



STUDENT HANDBOOK

Taree • Port Macquarie • Wauchope • Kempsey • Nambucca Heads • Coffs Harbour

This Student Handbook forms part of our student induction and is a guide to our policies and procedures.

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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **MNCCC** policy may impact on the currency of information included. **MNCCC** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **MNCCC**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **MNCCC**. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to admin@MNCCC.edu.au

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Administration Contact Details

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WHO WE ARE AND WHAT WE DO

1. About MNCCC

Congratulations on your choice to undertake a course / qualification with **MNCCC**. This student handbook is designed to provide you with information about the services provided by MNCCC and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by MNCCC. This information is contained in the course brochure, which is supplied separately.

MNCCC is a Registered Training Organisation (RTO) approved to deliver nationally recognised training. The Organisation has transitioned from Port Macquarie Community College. The new name reflects the broader community we serve.

Our mission

MNCCC's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

MNCCC :

- Has teaching and learning at the core of its business
- Is devoted to providing educational services
- Is dedicated to achieving high standards

OUR PRIMARY FOCUS:

- Supplying vocational education and training courses
- Supporting disadvantaged groups in the community

OUR PURPOSE

is to enhance, enliven and enrich our community by providing quality education, training and associated services.

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- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications and courses. In Australia, only Registered Training Organisations can issue nationally recognised qualifications and statements of attainment. Our RTO provider code is **45596**

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above

As an RTO, **MNCCC** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- Standards for Registered Training Organisations (RTOs) 2015
- Standards for Registered Training Organisations (RTOs) Amendment 2019 (No. 1)
- National Vocational Education and Training Regulator Act 2011

Additionally, **MNCCC abides** by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Work Health and Safety

MNCCC is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

The College has in place a complete set of systems that ensure the effective, ethical and accountable operation of its business, as well as the provision of quality teaching and learning outcomes.

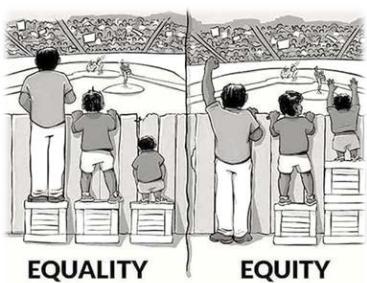
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WHO WE ARE AND WHAT WE DO

2. Code of Practice

MNCCC Training agrees to:

- Comply with all Commonwealth, State and Territory legislation and regulatory requirements, specifically the Standards for Registered Training Organisations (RTOs) 2015
- Provide quality training and assessment
- Issue AQF certification
- Observe the principles and good practices of adult education
- Seek to satisfy our clients' learning needs
- Act ethically, honestly, fairly and openly at all times
- Ensure access and equity in all our dealings with students, trainers and staff
- Continuously seek to improve our performance, in all aspects of our operations
- Consult with the community and seek to respond to its learning needs and expectations
- Reject discrimination in all its forms
- Provide equal employment opportunities and professional development opportunities for our staff
- Adhere to truth in our advertising and the promotion of our services
- Maintain sound financial management, and observe all the legislative and regulatory obligations under which we operate



EQUALITY is giving people the same thing(s).

EQUITY is fairness in every situation.

RELATED POLICIES AND PROCEDURES:

- Access and Equity
- Child Protection
- Code of Conduct
- Code of Practice
- Complaints Handling
- Privacy Policy
- Records Management
- Risk Management
- Workplace Bullying
- Workplace Health and Safety

We are always trying to **IMPROVE** our practices to provide students and the community with a high quality

STUDENTS AND CUSTOMERS

3. Code of Conduct

WHAT TO EXPECT FROM US:

- You will be treated with respect and provided with a safe learning environment.
- You have a right to learn in an appropriate environment.
- Everyone using our services has a right to be free from any form of harassment and/or discrimination.
- You have a right to have your learning needs met by the trainer within the scope of the competencies of the course.
- You have the right to expect a competent and appropriately qualified trainer.
- You have the right to one re-assessment if the competency is not achieved first time.
- You have a right to a refund of course fees in accordance with the refund policy
- If you have a disability, you can receive support which will focus on your abilities and allow you to reach maximum potential.
- Trainers and staff have the right to be able to perform their duties in an atmosphere of order and co-operation.
- Be respectful

STUDENT RIGHTS:

- Be treated with respect
- Have your learning needs met
- Be provided with a safe learning environment
- Privacy in personal matters
- Be free from harassment and/or discrimination
- Receive support if you have a disability or learning issue

Every person has
WORTH and
DIGNITY and must
be **RESPECTED**.

We are all
different, and have
each experienced
life differently.

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TRAINERS RESPONSIBILITIES:

- Act in accordance with the Trainer Code of Conduct
- Provide quality training and assessment
- Perform all professional duties with honesty, integrity and fairness
- Treat others with courtesy, respect and dignity
- Read and comply with the organisation's policies and procedures
- Wear suitable clothing that is neat, clean and tidy and suitable for the course requirements, taking into consideration any workplace health and safety clothing standards
- Not be under the influence of any substances that would impede their mental or physical capabilities whilst performing their duties

MNCCC is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management is responsible for ensuring that the level of Work Health and Safety is not compromised and recognises its obligations under State and Federal rules and the regulations of the NSW Work Health and Safety Act and Regulations (as amended).

