on RCC premises
- Avoid academic misconduct, such as plagiarism or cheating in any form
- Carefully read and understand the terms and conditions that apply to the training and services offered by the RCC.

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 Smart and Skilled training subsidised by the NSW Government
- Plagiarise, collude, or cheat in any assessment event or examination
- 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
- Use offensive language
- Smoke in designated non-smoking areas
- Harass fellow students, staff, or the general public, whether face to face, over the phone, online, or through social media
- Use social media (such as Facebook, Twitter, 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
- Damage, steal, modify, misuse, waste, or pollute RCC property
- Be under the influence of alcohol or illegal drugs in the learning environment
- Engage in behaviour that may offend, embarrass, threaten, or harm other students, staff, or the general public, including engaging in cyberbullying, sharing inappropriate digital content, or distributing pornographic material.

At all times, students at RCC are expected to maintain 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 take action, including excluding a student from training, refusing entry, or removing them from a class or future classes without warning if their behaviour is deemed unacceptable, offensive, or potentially harmful or dangerous to themselves, staff, or other students/participants. Such actions 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.

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 upon breach of student handbook or any other behaviour that may that may offend, embarrass, discriminate against, or threaten others
- Alter the delivery of a course to suit the viability and availability of resources of RCC
- 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 clients to achieve competency in their chosen courses
- Delivering a quality training and assessment experience that meets the expectations of Industry, the public and maintains ethical behaviour
- Conducting marketing activities with integrity, accuracy, and transparency, avoiding financial incentives or 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 the RCC 's Fees, Refund, and Transfer Policy
- Implementing documented and accessible consumer feedback and complaints handling policies and procedures, as outlined in the RCC 's Complaints and Appeals Policy
- Providing students with information about pathways for resolving or escalating complaints, as stated in the RCC 's Complaints and Appeals Policy
- Maintaining procedures to protect consumers' personal information, in line with the RCC 's Privacy Policy.
- Maintain and be complaint with the standards for Registered Training Organisation (RTO's) 2015 and the requirements of the Australian Skills Quality Authority (ASQA)
- Be compliant with relevant Commonwealth and State legislation regulations and contractual obligations.

Workplace Health and Safety (WHS)

RCC takes seriously its responsibility to protect health and promote safety of staff, students and visitors. RCC request that staff and students report anything that they believe to be unsafe. RCC will provide students with an overview of WHS requirements and emergency procedures at the beginning of each course. Students of RCC are expected to:

- Take reasonable steps to protect their own health and safety and the health and safety of others
- Wear clothing and shoes appropriate to the course as specified in the RCC dress code and, in some cases, follow the legal requirements regarding protective clothing
- Ensure any safety directions are followed and act so as not to endanger the safety of others
- Listen carefully to the Trainer and/or RCC staff when they providing information on WHS matters and abide by all WHS rules
- Ensure the Trainer is aware of issues relating to WHS regulations or any practices believed to be unsafe.
- Not attend class if under the effects of drugs or alcohol
- Smoke only in designated areas
- Report anything you think is unsafe or a danger to yourself or others.

Access, equity, student selection and admission

Every student who meets the entry requirements of the applicable training package or funding body will be accepted into their chosen course.

