



Merinda Park Learning & Community Centre Inc

A0028764B

ABN 69 093 616 835

Melways Ref. 129 F8

Registered ACE Provider 3952

Phone (03) 5996 9056

141-147 Endeavour Drive, Cranbourne North 3977

Fax (03) 5996 9434

P.O. Box 7144 Cranbourne North 3977

Email: admin@merindapark.com.au

Web: www.merindapark.com.au

Student Handbook

2012



Disclaimer

Merinda Park Learning & Community Centre Inc makes every attempt to ensure the accuracy and reliability of the information included in this resource. Users should be aware of the following:

- MPLCC makes no guarantee or warranty as to the accuracy or authenticity of the information in this resource or other resources listed in this resource.
- MPLCC does not accept any liability in relation to the content of this work.

Information

For further information contact Merinda Park Learning & Community Centre
141-147 Endeavour Dve
Cranbourne North Vic 3977
Ph: 03 5996 9056
Fax: 03 5996 9434

Message from the CEO

Congratulations on your decision to choose Merinda Park Learning & Community Centre Inc (MPLCC), a Registered Training Organisation (RTO), as your training provider.

The Centre is committed to high standards in the provision of vocational education and training programs that provide its students with the opportunity to learn new skills, upgrade existing skills and obtain nationally recognised qualifications.

MPLCC's students are proud to know that they "earn" their qualifications. We do not sell certificates of competency and do not offer "easy shortcuts".

Our graduates know that the qualifications they obtain from MPLCC will be respected and valued by employers. MPLCC's students also know that the thorough training they receive will earn them the respect of employers and peers, and help them achieve employment or advancements in their career.

MPLCC offers a range of courses as listed. All of the courses are delivered on site by our qualified and experienced Trainers who are highly motivated, resourceful and dedicated to equipping students with the skills and knowledge required to assist them in realising their ambitions. Some modules/courses of training can be undertaken off campus. Your Trainer will work with you to establish a supportive learning environment to facilitate the highest achievable outcomes in terms of your convenience.

I wish you every success as you embark on your learning journey.

Jan Gilchrist
CEO
Merinda Park Learning & Community Centre

COURSES

CHC50908	Diploma of Children's Services Early Childhood Education & Care
CHC51008	Diploma of Children's Services (Outside School Hours Care)
CHC30708	Certificate III in Children's Services
CHC41208	Certificate IV in Children's Services (Outside School Hours Care)
CHC30308	Certificate III in Disability Work
CHC40308	Certificate IV in Disability Work
CHC30208	Certificate III in Aged Care
CHC40108	Certificate IV in Aged Care
CHC30308	Certificate III in Home and Community Care
CHC40608	Certificate IV in Leisure & Health
CHC50508	Diploma of Leisure & Health
CHC30602	Certificate III in Youth Work
SIR10107	Certificates I in Retail Services
SIR20207	Certificates II in Retail
SIR30207	Certificates III in Retail
BSB10110	Certificate I in Business
BSB20110	Certificate II in Business
BSB30110	Certificate III in Business
BSB30407	Certificate III in Business Administration
BSB50207	Diploma of Business
CHC10108	Certificate I in Work Preparation Community Services
CHC20108	Certificate II in Community Services
CHC30808	Certificate III in Education Support
CHC41708	Certificate IV in Education Support
TAE40110	Certificate IV in Training & Assessment
21770VIC	Course in Initial CGEA
21771VIC	Certificate I in Intro CGEA
21772VIC	Certificate I in CGEA
21773VIC	Certificate II in CGEA
21774VIC	Certificate III in CGEA
91418NSW	Certificate I in Spoken & Written English
91422NSW	Certificate II in Spoken & Written English
91423NSW	Certificate III in Spoken & Written English
HLTFS207B, SITHACS006A, SITXFSA001A, SITXOHS002A	Food Handling Level 1
HLTFS309B, HLTFS310B, HLTFS10A, , SITXFSA002A	Food Handling Level 2

