



## **Yarraville Community Centre Inc.**

### **Student information booklet 2018**

This information book contains important details of how we work. Please read all of it, and ask us questions on anything you do not understand.

Yarraville Community Centre (YCC)

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, YCC delivers an educational and training program and is a Registered Training Provider delivering a range of Adult, Community and Further Education programs and Vocational Training.

Linkages are maintained with a range of peak bodies and organisations to ensure that the YCC is aware of developments and trends in the adult community education arena.

At all times the priority of the YCC is to achieve the best outcomes for our stakeholders and clients. We will deliver services to the best of our ability and with adherence to relevant legislation, contracted requirements and service guidelines. What is fair and reasonable should guide the actions of all stakeholders.

YCC will:

- comply with all relevant Australian laws, including privacy, anti-discrimination and Occupational Health & Safety
- act with honesty, due care and diligence
- behave ethically and professionally and be openly accountable for our actions
- treat all clients fairly and with respect
- consider clients' individual needs and provide value for money
- ensure that the information we collect about clients is relevant and necessary and is kept confidential
- make clients' records available to them via written request
- communicate accurate information about services we provide
- ensure that clients are aware of their rights and responsibilities
- provide feedback to clients about decisions that could affect them
- have an effective complaints and appeals process
- encourage feedback from clients with the aim of continuous improvement

Our students will:

- respect the rights of all other people who access the services/facilities of the YCC
- uphold and encourage application of YCC's Access and Equity policy
- behave in ways that contribute to the orderly, effective and safe functioning of YCC including adhering to YCC's OH&S Policy
- not negatively impact on the learning environment for other individuals or groups of students
- comply with attendance requirements of courses and not unreasonably disrupt a class through lack of attendance or non-punctuality

ensure that work submitted for assessment is honestly presented

YCC will not tolerate any anti-social, disruptive or damaging behaviour or any other form of unacceptable conduct.

In response to inappropriate behaviour:

the learner may be excluded from class for the session, day or course

the learner's enrolment may be cancelled

the learner may be requested to make restitution

the police may be notified

Where a learner is dissatisfied with YCC's treatment of the situation the learner may also have access to YCC's Complaints and Appeals Policy & Procedures.

### **Enrolment & Induction**

All students participating in funded training through YCC must complete an enrolment form and provide proof of eligibility and identity information. This is required by organisations receiving government funds and is used to maintain learner training records and for statistical purposes to plan future training opportunities and facilities. In some cases, additional information may be requested to manage disabilities, impairments or long-term conditions where indicated on the enrolment form. Where a third party has a vested interest in a learner's enrolment, (eg. Fees are paid by the third party) information about such things as attendance may be provided to the third party. All other information about students will only be used for the intended purposes and will not be disclosed to other parties unless permission has been sought from the learner. All staff will respect learner's privacy and maintain confidentiality as required under privacy legislation. Enrolments are confirmed upon completion of the enrolment form and receipt of fees. Furthermore, regular attendance in scheduled classes, or regular contact with teacher(s), is required to maintain the enrolment. Where unsatisfactory attendance is evident, a learner will be considered to have withdrawn and their enrolment cancelled. Information on courses, including content and vocational outcomes is available through

Preliminary interviews

Course Information and Training Plans

### **Unique Student Identifier**

From 2015, students participating in nationally recognised accredited training require a Unique Student Identifier (USI). The USI will provide students with the ability to obtain a complete record of their Vocational Education and Training (VET) enrolments and achievements from a single online source. If you do not currently have a USI, Yarraville Community Centre can apply for one on your behalf with your permission.

### **Fees & Charges Policy (2017)**

#### **Enrolment & Fees**

All students must complete an Enrolment Form. Enrolments are confirmed only upon payment of fees, which must be paid (or arrangements for payment made) prior to commencement of the course.

#### **Invoices**

Where a learner makes arrangement for another entity to pay for the course, an Authority to Invoice must be completed before the commencement of the course. An invoice will subsequently be sent to the nominated entity.

### **Tuition Fees – Government Funded Training Programs**

**See appendix 1**

### **Materials and Amenities Fees**

Course fees **may** include materials and/or amenities fees. These are compulsory non-academic fees. The amount charged is dependent on several factors including

Materials supplied

Resources needed for the class/classes

Travel expenses

Cost of activities

Facilities needed for the class/classes

Any Materials and/or Amenities Fees will be advised prior to enrolment.

