The Captain Cook College Student Handbook is available electronically on our website. Please click on this link - http://www.captaincookcollege.edu.au/about/a-z-policies/
Organisational Information

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Productivity Partners PTY LTD</th>
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Document Version Control

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<td>Neville Coward</td>
<td>Ian Cook</td>
<td>1.1</td>
<td>Minor grammatical changes. Update Organisational Chart</td>
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<td>Neville Coward</td>
<td>Ian Cook</td>
<td>4.0</td>
<td>Major Review due Changes to Complaints process Addition of WH&amp;S responsibilities and email address</td>
<td>24/07/15</td>
<td>30/06/16</td>
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<td>Neville Coward</td>
<td>Ian Cook</td>
<td>4.1</td>
<td>Formatting, grammatical errors, revised email addresses and campus locations</td>
<td>09/15</td>
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Welcome

Welcome to Captain Cook College.

I would like to take this opportunity to extend to you my warmest welcome.

Our College is an Australian Registered Training Organisation (RTO) and operates under the National VET Framework and is regulated by the Australian Skills Quality Authority (ASQA). We deliver qualifications from Australian National Training Packages.

Captain Cook College is committed to providing professional adult education in a relaxed, informal environment to prepare students for global challenges. We provide educational development pathways and enhanced skills for the global market by delivering high quality, industry ready graduates and workforce professionals.

This handbook has been compiled to provide you with important information to inform your decision to enrol with our College and to support you during your studies. It provides you with our expectations of you and what you can expect of us. Our staff will be happy to assist with any questions you may have.

We hope you enjoy a supportive learning environment and cultural experience during your study with our College, and wish you every success in your future endeavours!

Ian Cook
CEO
Captain Cook College
About Our College

Our Mission
Captain Cook College is committed to providing professional adult education in a relaxed, informal environment to prepare students for global challenges.

Goals
Our primary objectives are to provide our students with the skills, experience and support to empower them to meet the challenges of the global business environment.

Our Quality Endorsement
Captain Cook College is a Registered Training Organisation (RTO) operating within the VET Quality Framework. This framework comprises:

- Standards for Registered Training Organisations (RTO’s) 2015
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements, and
- Australian Qualifications Framework.

Under this arrangement, Productivity Partners Pty Ltd offers Australian Qualifications Framework (AQF) qualifications or statements of attainment from endorsed training packages and accredited courses.

The National Vocational Education and Training Regulator Act 2011 provides the legislative requirements for the VET Quality Framework and is regulated by the Australian Skills Quality Authority (ASQA).

Current Qualifications Offered

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB51415</td>
<td>Diploma of Project Management</td>
</tr>
<tr>
<td>BSB50215</td>
<td>Diploma of Business</td>
</tr>
<tr>
<td>ICT50115</td>
<td>Diploma of Information Technology</td>
</tr>
</tbody>
</table>

Partnerships
Captain Cook College has established exciting partnerships with other providers to deliver our programs in various locations. Captain Cook College maintains the role of lead Registered Training Organisation and is responsible for all compliance matters related to the Standards for Registered Training Organisations (RTOs) 2015. Captain Cook College issues all Statements of Attainment and Certificates of Qualifications.

All partners clearly indicate the association with Captain Cook College by either fully branding or co-branding with Captain Cook College. The partners apply the policies and procedures of Captain Cook College in marketing, enrolments and student administration and management.

Recruitment Agents
Captain Cook College markets programs directly and via formal Agreements with recruitment agents. Whilst all care is taken to ensure agents provide current and correct information at all times, the College will provide one on one or group information sessions to ensure prospective students are fully informed, prior to enrolment, of their rights and obligations when enrolling and expectations and outcomes from their chosen course. Prospective students will be required to acknowledge this information was received and understood upon enrolment.
## Our Campuses

You can find our campuses in various locations across Australia. They are listed below including full contact details.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| Head Office           | Level 1, 90 Kittyhawk Drive, Chermside QLD 4032  
                        | PO Box 2350, Chermside Centre QLD 4032  
                        | 1300 808 681 or (07) 3350 2204  
                        | headoffice@ccc.edu.au or admissions@ccc.edu.au |
| Adelaide Campus       | Level 1, 90 King William Street, Adelaide SA 5000  
                        | 1300 377 224  
                        | adelaide@ccc.edu.au |
| Brisbane Campus       | 488 Queen Street, Brisbane, QLD 4000  
                        | (07) 3054 1068  
                        | brisbane@ccc.edu.au |
| Bundaberg Campus      | Level 1, 130 Bourbong Street, Bundaberg, QLD 4670  
                        | (07) 4199 6166  
                        | bundaberg@ccc.edu.au |
| Chermside Campus      | 18 Banfield St, Chermside QLD 4032  
                        | (07) 3350 4425  
                        | chermside@ccc.edu.au |
| Distance Campus       | Ground Floor, 90 Kittyhawk Drive, Chermside QLD 4032  
                        | 1300 808 681  
                        | distance@ccc.edu.au |
| Gladstone Campus      | Level 3, 72 Goondoon Street, Gladstone QLD 4680  
                        | (07) 4803 9419  
                        | gladstone@ccc.edu.au |
| Gympie Campus         | 28 Fraser Road, Araluen QLD 4570  
                        | (07) 5483 0000  
                        | gympie@ccc.edu.au |
| Meadowbrook-Logan     | 1 Nester Drive, Meadowbrook QLD 4131  
                        | (07) 3177 9912  
                        | meadowbrook@ccc.edu.au |
| Morley Campus         | 6 Dewar Street, Morley, WA 6062  
                        | (08) 6313 2929  
                        | morley@ccc.edu.au |
| Mt Gravatt Campus     | 2/2092 Logan Road, Upper Mt Gravatt QLD 4122  
                        | (07) 3172 4122  
                        | mtgravatt@ccc.edu.au |
| Sydney CBD Campus      | 29-37 Bellevue Street, Surry Hills NSW 2010  
                        | (02) 9281 8766  
                        | sydney@ccc.edu.au |
| Townsville Campus     | 382 Sturt Street, Townsville QLD 4810  
                        | (07) 4750 5000  
                        | townsville@ccc.edu.au |
Our Code of Ethics

Our Code of Ethics is a statement of the ethical principles, values and behaviours expected of staff and students at Captain Cook College. It flows from the following statement in the Productivity Partners Strategic Plan:

    Productivity Partners fosters the values of openness, honesty, tolerance, fairness and responsibility in social and moral, as well as academic, matters.

