

BELLARINE TRAINING AND COMMUNITY HUB INC



STUDENT HANDBOOK

Student Handbook

Rationale

Bellarine Training and Community Hub Inc (BTACH) is a non profit registered charity providing a range of support services, self help groups, information and learning activities in a friendly environment. We offer small learning groups, experienced tutors and an understanding of adult learning needs. We provide adult education, including Accredited and Non Accredited courses, along with general adult education and hobby courses.

This Student Handbook is a summary of Bellarine Training and Community Hub's policies/procedures, students' rights and responsibilities and our services to you. This handbook should be read in conjunction with the Student Enrolment Policies and Procedures provided in the student enrolment pack.

Policy

It is the intention of the Bellarine Training and Community Hub to provide pre enrolment information in the form of the Student Handbook and at the pre training interview for Accredited Training enrolments through BTACH. It is also the intention of the BTACH to inform students of their rights, requirements and relevant policy information whilst completing a course through BTACH.

Student Handbook

■ Our Commitment to You

Access and Equity

Bellarine Training and Community Hub Inc. is committed to integrating Access and Equity principles within all services provided to our learners. All staff recognise the rights of learners and provide information, advice and support that is consistent with this Code of Practice and our scope of registration as a nationally recognised training organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Bellarine Training and Community Hub will conduct its business in a manner that reflects our commitment to social justice principles of equity, access and participation within the community.

If at any time you feel that we are not abiding by our Code of Practice then report your complaint or grievance to your trainer, students liaison or complete our Complaints and Appeals form to be submitted to the manager.

Our Guarantee to You

We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. Further, on receipt of payments from you, we guarantee you our full support for the duration of your course of study through to completion.

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Client selection and enrolment

BTACH provides equal opportunity for all members of the community to enrol in courses, regardless of their financial or social background, unless specific requirements are not met. For example if a course requires a police check and the student cannot gain this requirement, they will not be able to complete their desired course.

Enrolment in courses will be accepted in order of receipt until the course fills. Waiting lists will operate, with students being notified as vacancies occur.

No enrolment is deemed valid until all paper work, including enrolment forms, privacy statement, acceptance of offer and payment have been received.

For students who choose to pay their course fees using a payment plan BTACH will engage Pinch payments for these payments via direct debit. This will be a weekly debit payment and will incur additional charges.

For accredited courses a pre training review will be conducted prior to enrolment to determine the student's level of literacy and numeracy for the completion of the course.

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■ Information & Support Services

We provide and support the following services within our training organisation:

Language, Literacy Numeracy and Digital

Students commencing a course may need to have specified language, literacy, numeracy and digital skills.

These will be noted in course descriptors. Students commencing a course will have these skills tested prior to the course to determine whether additional training and support is required to fulfil the requirements of the course. Where applicable and possible, students will be given assistance to minimise concerns related to these skills.

- When it has been identified that a student requires additional support after completing the language, literacy, numeracy and digital assessment the trainer will meet with the student to discuss strategies to arrange the extra time required to assist the student to complete each unit.
- When a student is experiencing difficulty understanding and completing activities, assessments and projects, discussions with the trainer will be arranged.
- Where a student feels their trainer is not providing the extra support required, a meeting with the compliance coordinator and/or manager of BTACH will be arranged to mediate between trainer and student to ensure a positive outcome is reached for all parties.

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■ Information & Support Services

Recognition of Prior Learning (RPL) arrangements and Credit Transfer (CT) of completed units.

We have a clearly documented RPL and credit transfer process. If you believe that you have the skills and knowledge that will be covered in the units you are enrolling to study, either through previous study or through work experience, or have verified evidence of completed units contact the compliance coordinator or manager on 52 554 294 to discuss the process of RPL or Credit transfer. The RPL process is conducted as a fee for service and does not receive any Victorian Training Guarantee funding.

National Recognition

We recognise and accept the verified credentials issued by other registered training organisations based in any State/Territory of Australia. This can include a verified Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as a certificate or diploma.

Complaints and Appeals

If a student's rights are threatened by another student or member of staff or the student feels that they have received unfair treatment or assessments, BTACH has a documented procedure that covers how to initiate a complaint or appeal. Contact the Centre Manager or Student Liaison Officer on 03 5255 4294 to discuss how to proceed. Should you have a complaint or grievance with the Centre you can contact the VRQA to <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx> or by phoning the VRQA on 9637 2806

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■ Information & Support Services

Flexible learning and assessment procedures

For all accredited courses a level of competency must be reached. Each competency standard is endorsed by the industry and there are specific learning outcomes for the course the student has enrolled in.

Assessment, where possible, will focus on the performance standard and skill level required in a workplace, using the guidelines outlined in the course curriculum.

Our training and assessment procedures are flexible and are designed to take into account your needs.

We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standards prescribed in the relevant Training Package or accredited course material.

This means that the training and assessment you receive from us is done in accordance with the National Quality Training Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

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■ Information & Support Services

Flexible learning and assessment procedures- continued

Bellarine Training and Community Hub will use a number of tools during assessment stages.

These will include but are not be limited to:

- Assignments
- Reports
- Projects
- Practical demonstrations
- Observation
- Formal Questioning

For those undertaking an Accredited Course at BTACH, the following must be adhered to:

- All assignments are to be submitted on time (within two months of commencement of the unit) unless otherwise negotiated with the tutor. If granted extensions all assessments and placements must be completed within two years of the commencement date of the course.
- The tutor will assess all assignments and provide a response/feedback within two weeks.
- If there is a discrepancy with the assessment the BTACH Manager will organise another assessment.
- All outcomes and course payments must be met for the course before a certificate is issued.
- Students deferring must re-enrol within two years of the commencement date of the original course enrolment or the enrolment will be withdrawn.