Index

Welcome	7
Introduction	8
Certificate Courses	8
Office Hours	8
Class Times	8
VCAL/Youth/CGEA Class Times	8
Change of Address	9
Special Needs	9
Fees	9
Enrolment	9
Qualifications	10
Partial Completion of Studies	10
Refunds	10
Staff	10
Graduation	11
Reissuing of Certificates	11
Justice of the Peace	11
Kitchen	11
Toilets	11
Parking	11
Public Transport	11
Access & Equity	12
Privacy	12
Confidentiality & Privacy	12
Children in Classrooms	13
Valuables	13
Students in Private Cars	13
Student References	14
First Aid	14
Security	14
Fire and Evaluation Procedure	14
Other Services Available for Students	15
Class Attendance	15
Students monitoring their own learning procedure	16
Contacting Trainers	16
Code of Conduct	16
Discrimination and Sexual Harassment	17
Mobile Phones/Personal Music Players	17
Smoking	18
Eating in Class	18
Punctuality	18
Unsupervised Breaks	18
Use of Equipment	18
Student Complaint/Grievance Policy & Appeals Process	18
Revision of Learning Materials	20
Training Plan	20
How Will I Manage my Study?	20
Code of Educational Practice	20
Student Requirement List	21
Transfer	21
Transferring from venue to venue	21
Deferment	21
Withdrawal from courses	22
Student Support	22
Evaluation	22
Assessment	22
Student Records	24
Student Records Request	24
Plagiarism	25
Extensions	25
Resubmission	25

Disciplinary Procedures	25
Late Work	25
RPL	26
Qualifications	26
Credit Transfers	26
Mutual Recognition	27
Practical Placement	27
Immunisation	27
Supervised Field Placements	27
Organizing Placements	28
Who cannot be counted as a staff member	28
Discontinuing a Placement	28
Role of Student on Placement	28
Dress Code on Placement	29
Confidentiality	29
Insurance & Liabilities	29
Police Record Checks	30
Working with Children Check	30
Family Contact	30
Feedback	30

Welcome to Merinda Park Learning & Community Centre, Inc. and your pathway to lifelong learning.

Merinda Park Learning & Community Centre, Inc. in partnership with the community provides a range of high quality and essential, social and education opportunities accessible to all families.

Merinda Park Learning & Community Centre was established in June 1992 as a community managed facility. Located in a growth corridor of the City of Casey, the Centre aims to provide a focal point in the community where everyone feels welcome and individual needs are met.

Research has indicated to us that the four main areas of need in the community are Adult Education, Children's Services, Family Support and Recreational Programs.

Merinda Park Learning & Community Centre is committed to Equal Opportunity in Education, regardless of sex, race, disability, marital status, religious, political or social belief.

Merinda Park Learning & Community Centre, Inc. aims to:

- Maintain a focal point for community activity, providing services for children, youth, families and all community members.
- Provide direct community based learning and educational services and resources to the entire community
- Ensure the service is managed in an efficient and professional manner
- Extend services and accredited courses by working in partnership with other community providers

Merinda Park Learning & Community Centre, Inc. objectives are:

- To provide in partnership with the community a range of high quality Educational, Vocational, Family Support, and Childcare Services
- Deliver services and facilities administered by qualified staff for short or long term programs to support the current and future community needs.

The Adult Education Programs run by Merinda Park Learning & Community Centre, Inc. are State & Nationally Accredited Programs. Anyone enrolled in a course with MPLCC is an adult and treated as such.

MPLCC is a Registered Training Organisation (RTO). Our registration number is 3952. As an RTO, MPLCC has an extensive scope of registration which can be viewed near to Administration security door.

Students at Merinda Park Learning & Community Centre have said "..... studying here has enabled them to meet new people, acquire new skills and has helped them to build their confidence. The Centre is a friendly environment in which to learn..."

INTRODUCTION

Merinda Park Learning & Community Centre is a not-for-profit organisation aimed at providing a focal point for community activity. We provide a range of quality and essential, social and educational opportunities accessible to all families.

Our philosophy of being community based and managed is committed to the creation and maintenance of an open, sharing and participative self-help model of management.

CERTIFICATE COURSES

The Certificate courses are part of a suite of courses, which provide a comprehensive package of training to meet the needs of the Specific Industry. They are nationally accredited courses.

They are designed to meet the needs of students seeking entry level training, as well as people currently employed in the industry who are seeking to upgrade their knowledge/skill base.