Our Code of Ethics is intended to assist staff and students to identify and resolve ethical issues that might arise during their employment or in the course of their studies. It is designed to guide them in their dealings with colleagues, students, and local, national and international communities. The Code puts forward a set of general principles rather than detailed prescriptions. It stands beside, but does not exclude or replace, the rights and obligations of staff and students under common law or legislation.

Our Code of Ethics is based on three universal ethical principles. These are:

- Equity and Justice
  People are to be treated fairly and not discriminated against, abused or exploited.

- Respect for People
  People should be treated as individuals with rights to be honoured and defended.

- Personal and Professional Responsibility
  Upholding the standards expected of all members of Captain Cook College community as part of achieving a common good. People are expected to protect the rights of others, the diversity of cultures and peoples and exhibit courteous behaviour and avoid doing harm to others. Our Code of Ethics can be found on the Captain Cook College website.
Enrolling with Captain Cook College

The enrolment process may vary depending on your individual circumstances. Entry requirements may vary, dependent upon the type of enrolment and/or qualification or course you are planning to study. Our friendly staff will guide you through the process.

Enrolment Procedures

All Enrolments:
Captain Cook College Enrolment Form (by mail, in person, email or online).
Access / Request & read Captain Cook College Student Handbook.

For VET FEE-HELP Applicants:

<table>
<thead>
<tr>
<th>USI</th>
<th>TFN</th>
<th>Proof of Citizenship</th>
<th>Humanitarian Visa</th>
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<tr>
<td>Required</td>
<td>Required</td>
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<td></td>
</tr>
<tr>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>Required if no proof of citizenship</td>
</tr>
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</table>

For VET FEE-HELP Enrolments:

Before you sign and submit your Request for VET FEE-HELP Assistance form you must read the VET FEE-HELP Information Booklet 2015.pdf

For Fee for Service, upfront or negotiated invoicing requirements, students will be advised of payment options upon application.

Student fees can be sponsored by employers or others.

All students will undertake course orientation, complete a Language Literacy & Numeracy assessment and a Training Needs Analysis.

Online registration is required to gain access to the Learning Management System (LMS). Information provided at induction.

All students are to attend and/or participate in accordance with course schedule, and training plan.
Admission Information

1. Enrolments will be confirmed in writing by the College or its authorised representative.

2. By accepting our enrolment offer you acknowledge that you have read this Student Handbook and understand Captain Cook College policies and procedures.

3. There are no prerequisites for courses from the Business and IT training packages.

4. You are provided with a Commencement (Intake Date) and a Completion Date for your enrolment.

5. Students enrolled by Distance must have access to a PC or laptop, the internet, and have a valid email address to commence their course.

6. Captain Cook College retains the copyright and ownership of any of its own materials supplied. Any third party resources provided by Captain Cook College will also be under licence or purchase agreements and subject to copyright. Any unauthorised copying may constitute a breach of the Copyright Act

7. Captain Cook College will not be liable for any loss, damage or associated costs from loss or damage to textbooks, equipment and personal items provided to students for their use.

8. It is your responsibility to ensure that our administration office is informed of any change of address and contact details (including parent / guardian details if you are under 18 years of age) for the purposes of mailing results, resources, certificates, invoices, notification of fee changes or other communications associated with your enrolment. You may be required to provide additional evidence in relation to your identity documentation if your legal name has changed through marriage etc.

9. You agree to authorise Captain Cook College to call for medical treatment, including ambulance services, in circumstances where the College or its staff deem it necessary. Our College will not be held liable for any expense, loss or damage for such medical arrangement.

10. If you have any special need concerning your training or assessment please notify the College administration or your trainer at your course induction.

11. All students are required to complete a Language Literacy and Numeracy (LLN) assessment. The College may advise students to seek additional support or undertake a pre-entry LLN program delivered by Captain Cook College or another organisation to improve your LLN skills prior to being accepted into your preferred course of study.

12. If you are seeking Recognition of Prior Learning (RPL) or Credit for previous academic studies, please advise College administration when submitting your enrolment information. A completed Application for Credit or Application for RPL form will be required.

Unique Student Identifier (USI)

A USI is a unique number assigned to every individual undertaking nationally recognised VET courses. The USI will enable:

- a seamless link to information about a student’s VET achievements, regardless of where they studied
- easy access for students to secure digital transcripts of their achievements
- students access to, and more control over, their educational information

Having a USI will ensure that student’s records of formally recognised training undertaken in the VET sector from 1st of January 2015 are available to the individual for life. The USI is now available online and there are no associated costs to obtain it. Students must have, or create, their own USI as part of the enrolment process. If you do not have a USI when enrolling we will assist you to obtain one with your permission. Exemptions from obtaining a USI may apply.
USI Exemptions

Exemptions are provided for an individual where:

- the individual is an offshore international student studying outside of Australia
  - international students who are enrolled with Captain Cook College but are not in Australia while undertaking their training do not require a USI in order to receive a VET qualification or statement of attainment; and
- the individual has completed the requirements for a VET qualification or statement of attainment prior to 1 January 2015
  - individuals who have completed all the requirements for a VET award by 31 December 2014, but did not receive that award in 2014, do not require a USI in order to be issued with a VET qualification or statement of attainment after 1 January 2015
- individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar

Individuals who meet the requirements for a USI Exemption will not have the outcomes from their enrolment reported to the Student Identifier Register.