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STUDENTS AND CUSTOMERS

WHAT WE EXPECT FROM YOU:

- Treat every one, whether student or trainer or administration staff, with dignity and fairness.
- Behave in a way that does not endanger, intimidate or interfere with the participation of others.
- Report all injuries or incidents of harassment promptly, either to your class trainer(s) or the Training Manager / Customer Relations & Office Coordinator



- Do not smoke on MNCCC premises
- Attend class sober and free from the influence of illegal drugs.



- Pay all fees and charges associated with MNCCC .
- Attend and participate in all course sessions. Record your attendance on the Class Roll when requested.
- Dress appropriately, keeping in mind the nature of the course you are attending. Dress should reflect industry and community standards.

The Policies & Procedures of MNCCC are available upon request from Reception or <https://www.MNCCC.edu.au>

STUDENT RESPONSIBILITIES:

- Treat others with respect, dignity and fairness
- Attend and participate in all course sessions
- Dress appropriately
- Refrain from smoking
- Attend class sober (not under the influence of alcohol or illegal drugs)
- Report all injuries
- Report any incident of harassment (by another student or trainer)
- Clean and tidy your work area at the end of each session
- Take responsibility of your own personal possessions

MNCCC expects support from **ALL STUDENTS AND STAFF** to fulfil this Code of Conduct.

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4. Student Discipline

Students are expected to comply with the Students Rights, Responsibilities and Code of Conduct as previously outlined in this Student Handbook.

Any breaches of this will be dealt with in accordance with MNCCC's **Student Discipline** policy.

The Student Discipline policy provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged breaches of discipline.

A student may be directed to leave the premises when:

- A trainer or staff member believes a student's behaviour poses a risk to other students, staff, or the student themselves; OR
- A student's behaviour breaches the Student Code of Conduct.

The process for dealing with alleged breaches of discipline will then be activated.

The purpose of the Student Discipline policy is to ensure that students who exhibit inappropriate behaviour are dealt with justly and quickly, in the interest of fairness and the safety of other students, trainers and staff at the College.

The College offers a restorative approach and encourages students to meet with stakeholders.

UNACCEPTABLE BEHAVIOUR:

- Violence
- Verbal abuse
- Unreasonable criticism
- Spreading rumours or innuendo
- Displaying offensive material
- Disregarding others' personal space

MNCCC aims to
PROMOTE and
PROVIDE a
POSITIVE learning
environment for
students.

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STUDENTS AND CUSTOMERS

5. Educational Services

MNCCC can provide students with a range of support services, and also refer students to other community support services.

MNCCC has identified that some participants may need additional LLN support or be from non-English speaking backgrounds.



We provide LLN support to assist students improve their understanding English required to work in industry and are expected to only need assistance with “technical” or “buzz” words. Participants will need to be able to read and write at a level conducive to the Australian Core Skills Framework (ACSF) level for each unit.

Course information material is written and includes some numerical calculations. MNCCC offers specialised support in the areas of Language, Literacy and Numeracy. Both individual support and courses are available.

Student Support

Educational Support Services

We are committed to providing our students with the support that they need to confidently undertake their training. If you think you will have difficulty achieving the outcomes of the course, discuss this with your trainer or the Training Manager. It is best if this is done prior to commencing the class or as early as possible once the class commences so your needs may be assessed and accommodated if possible.

HOW TO GET STUDENT SUPPORT:

- Talk to your trainer or the Learning Support Coordinator about your learning needs
- Let them know BEFORE or SOON AFTER the course

EXAMPLES OF STUDENT SUPPORT:

- Handouts with larger font
- Seating arranged for hearing/vision needs
- Classrooms with easy access to facilities
- Referral to Agencies

The security of your personal information is important to us.

Personal details will
NOT BE SHARED
with others unless
you give us written
consent.

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Language, Literacy and Numeracy Support

Our student support officers and training team can assist individuals to identify areas where they may require extra support and arrange support where necessary.

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

We also have trainers who are dedicated to getting students ready to undertake studies or gain entry level employment via our Certificate I and II level qualifications in Vocational Pathways which address key areas such as language, literacy and numeracy.

Study Support

We are committed to supporting all students in the completion of their studies. If you are experiencing difficulties, please speak to our student support staff. Options of support may include:

- Flexible learning options
- Study break
- Additional learner support
- 'Catch-up' sessions
- Accessibility and Disability Support

We embrace the universal design approach to accessibility, whereby spaces, services and resources can be readily accessed and used by everyone, regardless of ability or disability. We provide a wide range of services and support to students with a disability and students with additional needs relating to learning difficulties.