### **Concession of Fees for Students Holding a Valid Concession Card**

Where a learner holds a valid concession card, the learner will be eligible for the concession rate in government-funded courses. Concessions do not apply if the learner's tuition contribution is being met by a Commonwealth Government Agency or as part of a Commonwealth program initiative. For example, if the course tuition fee is being paid for by a Job Network agency, the full tuition fee will apply.

### **Eligible Concession Cards**

Health Care Card

Pensioner Concession Card

Veterans Gold Card

### **Other Students / Classes Eligible for Concession**

The tuition fee in respect of government-funded courses will be the concession fee for Indigenous students.

### **Fee for Services Courses**

YCC will advise prospective students of the cost of Fee for Service courses before the commencement of the course. Usually the fees will be a total course cost ie. it will include materials and amenities. Concessions are available on Fee for Service courses and prospective students may apply for Fee Exemption/Concession.

### **Fee Exemption/Concession for Students Facing Financial Hardship**

Fee exemption is available for students facing financial hardship. A request will be assessed and a decision communicated to the learner. A concession or exemption of tuition fees and/or materials and amenities fees may be granted where it is considered that the collection of fees would impose extreme hardship.

### **Refunds**

If a student withdraws, from VTG subsidised training at any time up until 4 weeks after the scheduled commencement date of the course, Yarraville CC will refund the tuition fees paid. Where materials have been supplied for a course, and a student withdraws, no refund of the Services and Amenities fee will be given. No refund is available where a student withdraws from VTG subsidised training at any time after 4 weeks of the scheduled commencement date.

If a course is cancelled by Yarraville CC at any time during the period of a student 's enrolment, then Yarraville CC will refund the tuition fees and service and amenities fees in full.

In the unlikely event that Yarraville CC ceased operation at any time during the period of a student's enrolment, then Yarraville CC will refund the tuition fees, and materials and amenities fees in full.

### **Fee For Service Short Courses Student Withdrawal**

Refunds are only considered when a written request is received 10 days before your course begins. An administration fee of \$20 applies. No refunds are given once a course has commenced.

### **Employability Skills**

The development of Employability Skills has been integrated into the delivery of all qualifications from Training Packages. Information on employability skills developed through any training package qualifications can be accessed from the [My Future website](#):

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

## Legislation

YCC adheres to Occupational Health & Safety, anti-discrimination and equal opportunity legislation. YCC provides a safe workplace for staff and students and which is free from:

- Sexual harassment
- Bullying
- Intimidation

Program Co-ordinators are the representative for welfare support to students. The Coordinator will provide information to all complainants on the YCC's procedures for handling complaints and due process will be followed.

In areas of welfare which fall outside the area of expertise for the Co-ordinator (eg. financial management, drug/alcohol abuse), a system of referral to outside agencies to cater for specific issues.

YCC maintains a referral book of current contact details of support services available in and around the western region and makes this freely available and accessible to both staff and students. This may also be used for self-referral.

## Learner Requirements & Expectations

Punctuality – classes will start and finish on time

Absences - If you are unable to attend a training session, please ring to advise of your absence *before* the start of the session.

When a learner is absent for 3 consecutive weeks of training without notifying YCC, the learner will be deemed to have withdrawn. Any relevant agencies will be notified of the withdrawal eg. Centrelink

Students enrolled in nationally recognised training are expected to attend 80% of scheduled classes. Non-attendance may impact on the achievement of the qualification.

No Smoking – the YCC building is a smoke free environment. This extends to covered walkways, verandas, etc.

Appropriate breaks will be provided during training sessions. Tea and coffee are provided for a small donation. Please wash, dry and put away any items used.

A broad cross section of the community participates in our classes. Please respect other students, their belongings and their confidentiality.

Students are reminded that our training venues are public places and students are responsible for their own property. Please do not leave valuables unattended.

Appropriate language and behaviour, which reflects the “community” nature of our organisation, should be maintained at all times during training.

Mobile phones should be switched off during classes. If students need to be contacted during class times, a message can be left at the office on 9687 1560.