Captain Cook College is required to report all student outcomes to the Commonwealth Government in accordance with data reporting requirements.

For more information please visit: usi.gov.au

Student ID Card

All enrolled students are entitled to a Student ID Card. ID photographs will be taken during your first week at the College. Please check that all your personal details are correct before your student card is issued.

Distance / Online students wishing to obtain a Student ID Card must email a passport quality photo to distance@ccc.edu.au using the email subject heading "Request for Student ID Card". Please check that all your personal details are correct before your student card is issued.

Payment of Fees

VET FEE-HELP

To apply for a VET FEE-HELP income contingent loan, prospective students must meet minimum eligibility requirements set out under the Higher Education Support Act

Students meeting eligibility for VET FEE-HELP may choose to pay the total or partial fees upfront or study now and pay later.

Please be aware that your VET FEE-HELP loan forms part of an Accumulated HELP debt. The consolidated total of any HECS-HELP, OS-HELP, FEE-HELP, VET FEE-HELP or SA-HELP debts you have incurred (including any Government study loans incurred before 2005).

VET FEE-HELP students must also familiarise themselves with Census Dates in relation to their enrolment and the withdrawal process.

A Census Date refers to the final date that you can withdraw from a Unit of Study and not incur your VET FEE-HELP debt for that Unit of Study. Your Census Dates are listed on your Confirmation of Offer letter which you receive upon acceptance of your Enrolment Application.

For more information on your options, please refer to the VET FEE-HELP Information Booklet 2015.pdf.

Restricted Access

Restricted Access arrangements are agreements put in place with employers or industry bodies to access VET FEE-HELP approved programs. These arrangements are restricted to the employees of the business or industry body.
Full Fee Paying Non-VET FEE-HELP

Students may enter courses as full fee paying students. Students may be self-funded or their employer or other organisation may partially or fully fund their chosen program of study.

Requirements include:

- The required deposit must be sent with your enrolment.
- The balance of course fees must be paid in accordance with your payment plan.
- If you are experiencing difficulties in making your required payments due to financial hardship, please contact the College administration. A payment plan may be negotiated to assist you to meet your obligations.
- If fees are not received on time, you will be restricted from attending class and your access to the Learning Management System (LMS) will be suspended until fees are paid. A late payment fee may also apply.
- Issue of qualification will be withheld until all fees including late payment fees have been paid.
- A receipt will be posted to the person or organisation that is paying the student fees. Please check all details shown are correct. Contact the College administration if amendments are required.

Funded Programs

At times Captain Cook College is able to access state/federal government or industry funding to fully or partially fund training programs. Funded programs will always have eligibility requirements that must be met by individuals or employers to allow access to the funding. Captain Cook College will advertise or promote funded programs when available.

Tuition Assurance Scheme (ASTAS)

Tuition Assurance protects the enrolment fees of students where fees have been paid and for some reason or event, the college cannot offer an advertised course, must cease the delivery of a course, cannot offer a suitable replacement course, closed or moves a course to another location or ceases to be a registered training organisation for the course.

The ACPET ASTAS students may be offered to complete their training course with another provider, move to a similar course with another provider or be refunded their fees. Please refer to the Statement of VET Tuition Assurance on the College website.

Captain Cook College satisfies the requirements of the Higher Education Support Act 2003 for a Tuition Assurance Scheme through the Australian Student Tuition Assurance Scheme (ASTAS) provided through the Australian Council for Private Education and Training (ACPET).

The ACPET ASTAS has been approved by ASQA as an alternative fee protection measure under the Standards for Registered Training Organisations (RTO's) 2015 Standard 7.

Withdrawal

Students who wish to withdraw from a VET Unit of Study or VET Course of Study must personally advise the College either in writing (e.g. use formal Withdrawal Form, email) or verbally (e.g. in person or by phoning the college)

In the event of a student withdrawing from a VET Unit of Study on or before the Census Date for that Unit of Study:
- the student will not incur a VET FEE-HELP debt for that Unit of Study

In the event of a student withdrawing from a VET Unit of Study after Census date for that Unit of Study:
- the student will incur a VET FEE-HELP debt for that Unit of Study

Full details are available in the Withdrawal Policy and Procedure as contained on the College website.
Re-credits and Refunds

Re-credit for VET FEE-Help
A student who withdraws after the census date from a VET unit of study may apply under special circumstances for a re-credit of tuition fees for that Unit of Study.

The application for a re-credit form must be completed, as per the Re-credit Policy and procedure as published on the College website.

Refunds for Restricted Access (VET FEE-HELP)
Refunds will be negotiated within each Restricted Access Agreement with employers or industry bodies.

Refunds for Full Fee Paying (Non-VET FEE-HELP)
A full refund of tuition fees will be paid if you withdraw from an enrolled or accepted course or program 14 days or more prior to the intended commencement date of the program or course.

If you withdraw from a course or program less than 14 days and more than 5 days prior to the intended commencement date of a course or program a 50% refund of tuition fees will be applicable.

If you withdraw from a course less than 5 days prior to the commencement of a course or training program no refund will be applicable. Please refer to the Captain Cook College Refund Policy.

Approved Courses
You may be eligible for Austudy or Youth Allowance as a student if you are completing an approved course at an approved institution.