Accessible features include:

General Access

- Designated access parking
- Clear, wide pathways free from obstructions
- Wheelchair access throughout the building and grounds
- Accessible toilet compliant with Australian Building standards
- Signage, including braille and universal access symbols
- Sheltered outdoor areas
- Assistance animal-friendly
- Accessible lift
- Non-slip, low friction floor surfaces
- Height adjustable desks in one training room

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Staff

- Staff who have undertaken disability awareness training
- Staff suitably prepared to assist the public with a range of disabilities

Communication

- Information and resources available in a range of formats
- Various communication options
- Signage, including braille and universal access symbols
- Use of the National Relay Service to receive and make calls
- Large size font
- Volume control phones

Other

- Established relationships with local disability and community groups
- Individualised support
- Reasonable adjustments for students as required by the Disability Standards for Education 2005

Reasonable Adjustment

Port Macquarie Community College embraces the universal design approach to accessibility, whereby spaces, services and resources can be accessed and used by everyone, regardless of ability or disability. We provide a wide range of services and support to students with a disability and students with additional needs relating to learning difficulties.

Recognition and Credit Transfer

MNCCC recognises both prior learning (RPL) and Credit Transfer. Recognition of Prior Learning acknowledges skills and knowledge gained through formal training and work experience. The process assesses the evidence of current skills and knowledge of the candidate against the elements of competency. Credit Transfer (Mutual or National Recognition) is a process whereby the national qualifications or accredited units of competency issued by one Registered Training Organisation are recognised by another for the purposes of providing credit or advanced standing into national qualifications. MNCCC has a comprehensive Recognition Strategy. Go to [Recognition of Prior Learning](#) to find out more.

Other Support

Where the participant is experiencing any personal difficulties, he/she should be referred to our Training Manager who will seek to assist. If the participant's needs exceed our support capacity, we will refer the participant to an appropriate external welfare or support agency. We recognises that every case may be different and will endeavour to find the appropriate support agency on a case-by-case basis.

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6. Privacy

MNCCC will keep all given personal information confidential and secure. Staff and trainers will respect the rights of students and others' privacy.



Personal information (including contact details) will not be shared without an individual's written permission.

MNCCC does provide statistical information to the Government for the future planning of education. Each student is given a numerical student ID to protect their identity and privacy. No names or contact details are sent with these statistics.

If a student needs to speak to a trainer outside class times, their request will be passed on by a member of staff.

Please refer to our Privacy Policy for more information <https://www.MNCCC.edu.au>

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COURSES

7. Class Enrolments and Refund Policy

You can enrol over the phone, online or in person. However, your placement in a class will not be secure until the course fee is paid in FULL.

Minimum Enrolment Age The minimum age for a student enrolled in a course at MNCCC is 14 years. Enrolment forms for students under the age of 18 must be signed by their parent or guardian. Any school aged student (17 or under) must obtain permission from their school if enrolling in a course that is delivered during regular school hours. Students, regardless of age, must be respectful of the adult learning environment in which they are participating. MNCCC adheres to the Child Protect (Working with Children) Act 2012.

Positions in class are NOT transferable once the class/course has commenced.

Refunds are made by cheque or EFTPOS. We will contact you to ask how you would like to be refunded.

NO refunds will be given after a course has begun.

Please refer to our Receipt of Fees and Refund of Fees policies for more information (<http://MNCCC.edu.au/policies.php>)

COURSE COSTS:

- ❑ Accredited classes may offer a discount based on student eligibility
- ❑ No more than \$1500 prepaid course fees will be required for any enrolment

IF YOU WITHDRAW:

- ❑ Please notify us at least 4 working days before the course begins
- ❑ A \$25 administration fee will be taken off your refund

IF MNCCC CANCELS A COURSE:

- ❑ Refunds will be made in full
- ❑ We can place you on the waiting list for the next scheduled dates

Previous qualifications do not affect eligibility, but they may affect the student fee.

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8. Entry Requirements

Please contact **MNCCC** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet with sufficient capacity to download course materials
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

9. Smart & Skilled

Smart & Skilled is a reform of the NSW Vocational Education and Training (VET) system.

S&S helps people in NSW to get the skills required to find a job and advance their careers. Eligible S&S students are provided with government-subsidised training.

Please note, certain refund conditions apply to deferrals, withdrawals and course cancellations under Smart & Skilled. Refer to the MNCCC web site [here](#) for more information.

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COURSES

10. Unique Student Identifier (USI)

The Unique Student Identifier is a reference code of 10 letters and/or numbers (alphanumeric combination).

You will need to create a USI to receive certificates for accredited courses or units of competency at any Registered Training Organisation (RTO).

This can only be done using the website : <https://www.usi.gov.au/>

The USI will allow all of your training records to be linked. It will be available online and will be at no cost to you.

You will have full control over your USI. You can determine who can have access to your educational records, and the personal information associated with the USI.

The protection of your USI is vital. Important safety measures will be in place to protect your privacy.

For more information on the USI visit <https://www.usi.gov.au/>

BENEFITS OF A USI:

- All of your academic achievements are in one place
- A single transcript makes it easier for you to apply for jobs or undertake further

HOW TO GET A USI:

- Go to [usi.gov.au](https://www.usi.gov.au/) and follow the instructions
- You can do this on your mobile phone, tablet or home computer, or at MNCCC Reception
- You can also sign a declaration to give MNCCC permission to create your USI on your behalf

Your USI need only be created once. It will stay with you for life.

It is an easy way for you to keep all of your qualifications in one place.

