

Policy Statement  
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Related Policies	

This Policy applies to Mid North Coast Community College (MNCCC) and its trading arms.

MNCCC is an organisation committed to providing an educational service to the community of Port Macquarie and surrounding district. Our general and vocational courses reflect the needs of local individuals, community groups and businesses. Our community involvement extends to specialist programs such as youth programs and literacy and the provision of a meeting place for a cross section of local groups.

Our identity and acceptance as the local adult and community education provider has developed since the establishment of the Hastings College of Adult Education in 1983 offering the first community courses. The College changed its name to Mid North Coast Community College of Adult Education Incorporated in 1998. Continued local support has seen the College grow to over 5,000 enrolments in approximately 500 courses offered each year. We changed our name in March 2003 to Mid North Coast Community College to clearly identify that we are part of a statewide network of providers of quality adult and community education. In 2005 the College purchased its own premises and relocated to 77 Hastings River Drive. While it retains the name Mid North Coast Community College Inc as our registered name, in 2014 the College began trading as SkillsLink Training to better identify with the vocational education and training market.

#### Our Business

We identify our business as the provision of educational experiences that support community, business and individual learning and growth. As an organisation we differentiate our business into three strands:

- ✧ General. These courses will often provide a pathway into a vocational qualification course. They are conducted in response to identified community needs and support local groups and individuals achieve their goals.
- ✧ Vocational courses. SkillsLink Training is a trading name under Mid North Coast Community College Inc which is a Registered Training Organisation (RTO), and currently offers vocational programs each term that result in nationally recognised qualifications. The courses offered reflect the vocational training needs of individuals, local businesses and groups. Under our registration as (90315) under Mid North Coast Community College Inc, is able to offer nationally recognised qualifications. (Refer to [www.training.gov.au](http://www.training.gov.au))
- ✧ Community support. MNCCC offers a meeting place and administrative support to community groups. Additional funding is regularly sought to meet the specific needs of other community groups such as the Links to Learning Program, IT training for long term unemployed, vocational courses for women and art and cultural activities.

### Our Management Structure

Mid North Coast Community College Inc is incorporated under the Associations Incorporation Act 2009. In line with the requirements of the Act, it has a Board that sets the overall business and policy directions of the College. The Board members are elected to the positions in accordance with the procedures in the Constitution. The committee meets on a monthly basis.

Sub-committees and working groups are formed from time to time to deal with the complexities of the business operations and to progress projects or resolve issues.

The CEO of MNCCC manages the daily operations and is closely involved in the development of the strategic directions for the College.

MNCCC is part of the state-wide network of Adult and Community Education (ACE) providers and is also:

- A member of Co-operative Learning Ltd which has 16 Community College members covering three geographic regions from Northern Rivers, Northern Inland and the Mid North Coast of NSW.
- A member of the Community Colleges Australia which is a member based organization and the peak body representing not-for-profit community owned providers of adult and youth education, training and learning in a local environment.
- A provider partly funded by the NSW Department of Industry through the Adult and Community Education Unit.

The financial operations of the College are audited in compliance with the Australian Auditing Standards and the auditing requirements for funding grants provided from time to time.

## Our Commitment to Quality

MNCCC is committed to providing quality educational services that continually meet the needs of its students and customers. The College is a Registered Training Organisation (RTO) under the Australian Standards for Quality Assurance (ASQA) as Mid North Coast Community College. The registration was renewed in December 2013 until February 2019.

In February 2015 the College was granted ASQA Delegate status as a high performing College.

The College has in place a comprehensive set of systems that ensure the effective, ethical and accountable operation of the business and the provision of quality teaching and learning outcomes that meet student needs and national standards.

On-going review and improvement of systems and services is a commitment that the College incorporates into its operations. The annual internal audit against the national standards for RTOs 2015 is a central activity in support of continuous improvement for the College.

## The Way We Organise Our Business

The College has organised its business into five functions that form the basis for the organisation of operations.

### 1. Business Model

MNCCC plans its business through the following:

- MNCCC's Strategic Plan which sets the overall goals for the next 3 to 5 years
- Annual Management Plan which operationalises the goals of the Strategic Plan and sets goals for each of the five business functions
- Annual Budget
- Annual course planning which is reviewed regularly
- WH&S Policy & Procedures
- a Risk Management planning process carried out by the Management Committee, and
- Quality Improvement Register as a result of continuous and annual self-assessment processes.

### 2. Teaching and Learning

Teaching and learning is the core business of MNCCC and the College is committed to achieving the highest possible standard of outcomes for students and customers. We achieve this by ensuring:

- All trainers meet the minimum qualifications to teach courses
- Learning activities and assessments are planned and are based on adult learning principles
- The review of assessment activities and outcomes is moderated by our colleagues
- Support for trainers to access appropriate professional development opportunities
- Learning resources and facilities are up-to-date and adequate
- A safe and friendly learning environment for all students, trainers and staff.

### 3. Organisational Support and Systems

MNCCC supports its teaching and learning activities with systems and procedures that ensure the effective, ethical and accountable operation of the College. This is achieved by:

- Maintaining accurate and up-to-date student records
- The annual auditing of financial operations
- Clear and accessible sets of policies and procedures
- Adherence to all laws and regulations that may relate to our staff, trainers and business operations
- Assessing and managing risks including the adequate insurance of the College
- Observing the terms and conditions of all legally binding contracts
- Safeguarding confidential information.

### 4. Marketing and Community Liaison

MNCCC provides information to and seeks information from individuals, our community and local businesses in ways that ensures effective and ethical provision and use of information. This is achieved by:

- Providing opportunities for community, business and individual input into the planning for and improvement of the provision of courses and educational services
- Having in place policies and procedures that ensure the due authorization by the CEO of marketing and advertising materials
- Actively seeking community development or partnership opportunities.

### 5. Our People

MNCCC values the efforts, expertise and commitment of our staff and trainers. We support and reward their work in the College by:

- Providing employment conditions that comply with the Educational Services (Post-Secondary Education) Award 2010
- Inducting all staff and trainers and providing them with Handbooks that outline their rights and responsibilities.
- Planning professional development opportunities to support the outcomes of the annual performance reviews.
- Involving staff and trainers in providing feedback of College performance and active participation in our continuous improvement processes
- Ensure policies and procedures comply with the laws and regulations in relation to the responsibilities of an employer.
- Regularly acknowledging outstanding effort and involvement
- Having fun together.

Our Improvement Approaches

MNCCC acknowledges the importance of on-going improvement processes as critical to maintaining and enhancing the relevance of the College and its effective operation. An annual self-assessment provides the focus for a systematic review of all processes. In all functions and processes, the College encourages our staff, trainers and students to identify possible improvements. Resources are allocated in the annual budget for improvements identified from the self-assessment and other feedback. Constant reflection on practice and seeking to do better for our students and customers underpins our work practices.