Approved secondary courses include:
- an accredited secondary course through a secondary school or TAFE, higher education institution or special school;
- English as a second language course;
- preparatory courses for tertiary education;
- school-based apprenticeship or traineeship;
- some language, literacy and numeracy courses

Approved tertiary courses include:
- Statement of Attainment and other accredited training programs;
- tertiary level Open Learning courses;
- certificate and advanced certificate courses;
- diploma and advanced diploma courses

Find out if your course is approved by visiting the Department of Human Services website.

Credit Transfer / RPL
For a Credit Transfer to be applied to a Unit of Competency, it firstly needs to go through the National Recognition process. This process recognises AQF qualifications and Statements of Attainment issued by other Australian Registered Training Organisations.

A nationally recognised Qualification and / or Statement of Attainment must be provided to enable National Recognition of Units of Competency and the Credit Transfer to be applied. No fees apply for units approved for National Recognition.

If you have completed past studies in areas related to the qualification in which you plan to enrol, you may be eligible for credit transfer. You will need to provide documentation of your past study so an assessor can make a decision about whether a credit transfer can be granted.

Credit Transfer applications should be accompanied by:
- a certified copy of transcripts of academic qualifications, and any other supporting documents that may be appropriate, for example: an explanation of the grading system used if this is not provided on a transcript;
- a photocopy of subject outlines taken from an institution’s calendar or handbook for the year in which the subjects were successfully completed;
- other supporting documentation as required.

Please contact College administration for assistance with Credit Transfer.

**Recognition of Prior Learning (RPL)**

RPL is the process of formally recognising a person’s current skills and knowledge, no matter how, when or where the skills were acquired. RPL may be granted based on skills and knowledge acquired through work, life experience, formal education, personal and professional development, volunteer work and community engagement. Evidence to support competence may include but is not limited to:

<table>
<thead>
<tr>
<th>Original or JP Certified photocopies of qualifications and/or results statements</th>
<th>Samples of work, videos or photographs of your work or you performing tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Development activities</td>
<td>Your resume and position descriptions</td>
</tr>
<tr>
<td>Third party reports or statements from supervisors and / peers</td>
<td>Performance appraisals / reports, Team meeting notes</td>
</tr>
<tr>
<td>Procedure / Policy from your workplace</td>
<td>Diary or journal depicting daily events</td>
</tr>
<tr>
<td>Portfolio of workplace documents, for example policies and procedures with which you work</td>
<td>Samples of work-related documents</td>
</tr>
</tbody>
</table>

Your assessor will discuss with you the types of evidence that are required so that the evidence you present is:

- **Valid** - Your evidence must be directly relevant and linked to the unit(s) of competency for which you are seeking recognition;
- **Sufficient** - Your evidence must demonstrate that you are able to transfer skills across different contexts and over a period of time;
- **Current** - Your evidence must demonstrate that your experience is recent and that your knowledge is up-to-date;
- **Authentic** - Your evidence must relate to yourself and not to other people. You may need to have some evidence signed by a supervisor or another qualified person.

To undertake RPL you must enrol and complete an application for Recognition of Prior Learning. **Fees will apply for Captain Cook College to undertake the RPL process. Please contact College administration for more details.**

**Feedback**

Captain Cook College promotes a culture of continuous improvement throughout its operations. We welcome constructive feedback as it enables us to identify opportunities to improve our business and the educational, administrative and support services we provide.

We undertake three specific surveys for all enrolled students.

1. Orientation Survey
2. Midway Survey
3. Learner Questionnaire (AQTF)

If you have a compliment or concern in regard to another student, a staff member, our facilities or our business operations we encourage you to provide feedback. Feedback can be provided via a phone call to a staff member, an email, using the College Website Contact Us option, or by approaching a staff member or Campus Manager in person.
Social Media

Captain Cook College acknowledges that individuals have the right to contribute content to public communications on websites, blogs and business or social networking platforms. Although the majority of feedback is expected to be of a positive nature, it is realistic to assume that social media pages provide a forum for some to express their negative feedback. Captain Cook College will respond to any negative comments in an open, transparent and timely manner in accordance with our social media and complaints policy.

Complaints Process

The National Training Complaints Hotline

The National Training Complaints Hotline is a national service for students to register complaints concerning vocational education and training. The service refers students to the appropriate agency/authority/jurisdiction to assist with their complaints.

Students can register a complaint with the National Training Complaints Hotline by:
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email: skilling@education.gov.au

Captain Cook College Complaints and Appeals Processes are documented in a simple flowchart as follows:
(Refer to the Complaints / Appeals policies and procedures for full details)
**CCC COMPLAINTS PROCESS FLOWCHART**

<table>
<thead>
<tr>
<th>Academic Decisions</th>
<th>Administrative decisions, Services, Facilities</th>
<th>Unfair Treatment</th>
</tr>
</thead>
</table>

**Stage 1: Informal Discussion**
Discuss the issue with the person directly involved.

**If not satisfied after Stage 1**

**Stage 2: Formal Review**
Lodge formal complaint on the Complaint form to the Attention of the Campus Manager

*If you would prefer not to lodge your complaint with the Campus Manager, please email it to complaints@ccc.edu.au*

**If not satisfied after Stage 2**

**Stage 3: Internal Appeal**
Lodge an Appeal on the Appeals Form to complaints@ccc.edu.au

**If not satisfied after Stage 3**

**Stage 4: Domestic & International Student Independent Review**
Domestic students can seek a review of Appeal decisions by an independent third party, such as LEADR Student Mediation. (Fees Apply)

*For contact details and information about LEADR*  
www.leadr.com.au

**Stage 5: External Appeal VET FEE-Help Re-credit**
VFH Students seeking a review of the Re-credit Appeal decision can be assisted by the AAT

*For contact details and information about the AAT*  
www.aat.gov.au

**Stage 5: External Appeal**
International Students

International students can contact the Overseas Student Ombudsman if seeking to lodge an external appeal or complaint against the outcome of the internal process.