## Infectious Diseases

When a learner is unwell with an infectious disease/condition, they will be excluded from class. Please advise YCC of the absence where possible. For specific information on exclusion times, please refer to the Exclusion Schedule on the following website <http://www.health.vic.gov.au/>

Diseases/conditions which are to be excluded include:

Head lice, scabies, ringworm

Conjunctivitis

Influenza (flu), strep throat

Gastro – vomiting and/or diarrhea

School sores

Measles, mumps, German measles

Meningococcal infection

## **Computer and/or Internet Access Guidelines**

Students and community members accessing YCC's computers are provided with the following information and are required to abide by them.

### **Treatment of Computers**

We ask that you respect these computers and treat them with caution. Do not alter any of the settings on the computer and leave the computer as you find it. Should there be any problems with the computer on which you are working, advise your teacher immediately. Under no circumstances should a user of the computer try to "fix" the computer.

### **Internet Usage**

Users are welcome to surf the net to access information they require. No additional programs may be downloaded to access sites/information that would otherwise be unavailable.

### **Offensive Material**

Please ensure that any sites visited are consistent with the "community" focus of our organisation. Offensive material must not be accessed or distributed. The history of sites visited will be regularly checked and if it is deemed that improper sites have been accessed, the user will be cautioned in the first instance and any further breach of trust will disqualify the user from further access.

### **Prohibited Material / Activities**

Electronic communications must not be used in any manner contrary to the law or likely to to the law or likely to contravene the law. Any offender will be referred to the police.

### **Plagiarism and Cheating**

**Definition:** Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as one's own work. Cheating is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

Plagiarism or cheating may occur when a student copies or partly copies other people's work and then submits the work as their own for assessment. Sometimes Students may copy work from books, the internet or even another student. If a teacher considers that a student's work is incompatible with their normal level of delivery, or if s/he notices cheating during an assessment, the teacher may opt to have the student re-sit an alternate assessment. In an ongoing case of plagiarism and/or cheating, the student will be given a warning by the Program Coordinator, and if the action continues, the student will be withdrawn from the course. A record of all communication regarding the incident(s) will be maintained in the student's file. Students may appeal a decision of cheating or plagiarism through the appeals process.

### **Assessment**

Assessment of students undertaking accredited training will be in line with curriculum and assessment guidelines and workplace standards. Assessment tasks will vary from unit to unit.

A learner is seen to successfully complete a unit when they have demonstrated competency or achieved the learning outcomes. Teachers will advise students of the context and purpose of the assessment, the assessment process, when and where assessment/s will occur, the required competencies/learning outcomes and when a learner has successfully completed. Attendance and class participation are considered vital components of courses. Teachers will discuss the range of assessment methods with students and will be flexible to cater for individual learner's needs.

Students who feel they have been unfairly assessed should refer to the Appeals Process.

If a learner does not complete an entire qualification, a Statement of Attainment will be issued at no additional cost to the student provided all course fees have been paid in full. A Certificate will be issued to each learner who satisfactorily completes a qualification.

Students participating in non-accredited training will generally be issued with either a Certificate of Participation or a Certificate of Completion at the conclusion of the training.

## **Recognition of Prior Learning and Credit Transfer – for accredited courses**

Students may enrol in a Foundation Skills qualification at the level appropriate to their needs and skills, so RPL is not usually appropriate for Foundation Skills. YCC will inform all prospective students of the availability of RPL and RCC.

For VET certificates YCC recognises the principles of Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) and that they are an essential part of adult education. It also recognises that education can come from life experiences, formal education and other courses, training in a work environment and work experiences. YCC is committed to ensuring that no participant should be required to undertake training in a module/unit of competency, for which they are already able to demonstrate satisfactory achievement of the performance criteria stated in the endorsed training package or nationally recognised course. A credit transfer will be given for studies/units/modules/competencies already achieved at another Registered Training Organisation in the qualification for which a participant is enrolling. The original certificate issued by the other Registered Training Organisation is sighted and a copy signed by an authorised staff member and placed on the participant's file.

