

CHEC Employee Induction



WELCOME

Welcome to Coffs Harbour Education Campus, known as CHEC. CHEC is a progressive and dynamic partnership between Southern Cross University, TAFE NSW and Coffs Harbour Senior College.

The partnership aims for excellence in education and training, exceptional student opportunities and sustainable regional development. The Campus enables each partner to offer programs of excellence to meet the needs of students in the region and beyond, including international students. There are also career and study progression pathways and opportunities for students to move seamlessly between secondary, vocational and tertiary levels.

Our governance framework comprises three main cross-sectoral committees: CHEC Finance & Properties Committee who are responsible for strategic financial management and decision-making, CHEC Executive who are responsible for Campus strategic direction and CHEC Managers who provide recommendations to CHEC Executive, make operational decisions and implement Campus strategic initiatives.

Each of the partners also provide specialist campus operational support – SCU leads Library and Technology Services, TAFE NSW leads facilities management and Senior College leads Counselling & Support Services.

As the Campus is a partnership, there are certain functions and processes that differ from a typical university, TAFE or high school environment. The information contained below will assist you with a general induction into how CHEC operates including the relationships between the partners.

CHEC also has a dedicated website where policies, procedures, forms and information on support services and the campus in general can be located.



www.chec.nsw.edu.au

KEY CAMPUS SERVICES

COUNSELLING & SUPPORT SERVICES

Counselling, Careers Advice and Disability Support is available for students from each sector through Counselling & Support Services on the top floor of F Block, just above the Coffee Shop.

To make an appointment, or to find out more about support that is available, please phone Monday to Friday between 8.30 am to 4.00 pm.

☎ 6659 3263 🕒 M - F: 8.30am - 4.00pm



TECHNOLOGY SERVICES

Technology support services are available for students and staff from each sector. To make contact with Technology services, please contact the Service Desk between 8.00 am and 5.00 pm Monday to Friday.

☎ 6659 3263 🕒 M - F: 8.00am - 5.00pm

✉ coffs.servicedesk@scu.edu.au



KEY CAMPUS SERVICES



THE CHEC LIBRARY

Library services are available for students and staff from each sector. The CHEC Library webpage has links to the Catalogue, Opening Hours, and the Study Rooms booking page. There are also Library contact details for each of the sectors.

Library staff can assist with access to resources and Library facilities. Contact your sector Librarian for assistance with orientation for new students and information literacy programs.

 6659 3232  [Check opening hours here](#)

FACILITIES

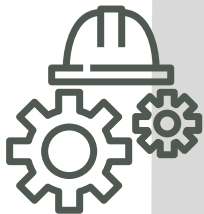
Facilities are available for general Campus maintenance and operational services. To make contact with Facilities please phone between 8.30 am and 4.00 pm.

 6659 3798  M - F: 8.30am - 4.00pm



CAMPUS INFORMATION

MAINTENANCE, SERVICE & SUPPORT REQUESTS



If you require support for a building/equipment maintenance issue, logistical/event support, or office/furniture relocation, please do so via the Staff Portal on the CHEC website. You will receive an email notification once the request is approved, in progress, on hold then once completed. For maintenance emergencies, please contact Facilities (Greg Shuttleworth) immediately.

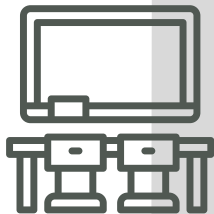


www.chec.nsw.edu.au



6659 3091 (Security) or 0439 882 810 (Greg)

ROOM BOOKING



Available rooms include computer laboratories, general purpose learning spaces, meeting rooms, video conferencing spaces, theatres, laboratories and specialist workshops. Rooms and associated audio visual setup requirements for classes or lectures are booked via the Campus Room Booking web form on the CHEC website (Staff Portal). The form will automatically be sent to the room booking email and you will receive an email confirming the venue once it has been booked. Should your lecture or meeting be cancelled or postponed, please ensure you advise Room Booking via email.

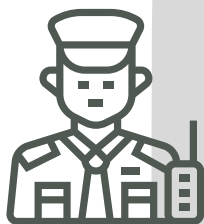


www.chec.nsw.edu.au



chec.roombook@tafensw.edu.au

SECURITY SERVICES



Campus security ensures the safety and welfare of students and staff on Campus and respond to emergency situations. Security is located in **A.G.04** and operates **Monday to Friday from 7.00 am to 11.00 pm** and on **Saturday 1.00 pm to 5.00 pm** when the Library is in operation. Outside of hours, please contact **000** in an emergency.