*For contact details and information*  
www.oso.gov.au/making-a-complaint,

**Additional information**
*Complaint and Appeals Forms can be obtained from the College or downloaded from the Website*  
The full Complaints and Appeals policies and procedures are available on the Website.

*In cases of Complaints or Appeals taking greater than 60 days the complainant/Appellant will be notified in writing with details of the reasons and will be kept informed of the progress on a regular basis.*

Domestic and International Students should complete the College’s Complaints and Appeals process.

*Complaint may also be made to:*  
**Domestic Students**  
The National Training Complaints Hotline 13 38 73

**International Students**  
Overseas Students Ombudsman 1300 362 072 (in Australia)  
+61 2 6276 0111 (Outside Australia)
Course Orientation / Induction
All enrolled students will be required to undertake the course orientation / induction whether studying on campus or via distance / online.

The program will include:
- An introduction to Captain Cook College;
- Introduction of key staff members;
- Explanation of College policies and procedures;
- Student responsibilities & expectations;
- VET FEE-HELP & Census Dates (where applicable);
- Workplace Health and Safety;
- Campus tour (on-campus students) emergency evacuation directions & protocol;
- Student ID. Issue;
- Access to computers / laptops, Captain Cook College Learning Management System.

Personal Commitment
When you enrol in a course of study with Captain Cook College you are expected to make a personal commitment to participate and progress through your study program in accordance with your training plan.

To successfully achieve a vocational qualification in a face to face, blended delivery or fully online study mode, your commitment and effort will need to equate to a minimum of 80% participation or attendance based on the course and competency timelines.

Distance / Online students particular are expected to self-manage to meet the demands of the program requirements. VET FEE-HELP students enrolled in Distance / Online courses are required to undertake the equivalent workload of a full time student equating to approximately 20 hours per week.

Captain Cook College will follow up with students who fail to attend or participate in accordance with their training / study plan. Our qualified and experienced staff will offer and provide appropriate levels of support to students demonstrating willingness to participate and progress through their program of study.

Student Responsibilities
You should:
- Attend class on time (on campus) or be available/participate in scheduled sessions with your trainer (distance);
- Achieve satisfactory progress in your studies through participation or attendance as required;
- Complete your training and assessment activities in accordance with your Training Plan;
- Complete all assessment tasks by the assessment due date or apply for an extension of time, by completing the Application for Extension – Unit of Competency form;
- Ensure that a copy of all assessment submitted are saved securely so that the risk of data loss is minimized;
- Complete all assessment tasks and examinations honestly;
- Ensure work derived from another source or work done by another person is properly acknowledged and referenced. See Acknowledging Research sources for more information;
- Ensure you withdraw from the course before your census date if you no longer wish to complete your course.

Support
Life can throw up many barriers and your ability to participate and complete your studies may be challenged by a number of personal, work or other factors during your enrolment period.

Captain Cook College will provide learning support and / or refer students to external bodies or organisations that may be able to assist students with their personal and study goals. Please advise your Campus Manager or the College administration if your circumstances have changed or you require assistance.
Language, Literacy & Numeracy (LLN) Skills
Prior to your enrolment or during your orientation session, you will be asked to complete a LLN assessment which will collect information of individual learning styles and needs. The information you provide will assist Captain Cook College in determining whether you may require additional resources to assist you to reach your desired study goals.

Academic Support
Captain Cook College offers academic support to students in addition to their regular scheduled lectures.

Please contact your Trainer, Campus Manager or Campus Administration for further information or for a timetable of College or local events. Academic support may be provided on an individual or group basis and includes:

- general study skills, planning and time management information;
- assignment & report writing information;
- language, literacy and numeracy support;
- information on community support organisations;
- public library sessions;
- information of short courses with other organisations;
- plagiarism information

Non-academic Support including Personal Counselling Services
Captain Cook College offer non-academic support such as lifestyle, emotional and behavioural support to students through our Student Welfare Officer (SWO). Please contact your Trainer, Campus Manager or Campus Administration staff for a referral. The SWO offers support and can provide information and referrals to students on matters and issues of a personal nature and includes the following:

- an initial one on one counselling session to determine what further support can be offered/recommended;
- ongoing assistance and advice on any personal issues affecting their study;
- referral to appropriate support groups, counsellors, community assistance programs etc

Captain Cook College does not offer professional counselling service to students. Where a student requires professional counselling or support services, the College will refer students to a professional counselling agency.

All sensitive information provided to College staff will remain confidential and is not disclosed to other departments of Captain Cook College except in the following circumstances:

- you have given permission to disclose information to another party;
- in exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- when we are required by law to disclose information

Loan Equipment
Guidelines
Students are provided the opportunity to loan College equipment for the duration of their studies. The loan of computer equipment provides students with the ability to access the learning and assessment resources they require in order to excel at their studies.

Students may be loaned a laptop or similar with the appropriate software to complete the requirements of the course. All equipment is the property of Captain Cook College and will be on loan to the student for the duration of their study. Upon withdrawal from, or completion of, study the student must return the equipment to Captain Cook College. The student must take reasonable steps to ensure the equipment remains in good working condition.
Who is Eligible?

To be eligible for an equipment loan students must complete the following steps:
1. Enrol into a Captain Cook College course;
2. Read and sign the Equipment Loan Application Form;
3. Return the completed form to the Campus Administrator;
4. Pass the first Census Date;
5. Have their Commonwealth Assistance Notice issued;
6. Have their Equipment Loan Application approved by the College.

Upon the completion of these steps the student will be issued the equipment.