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11. Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Re-submissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. MNCCC does not charge a fee for resubmission of assessments. If, after 5 number of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to course trainer for more information. All of the staff at MNCCC will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by MNCCC .

ASSESSMENT

METHODS:

- Written documents, projects or reports
- Formal questions (multiple choice, short/long answer)
- Practical demonstrations
- Small/large group tasks
- Oral presentations
- Problem solving tasks
- Case studies
- Discussions

Assessments
only apply to
ACCREDITED

courses or units of
competency.

There is no
assessment for
general and leisure
courses.

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To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple ‘cut and paste’ sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

The assessment requirements and timing will be outlined clearly in the first class of all accredited vocational courses. You will be given an indication of what you are required to achieve and when.

You will be given a maximum of TWO attempts at any assessment. Late assessment tasks will not be accepted unless prior arrangements have been made with the trainer.

All assessment tasks are confidential and stored securely in accordance with legislation requirements and MNCCC’s Assessment & Appeals Policy. Some courses require students to attend work experience. This will be arranged by MNCCC, and students will be advised accordingly.

Reasonable Adjustment Procedures

Reasonable adjustment will be provided for participants with a disability or learning difficulty according to the nature of the disability or difficulty.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study.

Reasonable adjustments may include: The use of adaptive technology Educational support Alternative methods of assessment such as oral assessment, extended time frames, etc.

Assessors will note any specific adjustment made to the assessment plan based on individual requirements and this will be recorded in the participant’s file.

We seek to assist participants achieve the required competency standards where it is within its ability. Where a participant cannot be assisted, he/she will be referred to an agency that can assist.

Appeals against Assessment:

A student in accredited training courses has the right to appeal against an assessment with which they disagree. Any appeal will be promptly determined and the student and trainer will be advised of the outcome. For more information on the Assessment Appeals Process, please refer to our Assessment and Appeals policy available at our website (<http://MNCCC.edu.au/policies.php>)

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12. Recognition of Prior Learning and Mutual Recognition

MNCCC Training appreciates the wide variety of experiences



that adults bring to their learning. This is taken into account when designing a program of learning for individual students.

If you are taking an accredited vocational course, you are able to apply

for Recognition of your experience, as well as previous education and training. Information about this process is available from your training or the Training Manager.

RPL (Recognition of Prior Learning): acknowledges skills and knowledge gained through formal training and work experience. The process assesses the evidence of current skills and knowledge of the applicant against the elements of competency standards in the qualification.

CREDIT TRANSFER (CT) (Mutual or National Recognition): is a process whereby the national qualifications issued by one Registered Training Organisation are recognised by another for the purposes of providing credit or advanced standing into national qualifications.

RCC (Recognition of Current Competency): this applies if a client has previously successfully completed the requirements of a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained (for example for a licensing body). A fee will be charged for processing an RPL request.

THE RPL PROCESS:

- Can be requested by any student undertaking an accredited course
- Will enable you to demonstrate your competency in a unit
- Will allow you to do only the units you require to complete the qualification

CREDIT TRANSFERS:

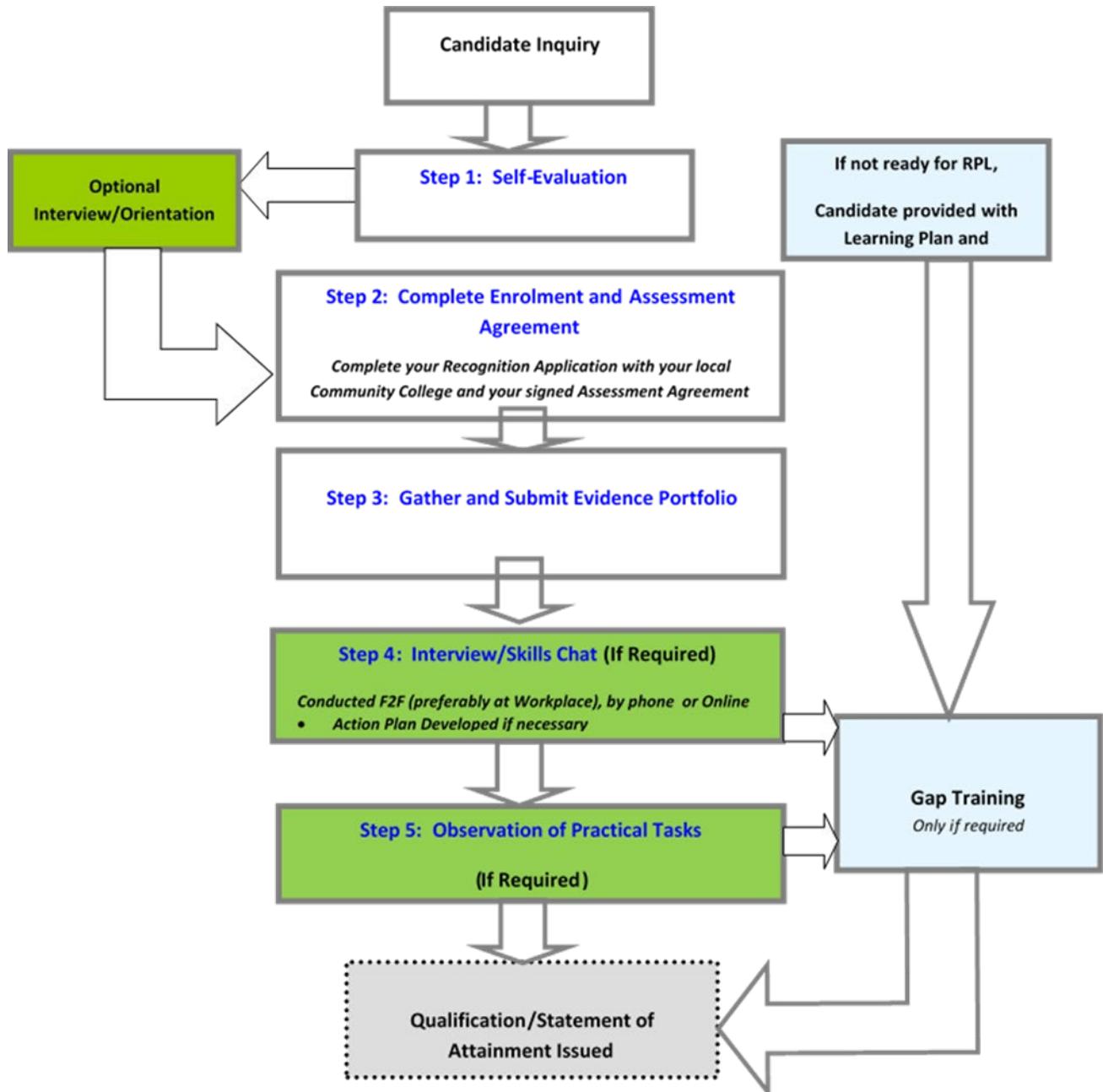
- MNCCC recognises all nationally accredited qualifications gained from any other RTO.
- Information about the credit transfer process is available from your trainer or MNCCC reception.

