

Yarraville Community Centre Inc. Student Information Booklet 2026

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.

Vision

To build a stronger community through connection, engagement, diversity and opportunity.

Mission

Yarraville Community Centre (YCC) will be responsive to community needs and provide opportunities that build resilience and community connections.

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 is a Registered Training Organisation, Adult Community and Further Education and Learn Local provider, Skills First provider, Neighbourhood House, registered to provide Occasional Care, provider of the Skills for Employment program (SEE) and Adult Migration and English Program (AMEP).
- 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.

Values

- ❖ **Integrity** – we do things the right way, acting honestly and ethically at all times
- ❖ **Sustainability** – we are committed to a more sustainable future for our inner west community and our planet
- ❖ **Innovation** – we will respond to the needs of our community and find better ways to provide relevant and inspired services
- ❖ **Inclusiveness** – we work together as a team, to achieve better results for our community
- ❖ **Quality** – we work hard, strive for excellence and celebrate our successes
- ❖ **Community** – we are 100% focused on the community in all we do

At all times the priority of 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.



Yarraville Community Centre acknowledges, recognizes and respects Australia's Aboriginal and Torres Strait Islander peoples as the traditional and ongoing custodians of the land upon which we work. We acknowledge and respect elders past and present and welcome all Aboriginal and Torres Strait Islander people to our organisation.

Contact Information Details

Education Manager

Karishma Karki

Foundation Skills Coordinator (Skills First, SEE and AMEP)

Heather Naylor

ACFE Coordinator

Nicola Innes

For all enrolment and course inquiries Phone: 03 9687 1560

2026 Term Dates

SEE Programs	
Term 1: 12 th January to 10 th April	Term 3: 13 th July to 24 th September
Term 2: 20 th April to 3 rd July	Term 4: 5 th October to 18 th December
AMEP	
Term 1: 28 th January to 2 nd April	Term 3: 13 th July to 18 th September
Term 2: 20 th April to 26 th June	Term 4: 5 th October to 18 th December
Skills First Programs Foundation	
Term 1: 28 th January to 2 nd April	Term 3: 13 th July to 18 th September
Term 2: 20 th April to 26 th June	Term 4: 5 th October to 4 th December
Skills First Programs Vocational	
Term 1: 2 nd February to 2 nd April	Term 3: 13 th July to 18 th September
Term 2: 20 th April to 26 th June	Term 4: 5 th October to 18 th December
ACFE Programs	
Term 1: 12 th January to 10 th April	Term 3: 13 th July to 25 th September
Term 2: 20 th April to 3 rd July	Term 4: 5 th October to 18 th December

2026 Public Holidays

Australia Day	26 th January
Labour Day	9 th March
Good Friday	3 rd April

Easter Monday	6 th April
King's Birthday	8 th June
AFL Grand Final	25 th September
Melbourne Cup Day	3 rd November
Christmas Day	Thursday 25 th December
Boxing Day	26 th / 28 th December

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**. Check the website for details.

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, upon receiving consent from the you. 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 written permission.

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.

Training Plans and Course Schedules

Each student enrolling in a YCC Education program will receive a Course Schedule and Training plan:

Course Schedule:

- Provides details about each unit (number of sessions, assessment due dates, location, class time)

Individual Training Plan:

- Outlines course information (units, hours, start and end dates, training and assessment details)
- Includes any additional requirements for successful completion
- Trainers/Assessors and Skills First Data and Compliance Officer will update and keep records of submissions and assessment outcomes
- Note any changes (withdrawals or cancellations)
- Records of results achieved

Practical Placements

Some qualifications require students to complete a practical placement or work placement to demonstrate skills in a real work setting. Specific requirements include the length of the placement, a formal agreement with the host employer, and supervision arrangements. Your trainer assessor will inform you of the placement requirements for your course. Refer to the Students guide to work placement. Placements should be completed within 3 months after the course's theory component ends. Any extra time needed must be discussed with the Education Manager or delegate.

Working With Children Checks & National Police Checks

In Community services work, students may need specific checks for work placements. For Certificate III in Community Service, Certificate III in School Based Education and Support, Certificate III in Individual Support and Certificate IV in Disability Support programs at YCC, students must apply for

a National Police Check and a Working with Children Check. This process can be stressful if you fear a poor result. If your Police Check shows any issues, speak to a Education Programs team member.

Your privacy will be maintained, and the information will not be disclosed. Refer to the Working with Children Check and National Police Check Policy available at reception or by emailing education_manager@ycc.net.au.

Note: YCC students get special discounts for Police Check – check with Education manager.

Competency Based Training (CBT) & Assessment

Competency-Based Training: Focuses on helping students develop and demonstrate workplace skills and knowledge.

Competency-Based Assessment: Determines if a student is "Competent" or "Competency Not Achieved" (CNA) based on actual performance. The assessment is ongoing—before, during, and after training.