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■ Information & Support Services

Fees (funded course fees are in line with the Ministerial Directive)

Information on fees is included in the course promotional materials such as course brochures and flyers and is also available through our website. This information includes:

- Course fees plus any other additional costs such as administration fees, materials fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid. Please note: for students selecting the payment plan option, Bellarine Training and Community Hub will engage Pinch Payments for collection of fees. Additional charges will be incurred in this instance.
- A non-refundable deposit/administration fee of \$100 will be collected at the time of enrolment.

Note: we do not accept payment of more than \$1000 per student prior to course commencement.

Following course commencement, ongoing fees will be due as defined in the course material or as arranged with our organisation.

Refund Policy

A non refundable deposit of \$100 per accredited course is required at the time of booking. Exceptions to this procedure are outlined in the BTACH letter of offer to students and student enrolment policies and procedures. The only exception to this policy is if BTACH cancel a course due to lack of numbers, at which point a full refund will be issued.

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■ Information

Privacy and Confidentiality

BTACH respects your right to privacy. Information which we collect and hold on students is kept in accordance with information privacy laws. (Refer to our policy and student agreement). Students can access their personal records by appointment at the Centre. Two forms of approved identification must be provided. BTACH does not recommend or accept any responsibility for students co sharing personal information amongst each other.

Insurance

Except for those conditions covered by Public Liability, costs for medical attention incurred through injury to participants in a course or class are the responsibility of the participant. Participants are not permitted to use equipment without first having been instructed in the use of such equipment and in safety procedures by the class tutor.

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■ Plagiarism & Cheating

We do not tolerate any form of plagiarism or cheating in our training organisation.

Plagiarism Definition

We define plagiarism as “a piece of writing that has been copied from someone else and is presented as being your own work”.

Cheating Definition

We define cheating as “someone being deceptive or lying to gain a personal advantage”. This may include sharing another student’s work, cheating when taking a test or assessment or having another person do an assessment on your behalf.

There are severe consequences for plagiarism or cheating including resubmission of an assessment or suspension/termination from studies.

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■ Course Attendance & Scheduled Classes

A roll is kept of each student's attendance. It is expected that all students will maintain 80% attendance rate for their chosen course. If any problems arise that would affect attendance please contact your tutor to discuss attendance issues. Where valid reasons are identified, strategies to assist students to complete their course will be explored.

Scheduled Classes

We schedule our courses so that no class exceeds three hours duration without a break and students are only able to attend two class sessions per day. This scheduling only covers the students' training when on our premises.

Limited parking is available for students on the BTACH premises. However car parks that are free and well lit are available surrounding the Centre. Students are directed to these areas for their security during weekend classes and classes conducted after 6pm.

Withdrawals

If your circumstances require you to withdraw from a course please contact the compliance coordinator or Centre Management at your earliest time and provide in writing the reason and date of your course withdrawal. A Statement of Attainment will be issued for modules/units completed once outstanding fees have been finalised.

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Placement

Work placements may be required for students to complete all outcomes outlined within the course.

Where work placement is required, BTACH will work with students to find appropriate work placement opportunities. Each student will receive a contract of work placement, a record of hours and assessment tools. The placement is a non paid placement and all required hours must be met within the specified time frame. Your tutor will visit you at your placement for assessment at a time convenient to the employer and student.

Certificates

Students who complete accredited training will either receive a Statement of Attainment for modules/units completed, or a full certificate if all outcomes in all modules/units have been completed and they are deemed Competent. Certificates/Statements of Attainment will only be issued on completion of the course and when all fees and charges have been finalised.

Student Services

Our aim at BTACH is to:

- Offer smaller classes
- Provide the best opportunities for students to interact with the trainer
- Allow for flexible training and learning
- Encourage student participation in discussions

Student Handbook

■ General Information for Students

Lunch/Coffee/Tea

BTACH has tea and coffee making facilities. Coffee machine prices including cappuccino, latte or hot chocolate are \$2.00 per cup. Instant coffee and tea is free of charge. Please leave the kitchen area clean and tidy. A student lunch lounge is provided for your convenience with full refrigeration facilities and a vending machine for snacks and cold drinks.

Computer Use

BTACH has a fully equipped computer room. All computer users must adhere to the computer usage policy. For use of this room please contact Reception for bookings. If a computer is required that is not course related a small fee may be charged.

Other resources

All stationery required to complete the course including, pens, pencils, highlighters, plastic pockets, staplers etc. are to be purchased by the student prior to the commencement of the course. BTACH has a photocopier and laminator available for public use at a small cost. Please contact Reception for details.

Smoking and Mobile Phones

Smoking is not permitted within any of the buildings used for the purpose of BTACH classes. Smoking is only permitted in the designated smoking area. Participants are requested to turn off their mobile phones during class.

Data Collection from External Bodies

Please be advised that students enrolled through Bellarine Training and Community Hub may be contacted by the National Centre for Vocational Education and Research (NCVER). The purpose of contact will be to invite students to participate in one of several possible research activities.

These activities may include:

- The National Student Outcomes Survey managed by the NCVER collecting information for Victorian Training Guarantee funding eligibility
- An invitation to participate in any Department endorsed project and/or direct contact by a member of the Commission (or persons authorised by the Commission) for audit or review purposes.

Participation is voluntary in any research activity conducted by the NCVER.