Certificates are
only granted
through
ACCREDITED
courses or units of
competency.

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Recognition Pathway

For further details on Recognition and Credit Transfer process, please click on the link <http://MNCCC.edu.au/prior-learning.php> and download our recognition guide and application form



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13. Accredited Vocational Courses

In the very first class, your trainer will provide you with a copy of the Units of Competency. These will be explained to you in “plain English”.

You can also access the list of units by visiting training.gov.au, and placing the course code in the search box.

14. Collecting Certificates

MNCCC will post certificates when they are ready. Students can request to pick up their certificates if required.

This can be requested through the Administration Staff.

Certificates and Statements of Attainment are only issued after successful completion of the course or unit(s) of competency.

Participants can request a certificate reprint if the original is misplaced. The certificate will need to be requested from the training provider that issued the original certificate, or in some cases directly from the licensing body.

A reprint fee will be charged depending on the course

15. Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for **MNCCC** and other RTOs in the Standards for RTOs 2015.

If for some reason **MNCCC** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section ‘Cancellation of Course by **MNCCC** ’)

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COURSES

16. Taking Notes in Class

Effective note-taking can assist with your learning, and prepare you for assessment tasks.

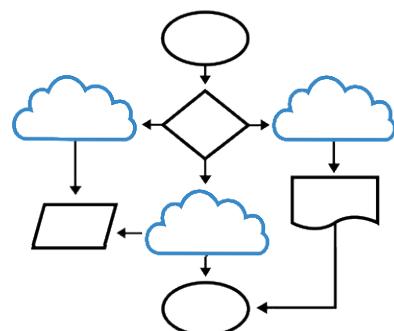
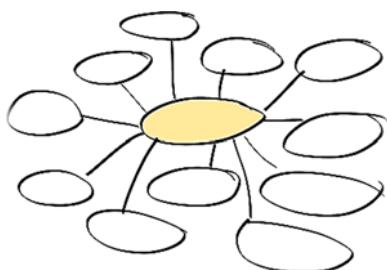
Good note-taking requires extra time and organisation.

Note-taking is NOT recording every word the trainer says. Only note down the key points, concepts and the connections between these two things.

What's relevant? What didn't you know before?

Include your own questions that come up during class for you to research later.

Examples of note-taking methods are listed below.



METHODS FOR TAKING NOTES:

- Different colours for different topics
- Highlighting pens
- Graphics or flow charts
- Post-It Notes
- Mind Map to link ideas
- Arrange information into short chunks
- Headings that give clues to notes
- Symbols to represent main ideas
- Contrast styles of writing (eg: use CAPITAL LETTERS for headings)

Note-taking allows you to fully understand what you need to learn.

Your confidence will grow as you study and you will do your absolute best in assessments.

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17. Acknowledgement and Receipt of Student Handbook

The enrolment or participation in a course or workshop by a student is considered an acceptance, on his/her part or where appropriate on the part of his/her parents or guardians, of all rules and regulations of MNCCC, including the judgment of the college authorities on academic, disciplinary sanctions, suspension, or expulsion of a student.

The rules and regulations contained in this Handbook are not meant to be comprehensive. Rather, they presuppose the good will and judgment of a student in all circumstances in which he/she may find himself/herself.

Where appropriate, Parents/guardians are asked to familiarize themselves and to ensure that their child understands all of the information contained in this Student/Parent Handbook.