Features of Competency-Based Training:

- Combines theory with work-based practice.
- Provides detailed training materials for skill acquisition.
- Assumes all students can master skills with enough time and appropriate methods. Trainers support students through this flexible system.
- Recognizes prior skills, knowledge, and learning at the beginning of a course.
- Uses flexible training approaches: group, individual, self-paced.
- Incorporates adult learning principles and individual learning styles.
- Satisfactory completion based on achieving all specified competencies.

YCC Education Program staff ensure assessments are valid, reliable, flexible, fair, and sufficient. Students are informed of assessment requirements at induction, enrollment, and by trainers in class.

Re-submission: Students can re-submit work or re-sit assessments. If absent, this is allowed with a medical certificate or prior negotiation. CNA assessments must be re-submitted within a set time.

Support for Learning Barriers: Extensive assistance is provided for students with learning barriers. Training delivery and assessment tasks are adapted for students with disabilities or learning barriers.

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.

Assessment Task Due Dates: Due dates for assignments and assessment tasks are set by the Trainer/Assessor and listed in your course schedule.

Students must submit work by the due date.

Assessment Methods

A variety of assessment methods will be used, comparable to real work environments:

Questioning: Written or oral questions (multiple choice, short or long answers, case studies)

Observation: Assessing skills and abilities in the workplace or a simulated environment, role plays, presentations

Product: Producing items like a portfolio, plan, or activity, reports, projects

Third party evidence: evidence gathered from workplace supervisor

Assessors may make notes during the assessment to record evidence. You can ask to see what they have recorded. If you have questions, ask your assessor or a Education Programs team member.

Course Extensions

- Extensions for submitted work may be granted due to special circumstances.
- Extensions must be negotiated with the Trainer/Assessor at least 1 week before the due date
- Extension for the course must be approved by the Education Manager.

Non-completion of Assessments

- Students must complete all assessment tasks to the best of their abilities. Non-completion results in unsatisfactory outcomes.
- Plagiarism results in "Competency Not Achieved" (CNA) based on the offence and its severity (see section on Plagiarism).
- Late submissions may not be accepted, and students may have to repeat the entire unit.

Assessment Appeals

- Students can attempt each assessment task up to three times to achieve a satisfactory outcome, but they must discuss it with the Assessor.
- If students have concerns about the assessment process or results, they can request a review and have the right to appeal.
- Students can discuss concerns with a Education Program team member and may request another assessment with a different assessor.
- If unhappy with the outcome, students have the right to access an independent third-party for complaint resolution.

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.

Artificial Intelligence (AI): AI performs functions like humans but is done by machines. AI tools can help with learning but should not be the sole source of assessment. Students must declare the use of AI tools and cite them like other sources. Teachers/trainers may restrict AI use. Failure to comply is seen as plagiarism.

For more information, ask your trainer or a Education Program team member.

Certificates

Students who successfully complete all the requirements of a qualification will receive a Certificate and a Statement of Attainment of results. The Certificate is the record of the training completed by a student. It details the course of study and includes the nationally recognised training logo. This qualification is recognised throughout Australia. The certificate should be retained by the student for future use.

Statements of Attainment

Students who partially complete a qualification will be eligible for a Statement of Attainment outlining the units successfully completed. The Statement of Attainment details the student's name, date of completion and code of the unit of competency and the results of the competencies achieved. The nationally recognised training logo on the Statement of Attainment indicates the unit of competency is recognised throughout Australia.

Statements of Attainment may be issued for single or groups of units of competence that YCC has added to its scope of registration. Certification will not be awarded until all financial commitments have been met and all academic work and/or practical placement activities have been successfully completed.

Cancellation/ Withdrawal

If you are thinking of withdrawing from a course due to:

- Workload being too heavy
- Course is too difficult
- Not the right course for you

- Cannot concentrate
- Other personal problem

If you simply stop going to class and handing in work, you risk not passing. Talk to your Trainer/Assessor or a Education Program team member about the support you need to help you complete your course.

Formal withdrawal

You can formally withdraw from a course by advising your trainer/assessor or a Education Program team member (verbally or in writing) that you will not be continuing in an enrolled course.

Apparent withdrawal/RTO Initiated Withdrawal

If you fail to inform YCC (verbally or in writing) that you will not be continuing in the course, but discontinue training i.e. stop attending or submitting assessments, this will be considered as apparent withdrawal. Upon becoming aware of an apparent withdrawal YCC Education Program staff will attempt to contact the student on 3 separate occasions, this will be either by phone, email or letter. If no contact is made with the student, written notification (email or letter) will be sent to the student advising them that their enrolment has been withdrawn.

Important!

All students being withdrawn from a Subject and/or Program Enrolment are reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will impact their future training options and eligibility for further Victorian government subsidised training.