A.G.04



6659 3091 OR 1800 004 357



M - F:: 7.00am - 11.00pm
Sat: 1.00 - 5.00pm

KEY REQUESTS AND ALLOCATIONS



To request an Office or Learning Space key, please complete the CHEC Key Request webform made available on the CHEC website (Staff Portal). You will require your line manager's approval before submitting a request and will be notified via email when the key is ready to be collected.



www.chec.nsw.edu.au

CAMPUS INFORMATION

MAIL SERVICES



All outbound and incoming mail is processed from **A2.G.03**. Incoming mail is received between and distributed to pigeonholes (**A1.G.25**) by 1.00pm each day. The mail room will be tended to between **9.00am-12.30pm** weekdays. If mail is to be dispatched “that day”, cut-off time is **2.00 pm** when Australia Post schedules collection. Mail services are for business correspondence only – for any personal mail, the Campus has a Postal Box located at the front of A Block.

Small deliveries: Toll Priority collects any time from **2.30pm to 4.30pm Monday to Friday**. Please see Patricia Robinson in the mail room between **9.00am-12.30pm** for correct packaging and charging of the parcels.

Large deliveries of bulky goods: Campus Main Store, located at J Block – contact the Storeman on **6659 3075** for assistance.



A2.G.03 (Mail Room)

A1.G.25 (Pigeonhole)



M - F: 9.00am-12.30pm

PRINTING SERVICES



An Equitrac imaging device fleet of multi-function devices (MFD's) is deployed on Campus and there are devices located at strategic locations around Campus which have print, copy, scan and facsimile capabilities. Most staff MFD's have colour, A3 and stapling options. Equitrac is a print release system, so you print and then utilise your partner identity card to access the device. Print jobs can also be securely released from any MFD on Campus. Paper and toner supplies are located in close proximity to devices. Please also note the Campus does not permit purchase of additional personal printers or imaging devices outside of the Equitrac Agreement. For any issues in relation to printing, please email the CHEC Service Desk.



coffs.servicedesk@scu.edu.au



6659 3080



M - F: 8.00am - 5.00pm

WORK HEALTH AND SAFETY



Campus emergency preparation, evacuation, response and recovery procedures are set out in the Campus Emergency Management Plan. This is available on the CHEC website (Staff Portal). All new staff must familiarise themselves with the plan. Evacuation areas can be found at certain safe places on Campus and details can be found on building diagrams or the Campus map. Teachers are responsible for their class group during an emergency.

EVACUATIONS

An evacuation occurs when there is an imminent threat to personal safety within a building or room itself. In the event of an evacuation, take control of your class group, immediately exit your room/office, do not lock doors or collect personal belongings and do not use lifts. Assist disabled persons and proceed to the nearest evacuation assembly point by the safest route available. Once there, mark off your students and advise your building warden or emergency services regarding any students/colleagues unaccounted for. Await the all clear from a warden or emergency services before returning.

CONSULTATION PROCESS

CHEC values the health, safety and welfare of students, staff, visitors and contractors on site. We have elected Health & Safety Representatives (HSR's) from each partner who you can raise WHS concerns with. Current HSR's are:

Nikki Crowley (SCU) – **6659 3366**

Brook Down (TAFE NSW) – **6659 3281**

FIRST AID OFFICERS

As part of our commitment to safety and welfare, we have qualified First Aid Officers on Campus who can be called on to administer basic first aid in the event of an injury, illness or incident. For details on First Aid Officers, please refer to contact lists which are available on Campus noticeboards and in learning spaces.

All Campus Security Staff are First Aid Officers and can be contacted on **6659 3091** or from your mobile phone on **1800 004 357**.

In a life-threatening emergency or serious injury requiring an ambulance, please ring **000** and then notify Security.

LOCKDOWNS

Lockdown procedures minimise access to the Campus and are utilised when there is an imminent and serious threat to personal safety, for example through a violent intruder on Campus grounds. In the event of a lockdown, obey all directions by staff, immediately access a safe space (such as a class room), close and lock or barricade doors, close windows, pull down blinds, switch off lights, computers, mobile phones and equipment, stay out of sight and remain silent and calm until the all clear is provided by either a Warden, emergency services or an authorised staff member.