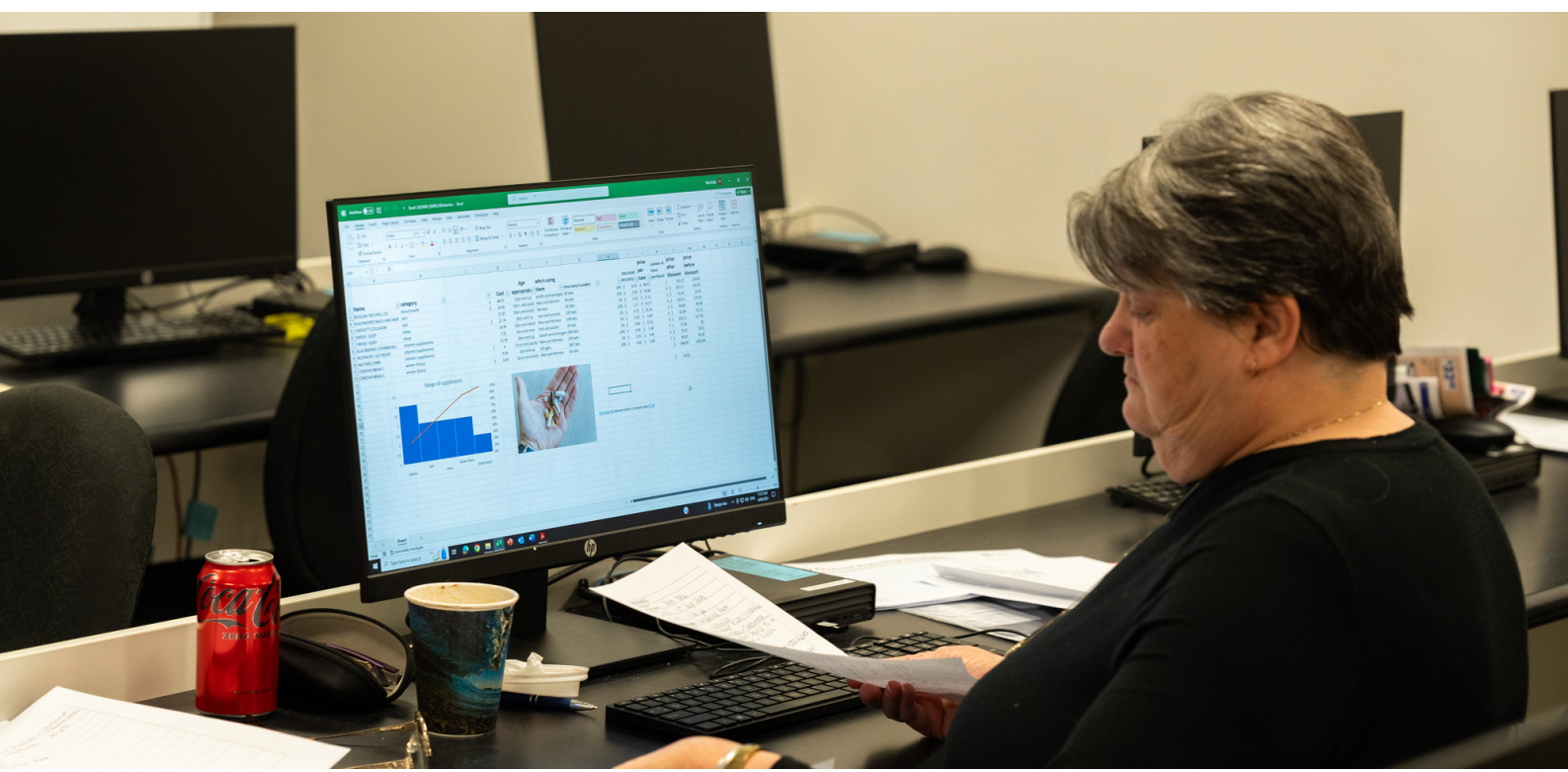
In addition:

- RCC incorporates the principles of equity into all courses
- RCC's employees are instructed in their responsibilities with regards to access and equity principles
- Students have equitable access to courses irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability
- Some courses may have a limited number of vacancies and these will be filled in chronological order of completion of enrolment and payment of fees if applicable
- Enrolment procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action
- All students are encouraged to check the My Skills website prior to enrolling in a course to ensure the qualification or course meets their career goals and is recognised by the particular industry. The following websites will assist students to do this: www.myskills.gov.au or www.education.nsw.gov.

Privacy

RCC are dedicated to upholding the privacy of students' personal information is consistent with the provisions of the Privacy Act of 1988. RCC recognises the significance of safeguarding individual privacy and is resolute in adhering to all pertinent privacy laws and regulations. Upon enrolment RCC gathers specific personal details such students name, contact particulars, date of birth, USI and academic records. This collection of information serves the primary purpose of furnishing comprehensive educational and training services.

RCC ensures that collected personal information is utilised solely for essential undertakings related to enrolment processes, course administration, academic progress monitoring, assessment procedures, certification processes, and direct communication with the concerned individual. Moreover, RCC may employ the collected information to fulfill statutory reporting obligations to regulatory bodies, government entities, and accrediting bodies, as mandated by prevailing laws.



RCC places paramount importance on maintaining the strictest confidentiality regarding personal information and restricts access to authorised personnel such as staff members, trainers, and assessors. These authorised individuals are granted access solely for the purpose of delivering high-quality educational services. RCC does not engage in the sharing of personal information with external parties without the explicit consent of the individual, except in instances where legal obligations necessitate such disclosure.

Should any questions or concerns arise regarding RCC's privacy practices or if individuals wish to access, amend, or update their personal information, they are encouraged to reach out to the designated privacy officer.

Information collected and what it is used for

At RCC, we place great importance on safeguarding the information provided by our students. Any data submitted during the enrolment process will be used solely for student administration, effective communication, state and national reporting, course monitoring, and evaluation purposes. This information may also be disclosed to the National Centre for Vocational Education Research (NCVER) for conducting surveys to improve educational outcomes.