A student has the opportunity, at the interview for enrolment, or prior to commencement of the program, to fill in the request for Recognition of current competencies/RPL forms. YCC staff are responsible for supporting all stages of the RPL and RCC process and provide appropriate and adequate information in order to maximise opportunities for a successful RPL outcome.

## **Complaints & Appeals - Policy & Procedures**

### **Complaints**

The Complaints & Appeal Procedures provides a guideline when having to deal with complaints. YCC has prepared these measures as a means to have problems experienced by a learner addressed immediately, effectively, professionally and confidentially. The policy and procedures provide an avenue for most complaints to be addressed. However, we are aware that in some cases alternative measures may need to be explored and therefore each case is addressed on its merits. It is the YCC policy to encourage the parties to approach a complaint with an open view and to attempt to resolve the situation through discussion and conciliation. Where the complaint cannot be resolved amicably through discussion and conciliation, YCC recognises the need for an appropriate, external and independent agent to mediate between parties. All complaints will be recorded in writing together with the outcome and where the subject of a complaint is found to be substantiated, YCC will review relevant policies and procedures and implement changes where deemed appropriate. Students with a complaint may request a full copy of the Complaints & Appeals Policy and Procedures and a Complaints and Appeals Reporting Form from the course coordinator or the office.

### **Appeals**

YCC has an appeals procedure for any decisions made by, or on behalf of, YCC. The Appeals procedure is to reassure students that any concerns about such decisions will be taken seriously, and handled professionally and confidentially in order to achieve a speedy resolution.

A student who wishes to register an appeal should undertake the following procedure:

Discuss the appeal with your teacher to better understand the nature of the assessment result or disciplinary action;

Should the appeal remain unresolved, or you would rather not discuss the appeal with your teacher, you should contact the Course coordinator.

At this stage, you must document an appeal in writing to facilitate a full investigation. Please note the Complaints and Appeals Form is available from the office. If you need support to write the appeal please contact the course coordinator.

If the appeal is for an assessment task either the trainer or Course Coordinator will provide you with an opportunity to resubmit the assessment 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 twenty business days of the Complaints and Appeals form being received by Yarraville Community Centre.

Should the appeal remain unresolved at this level, a student has the right to contact the 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 (VRQA) 96372806, or go to  
<http://www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeEnquiry>

## **Privacy Policy**

In accordance with the Federal Privacy Amendment (Private Sector) Act 2012, YCC is committed to protecting all individuals' privacy and personal information. It is necessary for YCC to collect personal information about students and does so by getting students to complete the YCC Enrolment form.

Relevant State and/or Commonwealth statutory bodies will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for training.

All staff will respect learner's privacy and maintain confidentiality as required under privacy legislation. Where a learner chooses to not fully complete an enrolment form, YCC may be unable to provide the services they seek. If at any stage an individual's personal details change throughout the course of their training, the learner should inform their teacher or the YCC Office Administrative Assistant so that their details can be amended.

Individuals have the right to access their personal information via written request. Students will be provided with information on the YCC Privacy Policy at enrolment. A learner may receive a copy of the Privacy Policy by contacting their teacher or the YCC Office.

## **Improvements**

If you can think of any way that we can improve our service, please let us know. Staff of the YCC is eager to hear of anything that we can do better.

## **Access and equity**

We are committed to providing training to anyone who can benefit from it. All of our staff is committed to the principles of access and equity - please ask to see our Access and equity policy at any time.

## **Student support, welfare and guidance services**

We can arrange Occasional Child Care to make it easier for you to attend our courses, and if you require any information or referral to social or government services please ask a staff member. Any student attending our courses has full access to our kitchen facilities and Tea and Coffee is provided. Photocopying will also be provided on request for a small charge. Students have access to our Computers/ Internet during office hours with time outside of class hours arranged by prior arrangement (a nominal fee will be charged for printing). Translation and Interpreting services can also be provided where necessary.

## **Pathways**

YCC recognises that students undertaking classes will want to achieve desired outcomes by their participation. All classes have aims and students are encouraged to consider their personal goals for participation.

YCC also recognises that students may have different reasons for participating in classes so the courses are designed with a range of pathway options including:

- Other courses / programs on offer through YCC

- Other courses / programs available through other Adult Education institutions e.g. V.U TAFE

- Employment opportunities / skills shortages in the local labour market