Lost or Damaged Laptops

Students take full responsibility for the loaned equipment. If the equipment is lost, stolen or damaged, students must report this to their Campus Manager as soon as possible.

Students whose loaned equipment is lost, stolen or damaged may, at the Campus Manager’s discretion, be able to loan a device on a day-to-day basis.

Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF Diploma Summary Example

Graduates at this level will have specialised knowledge and skills for skilled / paraprofessional work and/or further learning.

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills</td>
<td>Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:</td>
</tr>
<tr>
<td></td>
<td>• analyse information to complete a range of activities</td>
</tr>
<tr>
<td></td>
<td>• provide and transmit solutions to sometimes complex problems</td>
</tr>
<tr>
<td></td>
<td>• transmit information and skills to others</td>
</tr>
<tr>
<td>Application of knowledge and skills</td>
<td>Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.</td>
</tr>
</tbody>
</table>

National Training Packages

Captain Cook College offers qualifications from National Training Packages. A Training Package is a nationally endorsed, integrated set of competency standards, assessment guidelines and (AQF) qualifications for a specific industry, industry sector or enterprise.

National Training Packages contain qualifications which are constructed with Core Units of Competency and Elective Units of Competency.

A Unit of Competency specifies the standard of performance required in the workplace and is evidenced through:

- knowledge - what a graduate knows and understands;
- skills - what a graduate can do;
- application of knowledge and skills is the context in which a graduate applies knowledge and skills

**Assessment**

**Competency Based Assessment (CBA)**

Competency Based Assessment is the process of collecting evidence and making judgments on whether a person has achieved competence in a task or group of tasks. CBA confirms that an individual can perform to the standard expected in the workplace as identified in relevant competency standards within National Training Packages or Accredited Courses.

Competency can be demonstrated across all aspects of workplace performance including:
- performing individual tasks;
- managing a range of different tasks;
- responding to contingencies or breakdown;
- dealing with responsibilities of the workplace, including working with others

Competency requires not just the possession of workplace related knowledge and skills, but the demonstrated ability to apply specified knowledge and skills consistently over time in a sufficient range of work contexts.

**Evidence Gathering**

Assessments are chosen with consideration given to:
- task skills, task management skills, contingency management skills, job / role, workplace environment and ability to transfer skills to different work contexts;
- how skills are applied in a workplace situation or within accredited program requirements;
- knowledge / skills required;
- individual needs of the students;
- where assessment occurs (on-the-job, off-the-job, in a simulated environment or distance delivery) and;
- available resources

A minimum of two different assessment methods will be applied to determine if a student is ‘competent’ or ‘not yet competent’ against the criteria.

The assessment activities must ensure:
- assessment takes place in an environment that meets the requirements of the relevant program assessment;
- activity covers all elements and performance criteria, as well as the underpinning knowledge and skills required within the unit, module, program or cluster

Typical assessment methods may include:

<table>
<thead>
<tr>
<th>Observation</th>
<th>Assessors observe someone performing a task or producing a product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>A systematic, organised document which defines and analyses a subject or problem</td>
</tr>
<tr>
<td>Simulation / Role-Play</td>
<td>Simulation of workplace activities to gauge performance</td>
</tr>
<tr>
<td>Portfolio</td>
<td>Provision of a collection of evidence and samples</td>
</tr>
<tr>
<td>Case Study</td>
<td>Based on real or fictional business problems/issues case studies involve analysis to try and understand what has happened and why or to identify major problems and suggest solutions</td>
</tr>
</tbody>
</table>
### Practical Exercise or Task

Undertaking a task or series of tasks or exercises that demonstrate competency of a work based activity.

<table>
<thead>
<tr>
<th>Knowledge Based Test</th>
<th>Written or oral questioning or test to determine understanding or knowledge of the work or task to be performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Third Party Report</td>
<td>A workplace supervisor or other suitable person in the workplace provides this report based on their opinion of your work knowledge and performance against specific criteria. Used to support overall assessment but not as an assessment method itself unless the report is provided by a qualified VET Assessor recognised by the College.</td>
</tr>
</tbody>
</table>

### Assessment Guidelines

Your trainer will provide an overview of planned assessment activities required for each unit of competency or cluster of competencies.

Assessments should be submitted or completed by the Assessment Due Date for a result to be recorded. If the student cannot submit or complete by the due date, an Application for Extension – Unit of Competency Form must be completed and submitted to their Trainer for approval.

All course assessment must be completed within the course duration identified on your enrolment confirmation and / or training plan.

**It is the responsibility of the student to ensure that a copy of all assessments submitted are saved securely so that the risk of data loss is minimised.**

### Assessment Feedback

Trainers / Assessors will provide each student with feedback about the outcomes and assessments. They also provide guidance for future options. Feedback must describe the performance of the student against the elements or learning outcomes and any re-assessment options.

### Reasonable Adjustment

The Disability Discrimination Act (1992) requires educational institutions to put in place actions to help ensure equal opportunity for people with a disability. In vocational education this is referred to as ‘Reasonable Adjustment’.

The legislation does not specify the types of adjustments required to remove discrimination. Each case needs to be considered in its own circumstances and previous case law.

Some examples of adjustments in the educational environment include:

- changes to the physical environment, such as modified physical spaces or provision of equipment
- modifying communication systems or information provision
- provision of course materials in alternative formats
- provision of interpreters, readers etc
- alternative assessments and/or examinations
- provision of a private room for undertaking exams

Reasonable adjustment applied to assessment tasks must not inhibit the ability for an individual to demonstrate the required competency outcomes of a Unit of Competency.

Where a student presents with evidence of a disability or an identified condition that inhibits their ability to use the online learning and / or assessment resources a hardcopy may be provided.