All courses will provide additional job skills that would assist you in your career prospects. It would give you a broad knowledge base with some theory, solutions to some unpredictable problems and using skills and knowledge with depth in some areas.

The following are your responsibilities as a student and guidelines for learning with which we work: if you have any concerns regarding these please feel free to contact your Trainer, Education Manager – Liz Cummins or Chief Executive Officer – Jan Gilchrist.

ADMINISTRATIVE RESPONSIBILITIES

Each student needs to understand the policies and practices outlined in this handbook:

OFFICE HOURS

The office is open Monday to Friday 8.30 am to 4.15 pm for enquiries and fee payment. The Centre is closed on weekends and public holidays but is open during school holidays. Messages can be left on the answering machine after hours. Trainers are not at the Centre every day so they will collect messages on their next working day. In the evenings Community Services Trainers have a mobile phone that they can be contacted on or messages of non-attendance can be left on.

CLASS TIMES

Classes operate from 9.30 am. to 3.00 pm with the exception of English as a Second Language classes that operate from 9.30am to 2.30pm. Please check your course times at the office. Evening courses operate from 6:00pm to 10:00pm unless otherwise advised. No classes are held on public holidays.

VCAL/YOUTH/CGEA- CLASS TIMES

Class times for Certificate day courses generally operate from:
9.30 am – 12.00 noon (10 minute break) 12.30 pm – 3.00 pm (10 minute break)
Day classes have a lunch break

Students are expected to be punctual to class at all times. If you are late to class enter the classroom quietly and be respectful to other students and wait for directions from the Trainer. If you are consistently late you may be asked to wait until the beginning of the next session. Students under 18 years are unsupervised during breaks.

CHANGE OF ADDRESS

It is the responsibility of the student to notify the administration office in writing of any change of address and/or phone number or contact details – forms available at the office.

SPECIAL NEEDS

Students with special needs requirements should discuss these with the MPLCC staff prior to enrolment. MPLCC has the capability & resources to provide materials electronically on CD, in hardcopy and in large print. In addition extra support is available to students with special needs. Students with special needs are assessed to ensure that MPLCC has the resources and staff to appropriately meet the needs of the students. Otherwise a referral to another organisation will be suggested.

FEES

Fees are calculated using programmed hours for the course. All courses are costed in accordance with the Ministerial Fees & Charges from the Education and Training Reform Act 2006. A deposit is required to confirm your place in the course, which is payable after attending an information session & interview. Fees can be paid by Cash, Cheque, Bank transfer, EFTPOS (no cash out) or Credit Card which can be accepted over the phone. A cheque can be posted to Merinda Park Learning & Community Centre, Inc. at PO Box 7144, CRANBOURNE NORTH 3977.

If unable to make your fee payment, see the Centre Administration Manager – Lyn Craig to make arrangements for a payment plan.

Students who have a qualification higher or equivalent to the course they are enrolling in, will not be entitled to Government funding. As a result the student will be required to pay full fees for that particular course. Eg: A student currently holds a Certificate III in Children's Services and would like to enrol in Certificate III in Disability. He/she would not be entitled to a Government funded place in the Disability course and would need to pay full fees. If the student was to enrol in Diploma of Children's Services then he/she would be entitled to a Government funded place.

ENROLMENT

Students enrolling into our accredited courses must attend an information session which is to be held prior to the commencement of the course. The information session is followed by an interview and literacy check. Students need to have AQF level 3 literacy levels or Year 10 equivalent to be eligible for most courses. Students with a literacy level lower than this will need to enrol into our Certificate in General Education of Adults and complete the necessary levels to comply.

Certificate IV in TAE requires a pass of 75% for literacy. All other courses require at least a 50% pass rate on first attempt.

A deposit prior to the information session does not guarantee enrolment into the course until all requirements are satisfied.

All students accepted into the course must then complete an enrolment form and student agreement and hand it into reception before commencing any course.

The **MINIMUM FEE** (concession), where applicable, is charged for enrolments to persons who possess a Commonwealth Health Care Card, Pension Card or a Veteran Gold Card (proof of exemption status must be provided at the time of payment). Concession cards obtained during

the period of the course does not constitute a change to fees. Fees are calculated at enrolment for the full period of the course.