Student Handbook contained herein and on the more comprehensive rules and guidelines on the MNCCC website <https://www.MNCCC.edu.au>

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact **MNCCC** for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to admin@MNCCC.edu.au

I, _____ (print full name), have received a copy of the **MNCCC** Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: _____

Student signature: _____

USI: _____ Date: _____

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18. Facilities

More information on each facility is in the Appendices.

General Requirements

We would like students to assist MNCCC in observing the following bylaws under the Strata Schemes Management Act (1996)

- **Behaviour of Owners and Occupiers**

When on common property, an owner or occupier:

- Must be adequately clothed
- Must not use offensive language
- Must not behave in a manner likely to offend or cause embarrassment.

- **Obstruction of Common Property**

An owner or occupier must not obstruct lawful use of common property by any person except on a temporary and non-recurring basis.

- **Behaviour of Invitees**

An owner or occupier must take all reasonable steps to ensure that their invitees:

- Observe all parking regulations and non-smoking requirements
- Do not behave in a manner likely to interfere with the personal enjoyment of another lot's owner or occupier, or any other person lawfully using common property

Other Venues

MNCCC uses other venues and individual facilities may have different requirements which will be clarified at Orientation and will be posted on entry.

PORT MACQUARIE VENUE

PARKING OPTIONS:

- ☒ 4 Albert Circuit
(opposite MNCCC)
- ☒ In Denman St

DO NOT PARK:

- ☒ In private property of other buildings



Please go directly to your classroom when you arrive for class.

Office hours are 9:00am to 4:30pm, Monday to Friday.

For evening/weekend classes, there will be a sign posted on the foyer noticeboard indicating your room number.

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GENERAL INFORMATION

19. Where to Access our Policies and Procedures

You can access MNCCC's policy and procedures information from reception or via email.

Key policies are also located at:

<http://MNCCC.edu.au/policies.php>

20. Your Feedback

MNCCC will always try to improve its processes and range of courses, so we can provide students and the community with a high quality service that meets local needs.

We will formally seek your comments at the completion of each course with a Learner Survey and evaluation form. The information collected is used to improve course delivery and content.

If you wish to make a formal suggestion or a complaint, please refer to the Complaints Handling Policy available on our website or at Reception. We will respond to all complaints promptly and with courtesy.



Concerns and their outcomes will be recorded in our Complaints Register and used to improve the service provided by MNCCC.

Other Student Support Services

MNCCC is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

PORT MACQUARIE VENUE

KITCHENS:

- Tea and coffee making facilities
- Fridge & Microwave
- Dishwasher
- Cafe

TOILETS:

- Male & Female toilets available on both floors
- Disabled bathroom on ground floor

Your feedback

is **VALUED** and

WELCOMED

at all times.

All information

collected is used to

IMPROVE the

services provided

by MNCCC

Training.

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21. APPENDIX 1 – Campus and Safety Information: Taree

Access to the Taree Campus — 78 Wynter Street, Taree NSW

Pedestrian Access

Student access to Taree Campus building is via Wynter Street, access available via the reception door on the North side of the building.

Car Parking

The car park for the Taree Campus is on Wynter Street

Public Transport

Buses operate daily visit <https://egginscomfortcoaches.com.au/>

Taree Taxi Cabs and Taxi Combined operates the local taxi service. Bookings can be made by calling 02 6552 2700

Work Health & Safety, and Property

MNCCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment MNCCC uses is undertaken regularly, and a report on items requiring attention is provided to the Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of fire or another emergency. An evacuation plans are in your student handbook, all classrooms and at the reception area of the College building in Taree.

Staff and students are expected to exercise proper care of MNCCC's property, leased premises, equipment and materials at all times.

Your trainer or another staff member should be advised as soon as possible in following instances:

- There is any loss of property belonging to MNCCC , staff or students
- There is any damage to MNCCC premises, equipment or materials
- Any hazard is identified with MNCCC property
- Any other situation is identified that could adversely affect MNCCC , its staff or students.

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Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking some courses. Examples of this may include safety glasses gloves ear plugs etc Students will be notified of equipment they are required to provide on confirmation of enrolment

MNCCC will call the student approximately one week prior to the course commencement date. A student will be unable to commence the practical activity if he/she fails to provide the required equipment.

Incidents and Emergencies

In order to deal with an emergency, a number of staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

MNCCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or to reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on MNCCC's premises or on property hired by MNCCC's, will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation Procedure are set out in notices in each student handbook, classroom and the reception area and should be followed in the event of fire or other incident forcing evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly in the event of fire

- In the event of an emergency a student should:
- Upon hearing the alarm, act in accordance with the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

Taree Campus Map and Evacuation Plan

There are Evacuation Diagrams and Procedures displayed in each classroom at each of our locations. In case of an emergency evacuation a student should follow the instructions of the trainer or Emergency Warden to leave the building as quickly as possible and proceed in an orderly manner to the Emergency Assembly Area as detailed in the Emergency Procedures.

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22. APPENDIX 2 – Campus and Safety Information: Port Macquarie

Access to the Port Macquarie Campus — 77 Hasting River Road Port Macquarie NSW

Pedestrian Access

Student access to Port Macquarie Campus building is available via the reception door on the JAX Tyres side of the building.