Where a student’s learning preference is for hardcopy versions of learning and assessment resources (generally available online) and is unable to satisfy the College that he or she has a disability or an identified condition that inhibits ability to use the online resources, hardcopy resources may be available for purchase.
Re-Sit or Re-Submission
All students are offered an opportunity to re-sit assessments except where assessment misconduct has occurred.

Students will be permitted to re-submit assessments on two further occasions after having submitted the original assessment. The standard timeframe for assessment submission is two weeks after unit is complete. In cases where a student needs extra time for extenuating circumstances, they need to apply in writing to the Campus Manager or Distance Manager.

Access to Academic Records
Students will receive feedback and progress from their Trainer Assessors. Students are also able to see their progress within the Learning Management System and may also request a copy of their academic record at any time.

Qualification Award, Statement of Attainment and Results
All fees need to be paid prior to awards being generated (excludes VET FEE-Help enrolments). Program information including results, awards and vocational outcomes can be obtained by:

- telephoning the College administration on 1300 808 681;
- emailing Captain Cook College on headoffice@ccc.edu.au or:
- visiting one of our campuses and speaking with our administration team

Academic Appeals
If you disagree with an academic outcome (final result) from an assessment you must first seek to discuss the outcome with your Trainer within 7 days of being notified of the result. If you are not satisfied with the outcome you may Lodge a complaint requesting a formal review of an individual assessment or final outcome within 7 days of receiving result refer Complaint Policy and Procedure
If not satisfied with the decision outcome of the Academic Complaint, you may submit an Academic Appeal to the Corporate Services Manager within seven days of the complaint decision. Please refer to the Appeals Policy and Procedure.
The CSM decision will be final. However if you are dissatisfied with the decision from the CSM you have the right to take your case to an external independent body. The purpose of an external independent body is to consider whether Captain Cook College has followed its policies and procedures in the decision review process. Captain Cook College will give due consideration to any recommendation made as a result of an external review process. Please refer to the Appeals Policy.

Acknowledging Research Sources
You will be undertaking a range of reading and research tasks throughout your learning program. Reading the work of others is an important component of expanding your own knowledge base and to broaden your understanding of topics. It can be used to support and strengthen your ideas and arguments and by acknowledging your sources you avoid plagiarism.

What is Plagiarism?
When you use other sources in your writing without acknowledging your sources you may be accused of plagiarism. Plagiarism is the act of using another person’s ideas as if they are your own. It’s a very serious breach of academic etiquette. Your assessment may be given a Not Yet Competent result and in extreme cases, you may be expelled from the College.

Whether you used the authors own words, phrases or paragraphs from other sources or adapt them into your own words you must ‘acknowledge and ‘cite’ or ‘reference’ your sources. It doesn’t matter whether the original words or ideas are those of a published writer, or those of another student—you must not copy without giving your source.
How to Acknowledge Sources

There are a number of recognised ways to acknowledge sources in your work. A common method is the Harvard system using Author-Date style. Another is the footnoting system where you apply footnotes on each page.

Remember - check with your Trainer for his or her preferred method and be consistent in your use throughout your assignment.

Different Terms Used

- In-text referencing - acknowledging sources of information within the body of your work;
- Bibliography - a complete listing of all sources of information which were relevant to the topic - even if you did not refer to them in your report or essay;
- Reference list - a listing of all the sources of information that you referred to in your essay or assignment. Items on your reference list must also appear in your in-text referencing.

When to Provide a Reference

You must reference all sources in the following instances:

- direct quotation - quoting the exact words of an author, enclose in single quotation marks;
- paraphrasing or putting the work of another writer in your own words;
- summarising or using ideas or materials directly based on the work of another writer;
- statistical information such as data, tables, figures, diagrams, maps, illustrations and appendices either taken whole or adapted from another source;
- images, sound and photographs used

Information Privacy

Captain Cook College, or its approved agent(s), will collect, store use and disclose personal information from you at various stages including information obtained from your initial enquiry, your enrolment and throughout your study period with the College. Captain Cook College collects this information in accordance with the Australian Privacy Principles (APPs) and the Privacy Act 1988.

Individuals may request access to their personal information handled by Captain Cook College under the Freedom of Information Act 1982 (FOI Act).

Your information will be treated confidentially and may be used for planning, communications, research, evaluation and marketing activities. Your personal information will be securely stored in electronic and / or hardcopy form.

Your information is available to authorised College staff. However College authorised agents may have access to some elements of your information. Your information may also be provided to government agencies as directed or as part of formal reporting requirements. General non-specific demographic information may be provided to agencies such as the National Centre for Vocational Education Research. For details of how Captain Cook College protects your privacy see our Privacy Policy.

Access and Equity

Captain Cook College promotes a College environment which ensures our services meet the diverse needs of all people irrespective of their age, gender, disability, country of birth, language, race, creed, religion, culture or other background.

Harassment, Discrimination and Bullying

Captain Cook College has a zero tolerance policy for acts of discrimination, bullying or harassment. Captain Cook College will investigate legitimate claims of harassment, bullying or discrimination and take appropriate action in accordance with relevant Commonwealth or State legislation. Where Captain Cook College believes actions and / or behaviours of an individual are unlawful, that matter may be referred to
the police or other relevant government body. Please refer to the Captain Cook College Fair Treatment and Equal Opportunity Policy.

Captain Cook College continues to create a College environment in which students and staff can work together free from violence, harassment, intimidation and exploitation. When on campus or communicating with staff or students, either in-person or online, you have the responsibility to:

- treat people with respect and fairness, regardless of their age, gender, sexuality, race, ethnicity, cultural background, disability or socio-economic status;
- refrain from harassing (including sexual harassment), or disrupting others in their studies or duties;
- not display bullying, aggressive, threatening and abusive behaviour on and off-campus;
- not use social networking (such as Facebook or Twitter), phone calls, mobile phone SMS or email to make threatening or derogatory statements about other students or Captain Cook College staff.