Accredited course fees will be charged as follows:

- \$120.00 or \$250.00 for Diploma of Children's Services- non refundable deposit is required on enrolment, or prior to the commencement of the course.
- Invoices will be raised each term of the course and are required to be paid within 30 days.

Students can elect at the start of the course to sign up to a payment plan. Fees for the previous term must be paid before returning to class for the next term. If you are on a payment plan, it also must be up to date as per the agreement. Failure to complete payments will result in students being unable to attend class and accounts being placed in the hands of our debt collector. Placement assessments will not be done if a student is behind in their fees.

An Administration and amenities fee is charged to all students to cover the cost of providing additional student services and amenities in accordance with the Tertiary Education Act 1993.

QUALIFICATIONS

All students who complete a program of learning that leads to the awarding of an AQF qualification will be entitled to receive a certificate and a record of results.

Where a student does not complete a whole qualification, then a statement of attainment will be issued.

Qualifications/statement of attainment will not be issued until fees are paid in full.

PARTIAL COMPLETION OF STUDIES

All students who wish to exit from courses prior to completion will be issued with a Statement of Attainment (VET – Vocational Education and Training Courses) or a Statement of Results/Statement of Attendance for all units of competence successfully completed.

REFUNDS FOR ACCREDITED COURSES

If Merinda Park Learning & Community Centre Inc., cancels a course, a full refund of money paid, will be given to enrolled students

If a student withdraws prior to the commencement of the course a refund of fees paid less an Administration charge of \$120.00 or \$250.00 for Diploma of Children's Services will be given.

If a student withdraws before the end of a course they are responsible to pay fees up until the date of withdrawal.

No refund will be given for off campus courses.

All refunds will be paid by eft upon receipt of banking details or refund to a credit card if payment was made with a credit card.

STAFF

Trainers/trainers and assessors hold the Certificate IV in Training & Assessment (TAA401404 or TAE40110), and relevant competencies and knowledge at an equivalent or higher than specified in the module of instruction to be delivered.

GRADUATION

Merinda Park Learning & Community Centre holds an annual graduation ceremony for students' who have completed their studies and fees are paid. A letter of recognition can be requested as an interim recognition prior to receiving the official certificate. You will be notified of the graduation date to receive your certificate. Certificates not collected at the graduation will be available from reception after the ceremony.

Letters of completion or transcripts of results can be obtained through administration but may take up to 4 weeks depending on when all theory and practical work is completed. *Certificates or transcripts of results will not be issued until full payment of fees has been received*

RE-ISSUING OF CERTIFICATES

Lost or misplaced certificates can be reissued upon written request. Any re-issues requested within the first 7 years of completion of the course will incur a fee of \$50.00 which will be payable before the certificate will be reissued. Reissuing of certificates for courses completed more than 7 years prior will incur a fee of \$100.00

JUSTICE OF THE PEACE

If anyone has documents needing to be witnessed by a Justice of the Peace then a qualified staff member is available for doing so. Please enquire at reception to make a suitable appointment.

FACILITIES

KITCHEN

There is a kitchen available for the use of all students. When using any of the cooking or coffee making facilities, students must make sure that they have cleaned up after themselves by washing, drying and putting away any utensils or placing dishes in the dishwasher. If the dishes in the dishwasher are clean they can be placed in the plastic basket or in the cupboards.

The kitchen is utilised as a registered commercial kitchen so it needs to be clean at all times

TOILETS

Toilets are located in the foyer of the Centre. A disabled toilet is located in the passage near the computer room.

PARKING

Merinda Park has a public car park with 2 disabled car spaces available. No responsibility is taken by MPLCC for any loss or damage to property. Please respect the cars of other students and staff by parking appropriately between the lines indicated.

PUBLIC TRANSPORT

Students who travel to Merinda Park via public transport may be entitled to access concessional fares. Further information and eligibility requirements can be found on the website: www.metlinkmelbourne.com.au/fares/concessions/students Students who qualify can fill out the

Victorian Public Transport Concession Card application form and bring into the Centre for signing by the CEO.