RCC do not engage in selling or giving away client or student lists, and student information remains confidential within the organisation. The provision of this information is necessary for both enrolment and re-enrolment processes to ensure the smooth and efficient management of the students educational journey.

To maintain the utmost security and privacy, all student information is stored securely and disposed of within appropriate record-keeping timeframes, adhering to relevant data protection regulations. At RCC, data and privacy is taken seriously, and our commitment to keeping y information safe allows RCC to create a trustworthy and supportive learning environment.

Media release

A Media Release Form (Appendix B) gives RCC permission to quote you or use your image for marketing and promotional materials. You must be over 18 years of age to sign this form, if you're not over 18 years of age, we'll need your parent, carer or guardian to sign this release.



Frequently asked questions

What are the rules and regulations regarding attendance?

The student handbook emphasises the importance of attending all scheduled classes. Each student is given a Course Guide on their induction. In the event of 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.

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

Reasonable leave of absence can be taken with prior approval 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 and students need to sign a withdrawal form. All resources remain the property of RCC and needs to be returned as soon as possible.

Is my course online or via paper based resources?

RCC offer a range of delivery options. You will be advised if your delivery upon enrolment. If you are enrolled online and wish to obtain paper copies of your resources please notify the RCC printing can be arranged for a small fee- please note 24 hours' notice 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 resources have been misplaced, 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 will be reviewed on a case by case basis and a new date will be scheduled if it is a suitable reason for student nonattendance is given.

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 WiFi?

Yes.

Username: RCC-Guest

Password: RiverinaCCGuest2650!

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

Yes - RCC have a range of laptop, desktop tablet and iPads that are available for use within RCC from the hours of 8.30-4.30pm. Please contact 1800 000 212 or email info@riverinacc.edu.au to book.

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

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

How long is my course?

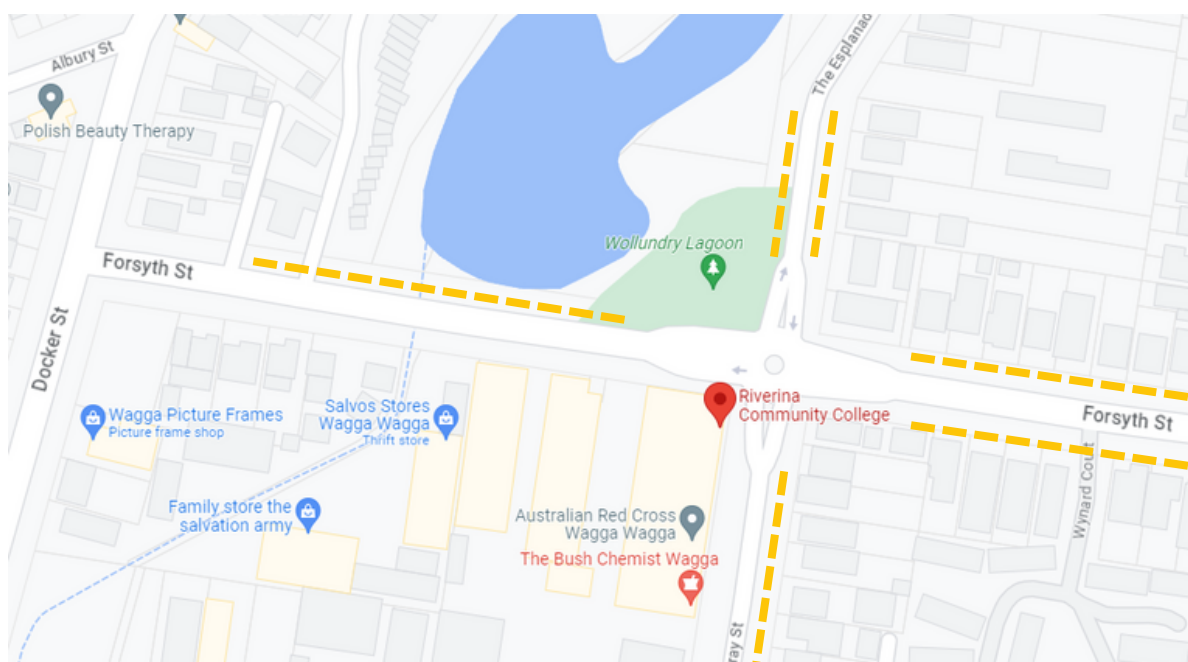
Each course varies dependent on the requirements of each unit. You will be advised of the duration of your course prior to enrolling and you will be given a Course Guide which you will need to follow throughout the duration of your course.

