



Student information 2011 – Short Courses Yarraville Community Centre

About YCC

Yarraville Community Centre (YCC) is an incorporated, not-for-profit organisation managed and operated by a community-based board of management for the benefit of the community. Established in 1975, we are a registered training provider delivering a range of adult, community and further education programs and vocational training. Our priority is to achieve the best outcomes for you and we deliver services to the best of our ability.

59 Francis Street
Yarraville
Victoria 3013

PO Box 215
Yarraville 3013

Phone 9687 1560
Fax 9687 1166
yarracc@ycc.net.au

www.ycc.net.au

Access and equity

YCC is committed to providing training to anyone who can benefit from it. All our staff are committed to the principles of access and equity – see our Access and Equity Policy available at the YCC Office. If you have a disability, contact us to discuss specific support requirements and options related to courses at YCC.

Behaviour

All participants have a right to learn and train in a safe and professional environment. We ask that you show basic courtesy, consideration and cooperation to other participants and staff, and comply with any YCC health and safety requirements.

Car parking

On site car parking is limited but you can park in streets surrounding YCC. Please make sure that you check parking restriction notices.

Change of personal details

If your personal details (such as your address, telephone number or name) change while you are studying at YCC, please inform your teacher or the YCC Office.

Child care

Occasional child care is offered at YCC. Contact the YCC Office for more information and to check availability of child care sessions.

Complaints and appeals – policy and procedures

Complaints

The YCC Complaints & Appeals Procedures offer guidelines for dealing with complaints. We have prepared them so that problems experienced by learners are addressed immediately, effectively, professionally and confidentially.

The policy and procedures provide an avenue for most complaints to be addressed. We know that in some cases alternative measures may need to be explored and so each case is addressed on its merits. We encourage the parties to approach a complaint with an open view and to try to resolve the situation through discussion and conciliation. Where the complaint cannot be resolved amicably in this way, we recognise the need for an appropriate, external and independent agent to mediate between parties. We will record all complaints in writing, together with the outcome.

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If a complaint is found to be substantiated, we will review relevant policies and procedures and implement changes where appropriate.

If you have a complaint, you can obtain a full copy of the Complaints & Appeals Policy and Procedures, and a Complaints and Appeals Reporting Form, from the course coordinator or the YCC Office.

Appeals

We have an appeals procedure for any decisions made by, or on behalf of, YCC. This procedure is to reassure you that any concerns about decisions will be taken seriously, and handled professionally and confidentially, to achieve a speedy resolution.

If you wish to register an appeal, you should follow this procedure:

Discuss the appeal with your teacher so that you clearly understand the nature of the assessment result or disciplinary action.

If the appeal is unresolved, or you would rather not discuss the appeal with your teacher, you should contact the course coordinator.

At this stage, you must submit your appeal in writing so that there can be a full investigation. Please note that Complaints and Appeals Reporting Forms are available from the YCC Office.

If the appeal is for an assessment task, the teacher or course coordinator will provide you with an opportunity to resubmit the task, which will be assessed by a different assessor.

All involved parties will be notified of the outcome in writing, including the reasons for a decision, within 20 business days of YCC receiving the Complaints and Appeals Reporting Form.

If the appeal is unresolved at this level, you have the right to contact the YCC manager or Committee of Management.

If you are not satisfied with the outcomes at this point you may also contact

Victorian Registration and Qualifications Authority on 9651 3290, email vrqa.complaints@edumail.vic.gov.au or at www.vrqa.vic.gov.au.

Computer and internet access

YCC has two computers with internet access located in the reception area at Francis Street and Blackwood St (bookings required). This service is free of charge if you are currently enrolled in an YCC course. Printing costs A4 are 10c for black and white or 20c for colour per page or A3 20c black and white or 40c colour.

Please treat our computers with respect. Don't alter settings and leave the computer as you find it. If there are any problems with the computer you are working on, advise the supervisor immediately – never try to 'fix' it.

You are welcome to use the internet to access information you require.

Please ensure that any sites visited are consistent with the community focus of our organisation, and that offensive material is not accessed or distributed.

Feedback

At the last class, you will be asked to complete a course evaluation form.

The information we get from your evaluation will be kept strictly confidential and will provide you with an opportunity to let us know what you think about the course content and structure. This information is used to improve our courses.

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Guidance and welfare

YCC cannot provide a direct guidance and welfare service, but we can refer you to appropriate support agencies. Contact your teacher or program coordinator for information. Translation and interpreting services can also be provided.

Kitchen access

You can use the kitchen to make lunch, or to make a cup of tea or coffee for 20c per cup. There are microwaves located in the upstairs and downstairs lounge areas. Please wash, dry and put away any items used.

Language, literacy and numeracy assistance

If you require some help with language, literacy or numeracy, YCC can provide classes, one-to-one tutoring, assessment and advice on appropriate courses.

Lost property

Lost property can be reported to, or handed in to, the YCC Office on the ground floor at 59 Francis Street, during office hours.

Medical condition

If you have a medical condition or health issue that may affect you in class, please inform your teacher and provide emergency contact details. The information will only be held for the duration of the course.

Mobile phones

We ask that all mobile phones are switched off, or switched to silent mode, during your YCC classes unless prior permission is obtained.

Photocopying, phone and faxing

You may photocopy at a cost of 10c per A4 sheet or 20c per A3 sheet. If you need to make a phone call or send a fax, please ask at the YCC Office. Phone calls are 40c and sending a fax is \$1 per page, within Australia.

Office hours

The YCC Office is located at the Francis Street site and is open for enquiries during office hours – Monday to Thursdays 9am to 5pm, Fridays 9am to 4pm.

Privacy

All personal information that you provide to YCC is protected by the *Information Privacy Act 2000*. All staff who come into contact with your information will treat it confidentially. Ask at the YCC Office for the YCC Privacy Policy for more details.

Property

Our training venues are public places and you are responsible for your own property. Please do not leave your valuables unattended.

Smoking

Smoking is not allowed in the YCC building, at the entrance or in the YCC grounds.

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Statement of Attainment

You may receive a Statement of Attendance at the successful completion of your course.

For further information, contact a course coordinator at the YCC Office on 9670 1560 or email info@ycc.net.au.

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