ACCESS & EQUITY

Students who meet entry requirements are accepted into any training or assessment process. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Students that present with additional needs will be assessed to the best of our knowledge and with the information provided to determine whether we can meet the students needs at MPLCC. If deemed that MPLCC will not be able to meet the needs of the student a referral and /or information will be given to the student. If no disclosure is made about a students' needs then MPLCC cannot assess whether we are the best place for that student to be placed.

Admission procedures are free of discrimination and all attempts will be made to identify an alternative course of action if a student does not meet entry requirements.

PRIVACY

Information privacy is important. As a requirement of some funding bodies and for our own purposes, MPLCC staff request personal information from participants in our courses. The information collected and stored includes:

- Name and address
- Date of birth
- Employment status
- Education achievement
- Ethnicity

The information is required as a condition of government funding. When that information is sent to funding bodies, it is done in a form that deletes the participants' names and addresses. MPLCC will use a participant's name and address for communication purposes. This may be to send information about your current course, other courses which we offer or to send out certificates or invoices. Occasionally, your name and address will be used to request information about our own customer services or to gain feed back about other areas of our business.

MPLCC understands that privacy is a right and staff endeavours to respect that right.

CONFIDENTIALITY AND PRIVACY

Every effort is made to maintain the confidentiality of training records and achievements. MPLCC respects your right to Privacy as defined in the Information Privacy Act 2000. With the introduction of the National Privacy Principles in December 2001, we implemented processes to ensure the protection of Student and Staff information.

Privacy Policy – Client information

The personal information collected and held by MPLCC may include;

- Name, contact addresses, telephone numbers, emergency contact persons, marital status, religion, living situation, bank account details, financial information, Centrelink numbers or references, Medicare Number, health insurance details.
- Medical information
- Social or lifestyle information

- Educational information including results, assessment and any other information related to education or training
- Family information

If you choose not to provide us with requested information, we may not be able to consider the application for training or provide the necessary and appropriate services whilst at MPLCC.

Collection of Information

We collect information in a number of ways, including;

- Directly from you when you provide personal details in an application for training at MPLCC
- From third parties such as other RTO's or training providers, Centrelink, Department of Immigration, social workers etc
- From publicly available sources such as electoral rolls and from our own records of previous contacts.

Use of Information

The information we obtain may be used in order to;

- Determine whether we can provide suitable training appropriate to your needs
- Manage and administer training and services including charging and collecting relevant monies
- Provide information to others about individual and broader training and related issues
- Report to relevant Government departments and other regulatory or industry bodies about training matters
- Participate in research and development projects

Disclosure of Information

MPLCC uses your information in order to fulfil our commitment to providing excellent education and training and other services. As with many other organisations, some of these services are provided by third party suppliers, other RTO's, government bodies, community organisations or consultants, etc. In addition, we may disclose required information to the following;

- Your representatives (a person nominated by yourself)
- Government and other regulatory bodies according to funding agreement
- If we are asked to provide a reference to an Employer for a student to assist the student with employment.

CHILDREN IN CLASSROOMS

It is a policy of Merinda Park that **no** children are to be taken to adult education classes.

VALUABLES

Students are responsible for their own valuables.

STUDENTS IN PRIVATE CARS

Please note: If at any time you go in someone else's car or take someone in your car (whether Trainer or fellow student) you must ensure they / you have full comprehensive insurance and sign a declaration (if applicable). If you don't (as the driver) you are personally liable to be sued in case of an accident of any sort.

STUDENT REFERENCES

Trainers are under no obligation to provide students with a reference when applying for employment. Do not assume a reference will always be given.

If a Trainer chooses to give a reference, it will relate to enrolment, course program, attendance punctuality, contribution in class and reliability.

If it is more than 12 months since attending a course a reference will not be given about employability.

Trainers will not give personal references for students.

FIRST AID

A nominated first aid officer is available through the reception at all times. If you require first aid assistance please go to reception for the officer on duty. First aid kits are located at reception containing items to enable basic first aid to be carried out. Medication including headache pills will not be issued to students under any circumstances.

SECURITY

To ensure the safety of resources, equipment and personal effects, the following should be observed:

- No students are permitted in the computer room without permission
- Do not leave valuables or money in cars
- Take valuables with you during tea breaks and at lunchtime
- MPLCC is not responsible for loss or theft of personal items
- Under no circumstances leave children in your car

FIRE & EVACUATION PROCEDURE

It is the responsibility of all people attending MPLCC to be aware of the Fire & Evacuation Policy. Evacuation plans are displayed in every room.