Car Parking

The car park for the Port Macquarie Campus is on Hastings River Road

Public Transport-

For more information on the bus services available, visit <https://www.busways.com.au/> or phone 1300 69 2929. Port Macquarie Taxi Cabs Cooperative Ltd operates the local taxi service. Bookings can be made by calling **Phone (02) 6581 0081**

Work Health & Safety, and Property

MNCCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment MNCCC uses is undertaken regularly, and a report on items requiring attention is provided to the Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of fire or another emergency. An evacuation plans are in your student handbook, all classrooms and at the reception area of the College building in Port Macquarie.

Staff and students are expected to exercise proper care of MNCCC's property, leased premises, equipment and materials at all times.

Your trainer or another staff member should be advised as soon as possible in following instances:

- There is any loss of property belonging to MNCCC , staff or students
- There is any damage to MNCCC premises, equipment or materials
- Any hazard is identified with MNCCC property
- Any other situation is identified that could adversely affect MNCCC, its staff or students.

Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking some courses. Examples of this may include safety glasses gloves ear plugs

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etc Students will be notified of equipment they are required to provide on confirmation of enrolment MNCCC will call the student approximately one week prior to the course commencement date. A student will be unable to commence the practical activity if he/she fails to provide the required equipment.

Incidents and Emergencies

In order to deal with an emergency, a number of staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

MNCCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or to reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on MNCCC's premises or on property hired by MNCCC's, will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation Procedure are set out in notices in each student handbook, classroom and the reception area and should be followed in the event of fire or other incident forcing evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly in the event of fire

- In the event of an emergency a student should:
- Upon hearing the alarm, act in accordance with the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

Port Macquarie Campus Map and Evacuation Plan

There are Evacuation Diagrams and Procedures displayed in each classroom at each of our locations. In case of an emergency evacuation a student should follow the instructions of the trainer or Emergency Warden to leave the building as quickly as possible and proceed in an orderly manner to the Emergency Assembly Area as detailed in the Emergency Procedures.

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23. APPENDIX 3 – Campus and Safety Information: MakerSpace

Access to the MakerSpace Campus — 4 Albert Circuit, Port Macquarie NSW

Pedestrian Access

Student access to the MakerSpace Campus building is available via the reception door off Albert Circuit at the front the building.

Car Parking

The car park for the MakerSpace Campus is on site at the side of the building or on the street.

Public Transport-

For more information on the bus services available, visit <https://www.busways.com.au/> or phone 1300 69 2929

Port Macquarie Taxi Cabs Cooperative Ltd operates the local taxi service. Bookings can be made by calling **Phone (02) 6581 0081**

Work Health & Safety, and Property

MNCCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment MNCCC uses is undertaken regularly, and a report on items requiring attention is provided to the Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of fire or another emergency. An evacuation plans are in your student handbook, all classrooms and at the reception area of the MakerSpace building in Port Macquarie.

Staff and students are expected to exercise proper care of MNCCC's property, leased premises, equipment and materials at all times.

Your trainer or another staff member should be advised as soon as possible in following instances:

- There is any loss of property belonging to MNCCC , staff or students
- There is any damage to MNCCC premises, equipment or materials
- Any hazard is identified with MNCCC property
- Any other situation is identified that could adversely affect MNCCC , its staff or students.

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Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking some courses. Examples of this may include safety glasses gloves ear plugs etc Students will be notified of equipment they are required to provide on confirmation of enrolment MNCCC will call the student approximately one week prior to the course commencement date. A student will be unable to commence the practical activity if he/she fails to provide the required equipment.

Incidents and Emergencies

In order to deal with an emergency, a number of staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

MNCCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or to reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on MNCCC's premises or on property hired by MNCCC's, will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation Procedure are set out in notices in each student handbook, classroom and the reception area and should be followed in the event of fire or other incident forcing evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly in the event of fire

- In the event of an emergency a student should:
- Upon hearing the alarm, act in accordance with the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

MakerSpace Campus Map and Evacuation Plan

There are Evacuation Diagrams and Procedures displayed in each classroom at each of our locations. In case of an emergency evacuation a student should follow the instructions of the trainer or Emergency Warden to leave the building as quickly as possible and proceed in an orderly manner to the Emergency Assembly Area as detailed in the Emergency Procedures.

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24. APPENDIX 4 – Campus and Safety Information: Kempsey

Access to the Kempsey Campus — 19 Sea Street Kempsey

Pedestrian Access

Student access to Kempsey Campus building is available via Sea Street, on entry follow the signs to the Training room

Car Parking

The car park is within the grounds of the showground, enter either gate via Sea Street and follow signs

Public Transport

Kempsey Bus service 0265 627800 <http://www.cavanaghbus.com.au/>

Kempsey Taxi (02) 6562 7555

Work Health & Safety, and Property

MNCCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment MNCCC uses is undertaken regularly, and a report on items requiring attention is provided to the Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of fire or another emergency. An evacuation plans are in your student handbook, all classrooms and at the reception area of the College building in Kempsey.