**Discipline and Misconduct**

Captain Cook College staff and representatives have the authority to suspend or exclude students from classes in the event of academic or behavioural misconduct including but not limited to:

- falsifying information;
- breaches of Commonwealth and/or State law which impinge on Captain Cook College operations;
- behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of Captain Cook College or disrupts the peace and good order of Captain Cook College;
- refusing or failing to identify yourself truthfully;
- plagiarism;
- harassment, discrimination and bullying;
- any act or failure to act that endangers the safety or health of any other person;
- acting in a way that causes students, staff or other persons within Captain Cook College to fear for their personal safety;
- acting in a way that causes damage to Captain Cook College or a partnering organisation’s property.

The degree of disciplinary action taken for misconduct will depend upon the severity of the breach and the number of times the breach occurs. The penalties that may be imposed for misconduct are:

- a reprimand and caution (warning);
- removal from class for 24 hours;
- payment for the cost of repairing or replacing damaged resources, equipment or facilities;
- an appropriate period of suspension from classes;
- cancellation of enrolment with no refund and no re-credit;
- where Commonwealth and/or State law appears to have been breached, the matter may be referred to the police or other appropriate authority.

**Misconduct Appeals**

If a student is found guilty of misconduct, the student has the right to make a non-academic appeal regarding the decision in writing to the Corporate Services Manager using the Appeals Form which is located on our website under About Us, Policies and Procedures Captain Cook College.

**Computers and Network Access Rules**

Any misuse of computing or electronic resources is considered to be an act of behavioural misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, suspension, or expulsion.

Any unlawful use of computing or electronic resources may lead to legal action being taken.

Captain Cook College reserves the right to:
• moderate access to the Internet and Intranet services, including filtering of websites, and blocking selected non-educational and training websites
• monitor and record all usage of its computer networks, including its Internet and Intranet services
• access a student email account where it is considered that there may have been misuse of the email system
• take disciplinary action when breaches of this clause occur

Workplace Health & Safety
The Work Health And Safety Act 2011 applies to all stakeholders of Captain Cook College including Staff, Students and Visitors. All stakeholders have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them. Students have the responsibility to:
• report any incident or hazards on campus to their Trainers or Campus Administration
• follow any reasonable instruction aimed at protecting their health and safety while on campus
• consider and provide feedback on any matters which may affect their health and safety or other people around them.

Emergency Evacuation
Each Captain Cook College campus has an evacuation plan and a process in place to ensure the safe evacuation of all staff, students and visitors. Trainers, the Campus Manager or campus administration staff will act as emergency coordinators in an emergency event. Students will be instructed in emergency procedures at induction and are required to follow all instructions given by staff and emergency services personnel during an emergency.

Any person with mobility or other impairment which would impact on their safe evacuation have an obligation to communicate the nature of their disability to the Campus Manager and their Trainer on the commencement of his or her studies.

During an emergency, Fire Wardens or other delegated staff will assist a person with a disability requiring assistance to a safe landing or fire isolated staircase until they can be evacuated without harm by the Emergency Services.

Steps for Evacuation in Case of Emergency
At times, situations may arise when the College needs to be evacuated. In such situations the following steps must be followed:
• Trainers will take charge of the classroom
• if an evacuation alarm sounds you must evacuate. Floor Warden/s will manage evacuations and you must follow the instructions given by a Floor Warden.
• Students accompanied by their Trainer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room. Personal effects only are to be taken as learning / training equipment can impede evacuation
• Students and Trainers will assemble in the designated area for that premises
• Students must be accounted for on the class roll and are not to leave the designated assembly area during an evacuation
• all Students and Staff may return only when the building have been cleared for re-entry by Emergency Services or Building Wardens.

Smoking
Smoking is prohibited throughout the buildings including foyers and toilets. Smoking is permitted only at designated locations outside the building and away from building entrances.

Alcohol, Drugs and Weapons on College Premises
Alcohol, drugs and weapons are not permitted on any Captain Cook College campus or on any Captain Cook College approved or directed activity. You are not permitted to use College facilities or equipment
when under the influence of alcohol or drugs. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

**First Aid**
Captain Cook College has a designated First Aid Officer at each campus. Initial access to First Aid Officers is via your Trainer, Campus Manager or Campus Administration staff.

**Insurance Cover**

**Off Campus Work Experience Insurance Policy**
Captain Cook College students are not covered by its Work Cover policy while undertaking any work experience work outside of a Captain Cook College campus / registered premises. If you intend to apply for work experience with any employer, Captain Cook College strongly recommends all students apply for work experience related insurance. For further information please enquire with the Campus Manager.

Note: Private property and vehicles are not covered by Captain Cook College insurance. This is the individual’s responsibility.

**Campus Hygiene and Environment Care**
All students are asked to keep Campus and classroom areas tidy by using the rubbish bins available. Captain Cook places great emphasis on providing and maintaining facilities and equipment of the highest standards and appreciates your assistance in this regard.

**Breakages, Losses and Damage**
Students are required to report all damage to Captain Cook College property to a staff member. This applies whether involved in the activity that caused the damage or not. If a student wilfully breaks or damages Captain Cook College property, or personal property, the student will be asked to pay for the replacement of that property. Disciplinary action may result.

**Change of Campus Location for Training**
Captain Cook College reserves the right to manage training delivery locations to maximise classroom capacity issues, low numbers of enrolments in scheduled programs or for any other purpose. Captain Cook College will always try to minimise the impact on students. Captain Cook College will identify any proposed changes. We will identify potential impacts on students and conduct a risk assessment. Captain Cook College will notify students by email and on notice boards of any relocation no less than 10 working days prior to the move.