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

Yes - On commencement of attendance in a course you can be provided with written evidence to provide to job provider and or Centrelink to claim allowance for study. 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 offer flexibility in our delivery methods to accommodate your needs. If you're interested in transitioning from in-person classes to distance learning, please communicate this request to your trainer. They will guide you through the necessary procedures to facilitate this change.

What are RCC business hours?

8:30am-4:30pm.

Is there a specific uniform to wear at RCC?

See information on - Student Dress Code Appendix D.

Appendix A - Request for Extension

Student name:	
Address	
Contact Number:	
Qualification:	

I wish to request an extension for the following:

Reason for request:

If request for extension is for medical reasons, please provide a medical certificate.

Student Signature: _____ Date: _____

OFFICE USE ONLY	
Qualification and Code:	
JR Course Code:	
Trainer/Assessor:	
Extension Granted:	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, new completion date:	
Trainer/Assessor Informed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Training Coordinator signature:	
Date	

Appendix B - Advertising and Media Consent Form

Consent form for use of likeness and testimonials for advertising and media purposes.

I, _____, hereby grant permission to Riverina Community College (RCC) – RTO Code 90133 to use my likeness, image, name, and testimonials for advertising, marketing and promotional purposes. I understand that my information and content may be utilised in various media formats, including but not limited to print materials, websites, social media, videos, and other promotional materials.

Usage Details

Likeness and Image: I grant RCC the right to use photographs, images, or videos of me for advertising and promotional purposes. This includes any media captured during my involvement with RCC, such as classroom activities, events, workshops, and other educational/training activities.

Name and Testimonials: I authorise RCC to use my name, testimonials, and quotes in marketing materials. These may be featured along side my likeness to share my experiences and opinions related to the programs and services offered by RCC.

Purpose and Scope: I understand that the purpose of using my likeness, image, name, and testimonials is to promote the educational and training services provided by RCC. The content may be used to showcase the effectiveness of programs, highlight student experiences, and attract potential students.

Duration and consent withdrawal

I agree that this consent is granted without any time restrictions, and RCC may use my content for an indefinite period unless I withdraw my consent. I have the right to withdraw this consent at any time by notifying RCC in writing. However, I understand that content already in use may continue to be used as permitted by law.

Release and waiver

I release RCC its employees, representatives, and associates from any claims, demands, or liabilities arising from the use of my likeness, image, name, and testimonials as described in this consent form.

Contact information

If I have any questions or concerns regarding the use of my content for advertising and promotional purposes, I can contact RCC on 1800 000 212 or via email at info@riverinacc.edu.au

I acknowledge that I have read and understood the contents of this Advertising and Media Consent Form and voluntarily provide my consent for the use of my likeness, image, name, and testimonials by RCC for advertising and promotional purposes.

Student/Participant's Full Name: _____

Student/Participant's Signature: _____ Date: _____

Witness's Full Name (if applicable): _____

Witness's Signature: _____ Date: _____

RTO Representative's Name: _____

RTO Representative's Signature: _____ Date: _____

Please retain a copy of this form for your records.

Appendix C - Application for Credit Transfer

Personal Details					
Title		Given name		Surname	
Address					
Email		Phone (BH)		Phone (AH)	
Date of Birth			Gender		
Have you previously studied with RCC?					
If yes, when was your last year of study				USI number	

Units of Competency (completed)	
Unit Code	Unit Title

Units of Competency (to be transferred)	
Unit Code	Unit Title

Please ensure the following documents are attached to this form:

- A certified copy of your Statement of Attainment, Test amur, Academic Transcript showing the institution name, completion date, unit code(s), unit title(s) and results.
- Where documentation is issued in another name (e.g.: maiden name), you must provide a certified copy of change of name documentation (e.g.: Certificate of Marriage)
- Should evidence provided be in a language other than English, a translation by an accredited translator must be provided.

Student name			
Student Signature		Date	

OFFICE USE ONLY			
Received by		Date	
Credit has been granted for the following units			
Unit Code	Unit Title		

Appendix D - RTO student dress code

1. Introduction

The Riverina Community College (RCC) Student Dress Code outlines the expectations of students when engaging in their learning at the college or in other training locations emphasising the importance of appearance when representing RCC. The Student Dress Code provides guidelines on grooming, appropriateness and professionalism and addresses specific dress requirements for various RCC courses. The RCC Dress Code aims to be inclusive to all students.