SMOKING

CHEC is a smoke-free and vape-free campus.

INCIDENT NOTIFICATIONS

It is essential that you notify management and/or Facilities of any incidents, injuries, near misses or hazards on Campus. Each partner has their own procedure for incident notification. Please familiarise yourself with this procedure and ensure that all student, staff, visitor and contractor incidents are notified as soon as possible to ensure health and safety.

SERVICE CONTRACTORS FOR SPECIALISED EQUIPMENT

Facilities engage contractors for building works and maintenance. If you engage a contractor to perform a service on specialised equipment (other than a visual inspection), they must be formally inducted, provide a risk assessment or safe work method statement and proof of current Public Liability and Workers Compensation insurance prior to commencing work. Please refer contractors to Facilities for safety inductions.

CAMPUS AMENITIES

CHEC CAFE

The cafeteria and café are located in F Block and offer a wide range of hot and cold food, snacks, refreshments and coffee. Opening hours are sign-posted. Catering services are also available for staff and class functions.

For catering options, please contact Leah Fitzgerald.

 Leah.Fitzgerald@scu.edu.au  0429 917 356

OSPREY RESTAURANT

The Campus operates a fully functional restaurant and offers lunches and dinners. There is also the Hole in the Wall café where students serve takeaway food throughout the year. The restaurant and student café are located in I Block.

INNOVATION HUB COFFS COAST

The Innovation Hub Coffs Coast aims to provide an outstanding facility for business development support in the lifestyle destination, the Mid North Coast Region of NSW. The Innovation Hub Coffs Coast offers a dynamic and supportive environment acting as a conduit for students, local business and people wanting to share the space for a day or a year! Collaboration and networking opportunities are at the heart of the Innovation Hub Coffs Coast. Our iHub facilities are for rent and short term hire. To tap into our extensive business and Alumni networks across local, interstate and global business communities, contact us today.

 www.coffsinnovation.com.au  6658 8199

SCU VILLAGE

SCU Village Coffs Harbour offers fully furnished four-bedroom apartments for students who wish to reside on Campus, with an active community of 96 residents. Each resident has their own lockable bedroom and shares bathroom, living and kitchen spaces with 3 others. Rooms are all-inclusive which includes unlimited high speed WIFI and electricity.

Each Block has washing machines and dryers for residents use, as well as a recreation room and study centre. The Village also runs a comprehensive Residential Life program with social events for the enjoyment of students. The Village works closely with all departments of CHEC to ensure the best possible service for its residents. The Village can cater for Semesters 1 & 2 students.

 <https://campuslivingvillages.com/australia/coffs-harbour/scu-village-coffs-harbour/>

CAMPUS AMENITIES

STUDENT LEARNING CENTRE

The Campus has a Student Learning Centre (SLC), which is located on the ground floor of E Block, adjacent to the central gathering space. The SLC is a supported learning space that boasts a wide range of specialised resources which include video/audio editing technologies, couches, Happy Days Fonzie booths and large round tables for group discussions. The SLC also has portable equipment that is available for loan to campus staff and students such as digital SLR cameras, laptops, data projectors, Wacom tablets and more. Bookings for any equipment can be made through the SLC Support Officer.

To make contact with the SLC, please visit the Support Officer in **E.G.19** between **9.00am – 3.00pm** (not staffed from 12.00pm – 1.00pm) **Monday to Friday**.



E.G.19



M - F: 9.00am - 3.00pm (not available between 12.00pm - 1.00pm)

CHEC SPORTS CENTRE

The CHEC Sports Centre is located in T Block, adjacent to the Campus sporting grounds. Access to the gym is available to students, staff and members of the community. The Sports Centre is delighted to be able to offer the Coffs Harbour community with the best value gym memberships in the region with direct debit membership starting from as low as \$9.50 per week and is run by ACE Performance, bringing elite sport and human performance to the campus.

Membership includes use of:

- State of the art Life Fitness Cardio equipment
- A great range of Life Fitness pin-loaded machine weights
- A range of free-weights and lifting cells
- Program writing and assessments as required
- 1 court stadium for casual use



M - TH: 6.00am - 9.00am, 12.00pm - 2.00pm, 4.00pm - 7.30pm

F: 6.00am - 9.00am

Sat: 8.00am - 11.00am



T Block



www.aceperformance.com.au/ace-coffs-harbour