In the event of an emergency in the centre -

- An air horn will be sounded.
- Stop Work, do not panic.
- Walk to the nearest emergency exit in an orderly manner.
- Make your way to the assembly area (Sheltered sitting area in park)
- Students will be marked off the attendance roll once at the assembly area.
- Remain there until you are dismissed by the authorised person.
- It is a student's responsibility to cooperate when a practice evacuation is called.

Identification of Coordinators

Fire Warden – Red Helmet and red reflective vest

Co-ordinator – Yellow Helmet and yellow reflective vest

Safety Rules

All students have a responsibility to themselves and their fellow students/staff and to Merinda Park Learning and Community Centre to learn in a safe manner, without risk of injury or accident.

Reporting of Emergencies

Report all unsafe conditions, near misses and accidents to your Trainer or Administration no matter how major or minor they are.

If you have any concerns or questions regarding this procedure, please ask the administration office.

OTHER SERVICES AVAILABLE FOR STUDENTS

Careers Guidance

This service is available to everyone. An in-depth interview or group session (with follow up sessions available) conducted by the Education Manager who helps participants to explore a range of options, to relate information to their own needs and circumstances and to make decisions about their career. The process falls into 4 key steps:

- Building self awareness
- Increasing awareness of the world of work
- Managing decision making
- Managing work transitions

Response to enquiries

We provide advice to the needs of participants who present with an enquiry or reveal a need that requires more than a straightforward information response.

Counselling Service

Merinda Park Learning and Community Centre Inc., has a confidential counselling service partially funded by the City of Casey. The counsellor is available by appointment and is at the Centre on Monday and Thursday. See Reception for further information.

STUDENT RESPONSIBILITIES

CLASS ATTENDANCE

Merinda Park Learning and Community Centre requires a minimum classroom attendance of 80%.

A student who is more than 30 minutes late for class or leaves more than 30 minutes early will be marked absent unless approval has been given for special circumstances by the Trainer.

It is the students' responsibility to ensure that they are aware of the material covered in class in the event of lateness or early departure.

It is the responsibility of the student to arrive on time and ring the centre if they cannot attend. Students studying at night can contact their Trainer on the Centre's mobile 0466 236 279 by leaving a message.

If a student knows prior to class that she/he will be late, please be considerate and communicate this to your Trainer.

If students do not participate in classroom activities the roll will be marked accordingly as an absence.

If you are aware that you will miss a class or are arriving late or leaving early work will be available from the Education Manager. It's your responsibility to arrange collection of handouts or homework, not your Trainer.

If a student is late to class or leaves early, extra homework may be given.

STUDENTS MONITORING THEIR OWN LEARNING PROCEDURE

This is an Adult Learning environment, what this means is that you as an adult are responsible for your learning.

If you enrol in a course (which contains modules), you will receive on the first lesson a training plan, which needs to be completed to finish the entire course.

You need to keep a record of the modules, which you have completed. When you have completed a module on the sheet provided, write the date completed and the Trainer who taught the module.

So, when all modules are completed you can inform your Trainer. It's not up to Trainers to keep and inform you of this information. We have records that let us know, but we have many students undertaking adult education classes and are not available to do this research regularly. We hope this message is clear, and hope you as adult learners see the benefit in you monitoring your own learning.

CONTACTING TRAINERS

If Trainers provide students with a contact phone number such as a mobile for emergency situations, this must be abided by at all times with respect to the Trainer's and his/her family's privacy. This also applies to an email address. It must only be used for genuine reasons and abiding by the rules of student conduct.

CODE OF CONDUCT

All duties and conduct required of you are performed within a responsible and mature manner-

- Maintain acceptable, mature behaviour standards
- Allow every member the right to comment, and listen to others
- Not to personally abuse (emotionally, physically or verbally) other members, staff or users
- Abide by the philosophy, principles and aims of the Centre.
- Treat people equitably and fairly at all times.
- Ensure confidential knowledge, material and information remains confidential.
- Abide by the policies, practices and due processes established.