2. Dress code requirements

2.1 General dress requirements

Students are required to wear the following attire while on college premises, at other approved training locations and or representing the college when undertaking vocational placement:

- Shirts: industry appropriate shirts, blouses, or t-shirts are acceptable. These must be clean and in good condition. No offensive logos or images to be displayed
- Bottoms: Acceptable options include slacks, khaki/cargo pants, skirts, or shorts. These should be in good repair and an appropriate length
- Footwear: Closed-toe, rubber sole shoes or sneakers are recommended for safety and comfort.

All students are expected to comply with this dress code in a manner consistent with their gender identity and expression.

2.2 Inappropriate standards of dress

Dress that is inappropriate includes:

- Clothing with words or images that may offend others
- Visible tattoos that may offend others
- Clothing with rips or holes or are frayed
- Clothing that is too tight or revealing and may offend others
- Thongs
- Activewear or swim wear.

2.3 Personal protective equipment (PPE)

Several RCC courses will require students to wear PPE when handling certain types of products, dangerous or hazardous substances. The college will provide appropriate PPE to students. It is a requirement of all students to use this equipment when it is provided. Such items may include gloves, masks, and protective eyewear.

Work health and safety requirements will at all times take precedence over the dress code.

3. Personal grooming and hygiene

Students are expected to maintain good personal grooming and hygiene practices. This includes regular bathing, clean clothing, and appropriate use of deodorant. Visible tattoos and body piercings should be discreet and non-offensive.

4. Special considerations

- Religious accommodations: We respect students' rights to religious expression and will make reasonable accommodations for religious attire and head coverings. Students with specific requests related to religious attire should contact the college administration.
- Medical needs: Students with medical conditions that require specific clothing or footwear accommodations should contact the college administration for necessary arrangements.
- Cultural sensitivity: We recognise the diverse cultural backgrounds of our students and aim to create a respectful and inclusive environment. Students with specific cultural attire or appearance requirements are encouraged to contact the college administration. RCC will make reasonable accommodations to ensure that the dress code respects student cultural needs and traditions.

Note: If any student is unable to or has any concerns in complying with the RCC Student Dress Code contact is to be made with the college administration.

5. Noncompliance with dress code

Non-compliance of the dress code by a student will be handled as follows:

- Verbal Warning: Upon the first non-compliance with the dress code, a verbal warning will be issued by the trainer to the student and documented in the Student Management System. The requirements of the code will be reinforced with the student and advised to change immediately if trainer deems the student's attire to be offensive or inappropriate for tasks being undertaken.
- Written Warning: Subsequent non compliances with the dress code will result in a written warning issued by the RCC Training Coordinator and documented in the Student Management System.
- Disciplinary Action: Repeated non-compliances with the dress code may lead to disciplinary action, including but not limited to issuing a Not Yet Competent against a unit of competency being assessed at the time or withdrawal from the course..


6. Exceptions


Exceptions to the dress code may be considered on a case-by-case basis. Students seeking exceptions should submit a formal request to the college administration, outlining the reasons for the exemption. It's important to note that clothing and grooming requirements dictated by cultural or religious beliefs are exempt from the dress code, as RCC is committed to respecting and accommodating these beliefs while fostering an inclusive learning environment.

7. Review


This dress code will be reviewed periodically to ensure its continued relevance and effectiveness. Any proposed changes will be communicated to all students.

By adhering to the Student Dress Code, the college is able to maintain a productive and inclusive learning environment where all students can focus on their academic pursuits and personal growth. RCC appreciates the co-operation from all students in adhering to the dress code.

Hairdressing		<ul style="list-style-type: none"> • Shirt to be purchased from Hunters (68 Fitzmaurice St, Wagga Wagga NSW 2650) or from https://www.enurse.com.au/ • Neat and tidy hair • Non offensive make up • Non slip rubber soles shoes • Appropriate length pants/skirt/shorts • Hair out of face
Beauty		
Makeup		

Hospitality		<ul style="list-style-type: none"> • Neat and tidy pulled back secured hair • Non offensive make up • Non slip rubber soles shoes • Appropriate length pants/skirt/shorts • No jewellery • Non offensive logos/images • No fake nails or nail polish • Clean and hygienic uniform to prevent cross contamination
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Aged Care and Disability Care		<ul style="list-style-type: none"> • Neat and tidy hair • Non offensive make up • Non slip rubber soles shoes • Appropriate length pants/skirt/shorts • Non offensive logos/images
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Business		<ul style="list-style-type: none"> • Neat and tidy hair • Non offensive make up • Non slip rubber soles shoes • Appropriate length pants/skirt/shorts • Non offensive logos/images
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