Legislation, Regulations and Standards

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 or intimidation

Program Coordinators 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 Coordinator (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.

As an RTO YCC must comply with various standards, legislation and regulations, listed below are some examples:

- Competition and Consumer Act 2010 (Cth)
- Working With Children Act 2005 (Vic)

- Child Wellbeing and Safety Act 2005 (Vic)
- Privacy and Data Protection Act (Vic) 2014
- Work Health and Safety Act (2011)
- Equal Opportunity Act (Vic) 2010
- Disability Act (Vic) 2006
- Education and Training Reform Act (Vic) 2006
- Racial Discrimination Act (Vic) 1975)
- Sex Discrimination Act (Vic) 1984
- Age Discrimination Act (Vic) 2006
- VRQA Guidelines for VET Providers
- Skills First Quality Charter
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- AQTF: Essential Conditions and Standards for Continuing Registration

If you would like more information about the different Acts or Legislation please speak to a member of the Education Program or you can visit www.legislation.gov.au

Student Feedback

YCC is required by AQTF Standards to collect and analyse feedback from students and industry and encourage students and employers to participate in providing feedback. A mid-course focus group will be conducted during the course and at the end of the course a survey will be provided for this purpose. Any evaluation of YCC training and assessment is confidential and only used for the purposes of improving the quality of service to students.

Students may be contacted by representatives on behalf of the Victorian Registration and Qualifications Authority or other Vocational Education and Training sector stakeholders as part of the quality audit processes for RTOs. You are encouraged to take part in this process.

It is suggested that you ensure you record the name of the person who contacts you and the name of the organisation on whose behalf they are contacting you. You are not obliged to disclose any personal information. You may also ask for time to contact YCC to confirm that it is genuine contact.

At any time, you can contact a Education Program team member with questions regarding third party contacts that relate to quality processes.

Surveys of Students

Students may be contacted by representatives/auditors of the State Funding body - Department of Education and Training, the Victorian Registration and Qualifications Authority to provide feedback on YCC training. The Federal Government conducts a national survey of students annually which is managed by the National Centre for Vocational Education Research (NCVER). Representatives may contact you and we are authorized to provide them with your contact details if requested.

Fees & Charges Policy

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 is requested by Administration, upon which 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 Workforce Australia 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 asylum seekers.

Fee for Service 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 i.e. 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.

Fee Waivers

Fee waivers may be granted to students who are eligible. Eligible students must be one of the following:

- young person on community-based order made under the Children, Youth and Families Act 2005 or
- individual held in Judy Lazarus Transition Centre
- Youth Access initiative
- Skills First Aboriginal Access

Refunds

If a student withdraws, from Skills First subsidised training at any time up until 4 weeks after the scheduled commencement date of the course, YCC 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 Skills First subsidised training at any time after 4 weeks of the scheduled commencement date.

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

In the unlikely event that YCC ceased operation at any time during the period of a student's enrolment, then YCC 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 [myfuture - Australia's National Career Information Service | myfuture](#)

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".

Learner Requirements and Expectations

- Punctuality – classes will start and finish on time.
- Absences - If you are unable to attend a training session, please call us 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 and will be notified of the withdrawal and its impact on accessing further government subsidy.
- 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:

- Covid-19 virus
- 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 or likely to contravene the law. Any offender will be referred to the police.

Complaints & Appeals - Policy & Procedures

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.

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>

All students, no matter what qualification they are enrolled in, may contact the VRQA to lodge a complaint.

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 parties involved 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>

All students, no matter what qualification they are enrolled in, may contact the VRQA to lodge a complaint.

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 not to 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 are eager to hear of anything that we can do better.

Access and equity

We are committed to providing training for anyone who can benefit from it. All 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

YCC understands that there can be real barriers to accessing education and training for all people. It is our responsibility to work closely with our students and their support networks to ensure that our Education programs are accessible and that successful achievement is attainable.

In situations where a student has identified needs, YCC will undertake the following process:

- Meet with the student and a representative of his/her support network (e.g. family member, employment consultant)
- Discuss the course content, structure and assessment
- Negotiate internal and external support strategies that meet the student's needs
- Review the success of the strategies with the student on an ongoing basis and provide feedback to the support network representative.

If you require support in any area, please see your Trainer/Assessor who will assist you in achieving your desired outcome. Where the Trainer/Assessor is unable to assist you, they will refer you to you Coordinator. In addition, YCC provides support in the following areas:

- Career advice
- Advice on study skills and strategies
- Academic issues such as course planning
- Complaint/dispute support
- Public transport is available to all training sites and car parking is available close by. All training venues are secure. Evening classes are scheduled only at selected sites to ensure student safety.

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

Contact Details

If you require the contact details for any Education Program staff, please email info@ycc.edu.au
phone number YCC Phone number 9687 1560 / Education Program: 8376 7704