Courtesy and cooperation in the centre means following a few simple rules:

- Switch off your mobile telephone during class time unless otherwise agreed by your Trainer
- Respect others
- Low noise levels with no loud talk at any time
- The avoidance of profanity, bad-language, or swearing
- No smoking anywhere in the centre, including the toilets or around the front of the building
- No alcohol or drugs (other than those prescribed by your medical practitioner) are permitted or attendance when affected by substance abuse
- No gambling
- Non-disruptive behaviours which might affect the learning or work of others
- Having respect and consideration for the views of others.
- Everyone has the right to learn and not be inhibited by another persons behaviour

- Horseplay, fighting, throwing of material or any object can lead to injury and is not permitted.
- Running is dangerous, even in an emergency.
- Suitability of attire, e.g. wearing of hat and sunscreen when working outside with clients or children (including those children in our care) – everyone must follow SunSmart policies and procedures between September and April
- Employing correct lifting methods or utilising equipment supplied for that purpose.
- Using correct hygiene procedures.
- Using a sharps container where necessary.

Also, class rooms are not the place to make any sort of sexual innuendo or demands towards other people; or to harass, stalk or otherwise cause any person any sort of concern for their safety in any way.

Any form of sexual harassment will be considered a form of misconduct that undermines the integrity of the Centre and will not be tolerated.

DISCRIMINATION & SEXUAL HARASSMENT

You must not harass, victimise or bully anyone or discriminate on the grounds of sex, sexual preference, age, marital status, pregnancy, the state of being a parent, someone with a disability, breastfeeding, carer, childless, or de facto spouse, race, colour and national extraction, lawful religious or political belief or activity, lawful industrial activity and impairment. The principles of Victorian and Commonwealth Equal Employment Opportunity and anti-discrimination legislation are fully supported. MPLCC supports and defends the diversity of its people.

Sexual harassment is defined by the Commonwealth Sex Discrimination Act 1984 (S28) as:

- Any unwelcome advance or unwelcome request for sexual favours, or
- Unwelcome conduct of a sexual harassment more specifically includes:
Sexual violence, demands for sexual favours, physical contact, and verbal abuse

Examples of sexual harassment include:

- Non-verbal acts such as leering, displays of offensive or pornographic pictures, and sexual gestures;
- Displays of any materials which portray men or women as sex objects;
- Verbal comments, sexual innuendo, offensive jokes, repeated questioning about aspects of a person's personal life, and repeated social invitations;
- Physical contact such as touching, pinching, patting, hugging, and brushing against another person's body;
- Pressure for sexual activity
- Any form of molestation, including explicit violence such as rape or sexual assault;
- Behaviour that is unwelcome and uninvited.

MOBILE PHONES/PERSONAL MUSIC PLAYERS

These **MUST** be turned off while in class; a phone message can be taken at the office in case of emergency. Personal music players, e.g. MP3, iPods etc. must be turned off and headphones removed from the head during class time.

If phones &/or MP3 Players are considered to be disruptive to students learning then they will be confiscated from the student and returned at the end of the day.

Please inform your friends or family not to phone during class times. Messages can be left at reception for students and passed on in a break unless it is an emergency.

SMOKING

The centre is a smoke free environment. Students are requested to smoke outside the boundaries of the Centre and well away from the front of the Centre.

EATING IN CLASS

Eating and drinking in class is discouraged except during designated breaks.

PUNCTUALITY

Punctuality is considered an essential attribute of a student, and is expected during class and placement modules. Students must contact MPLCC and/or field placement centre if supposed to attend. Students are expected to inform MPLCC and your placement facility if unable to attend.

UNSUPERVISED BREAKS

All students will have morning and lunch breaks which are unsupervised by MPLCC staff. During these unsupervised times students may leave the building. Students under 18 years of age require parent consent to leave the building during breaks.

USE OF EQUIPMENT

The rules in most workplaces are to:

- Take care of equipment
- Use it only for the purpose for which it is designed
- Not remove equipment from workplaces
- Remember that if the equipment is electrical, no food or drinks near the equipment
- Report equipment malfunctions to your Trainer/Supervisor immediately
- Remember that telephones, photocopiers and Internet services are to be used only for **in the day to day requirements of your course**. Personal calls from telephones are solely for emergency calls; and cost 50c payable to the receptionist
- Realise that under no circumstances must Internet facilities be used to access Internet sites which are violent in nature or contain sexually explicit material, or which may be deemed by others to be offensive in any way. Failure to observe these behaviour policies will result in immediate dismissal from the activity or course.
- To ensure the safety of all, chairs need their 4 legs on the floor at all times.
- Tables need to be erected, dismantled and carried by 2 people at all times.