Staff and students are expected to exercise proper care of MNCCC's property, leased premises, equipment and materials at all times.

Your trainer or another staff member should be advised as soon as possible in following instances:

- There is any loss of property belonging to MNCCC , staff or students
- There is any damage to MNCCC premises, equipment or materials
- Any hazard is identified with MNCCC property
- Any other situation is identified that could adversely affect MNCCC, its staff or students.

Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking some courses. Examples of this may include safety glasses gloves ear plugs etc Students will be notified of equipment they are required to provide on confirmation of enrolment MNCCC will call the student approximately one week prior to the course commencement date. A

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student will be unable to commence the practical activity if he/she fails to provide the required equipment.

Incidents and Emergencies

In order to deal with an emergency, a number of staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

MNCCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or to reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on MNCCC's premises or on property hired by MNCCC's, will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation Procedure are set out in notices in each student handbook, classroom and the reception area and should be followed in the event of fire or other incident forcing evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly in the event of fire

- In the event of an emergency a student should:
- Upon hearing the alarm, act in accordance with the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

Kempsey Campus Map and Evacuation Plan

There are Evacuation Diagrams and Procedures displayed in each classroom at each of our locations. In case of an emergency evacuation a student should follow the instructions of the trainer or Emergency Warden to leave the building as quickly as possible and proceed in an orderly manner to the Emergency Assembly Area as detailed in the Emergency Procedures.

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25. APPENDIX 5 - Campus and Safety Information: Coffs Harbour

Access to the Coffs Harbour Campus — 25 Vernon Street Coffs Harbour

Pedestrian Access

Student access to Coffs Harbour Campus building is available via the reception door on Vernon Street
The rear door of the building is for employee use only.

Car Parking

The car park for the Coffs Harbour Campus is on Vernon Street, 3 hours only. Coffs Central Shopping Centre car park offers all day parking

Public Transport

<https://www.busways.com.au/plan-your-trip/route-timetables>

Buses: 1300 69 2929

Coffs Harbour Taxi operates the local taxi service. (02) 6690 9600

Work Health & Safety, and Property

MNCCC is committed to providing a safe working and studying environment and observes its responsibilities for Work Health and Safety including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment MNCCC uses is undertaken regularly, and a report on items requiring attention is provided to the Executive Officer.

As far as practicable, students are provided with comfortable and appropriate furniture and equipment in good condition, effective lighting, heating and ventilation. Exits and fire escapes should be kept easily accessed and opened from the inside. Electrical equipment, work areas and materials storage are regularly checked for safety.

At the commencement of every course students will be advised of the location of toilets, first aid kits and fire extinguishers and informed of the evacuation procedure to be followed in the event of fire or another emergency. An evacuation plans are in your student handbook, all classrooms and at the reception area of the College building in Coffs Harbour.

Staff and students are expected to exercise proper care of MNCCC's property, leased premises, equipment and materials at all times.

Your trainer or another staff member should be advised as soon as possible in following instances:

- There is any loss of property belonging to MNCCC, staff or students
- There is any damage to MNCCC premises, equipment or materials
- Any hazard is identified with MNCCC property
- Any other situation is identified that could adversely affect MNCCC, its staff or students.

Personal Protective Equipment (PPE) and Clothing

Students may be required to wear personal protective equipment and/or clothing while undertaking

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Incidents and Emergencies

In order to deal with an emergency, a number of staff members are trained in implementing the emergency management plan. Emergency drills are conducted throughout the year and in the event of an emergency, all students are required to act as directed by the Emergency Warden or trainer. If asked to evacuate, students should proceed to the Emergency Assembly Area as detailed in the Emergency Procedures notice located in each classroom and the reception area. Once in this location, please locate your trainer, to ensure that they know you have evacuated safely from the building.

First Aid and Ambulance Cover

MNCCC has trained First Aid Officers. Students are advised to report all injuries to their trainer, or to reception staff. First Aid kits can be found in the kitchen and the reception area.

Any ambulance transport required as the result of any incident on MNCCC's premises or on property hired by MNCCC's, will be at the injured or ill person's own expense.

Evacuation Procedure

Evacuation Procedure are set out in notices in each student handbook, classroom and the reception area and should be followed in the event of fire or other incident forcing evacuation of the premises. Students will be advised at their first class of the location of fire extinguishers, fire exits and assembly in the event of fire

- In the event of an emergency a student should:
- Upon hearing the alarm, act in accordance with the Emergency Warden or trainer to leave the building as quickly as possible in an orderly manner.
- In case of fire, do not use the lift to evacuate the building.
- Assist any person in immediate danger (only if it is safe to do so) and help ensure that everyone assembles at the Assembly Point.
- Check with your trainer to ensure that you are marked as evacuated, to help ensure that no one is missing.
- Do not re-enter the building until approval is given by authorised emergency personnel.

Coffs Harbour Campus Map and Evacuation Plan

There are Evacuation Diagrams and Procedures displayed in each classroom at each of our locations. In case of an emergency evacuation a student should follow the instructions of the trainer or Emergency Warden to leave the building as quickly as possible and proceed in an orderly manner to the Emergency Assembly Area as detailed in the Emergency Procedures.

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