STUDENT COMPLAINT/GRIEVANCE POLICY & APPEALS PROCESS

All complaints/grievance and appeals regarding assessments will be dealt with in terms of the Complaints & Appeals Procedure.

MPLCC seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. In addition their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or program, or appeal against an assessment, will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint or appeal. As well, the circumstances and results of any complaint or appeal will be considered by senior management to remove any underlying reasons for continued difficulty by the complainant or other students.

MPLCC abides by freedom of information and privacy principles.

All complaints and appeals are taken seriously and their findings incorporated into procedures, as appropriate, in accordance with the Centre's continuous improvement practices.

If a student feels that they have a complaint with the Centre, or believe that they have been discriminated against or harassed, or believe that they have grounds for an appeal against the assessment of their work, they should immediately report the complaint or appeal using the following procedure:

- Step 1:** Students should approach their Trainer with their complaint or appeal and explain clearly the problem or the reason for their dissatisfaction, so that the Trainer can attempt to resolve the matter.
- Step 2:** If a student is dissatisfied with the way in which the complaint or appeal was handled, or with the outcome, they should speak with the Education Manager, if they have not done so previously. The Education Manager will identify the main issues of the complaint and/or appeal and will attempt to resolve the matter.
- Step 3:** If a student still believes they have grounds for being dissatisfied with the outcome and/or the process that was followed in the attempt to satisfactorily resolve the matter, they are to lodge their complaint in writing with the CEO who will:
- (a) **For dissatisfaction with assessments** – the CEO will convene a review panel comprising the CEO and an independent assessor (one who has not previously assessed the student) and review the assessment in dispute. The student will be advised in writing of the outcome of the review and the courses of action available to them if they still dispute the assessment.
 - (b) **For complaints regarding other matters** – the CEO will investigate the student's complaint and will inform the student in writing of the findings of the investigation and the course of action available to them if they are still dissatisfied.
- Step 4:** If a student is still dissatisfied with the decision made by the CEO, then the student should address the complaint or appeal letter to the Committee of Management.
- Step 5:** If after all these avenues the student is still dissatisfied, students should address their complaint/appeal to VRQA – Details at www.vrqa.vic.gov.au .

Note: Harassment is any conduct which is unwelcome, demeaning, unreciprocated, intimidating and/or offensive to an individual or group. Under Federal legislation, it is unlawful to harass or discriminate against any person on the grounds of:

- Cultural or ethnic background
- Sexual preference
- Gender
- Age
- Marital status
- HIV/AIDS status
- Physical or intellectual disability
- Pregnancy
- Carer responsibilities
- Transgender

If you have any concerns please feel free to contact the Centre CEO.

The Education Manager is responsible for the overall co-ordination of the course, and is available for students with concerns and grievances.

REVISION OF LEARNING MATERIALS

MPLCC regularly reviews its learning materials in an effort to maintain up-to-date and relevant information to students. Learning materials are also regularly reviewed in terms of ensuring assessment tasks are valid, that information is current, and that format is easily understood, that instructions to students are clear and that references are authentic.

STUDY REQUIREMENTS

TRAINING PLAN

All students will receive a training plan outlining their course of study. Course work must be submitted within the agreed timeframe of your training plan. Failure to meet the date will mean that you are deemed “Not Yet Competent” for that unit of study and will require re-enrolment at a later time.

Any student experiencing difficulties while studying and issues cannot be resolved by either the Trainer or Education Manager should make an appointment to speak to the Centre CEO.

HOW WILL I MANAGE MY STUDY?

This is a very individual question. As an individual you will need to....

- Choose a realistic study load.
- Get the support of family and friends.
- Have a study timetable and a suitable place to study
- Read all the written resources and materials that will be given to you for the subject
- Read any information sent / given to you by Merinda Park so that you are well informed of any information, processes and changes which may impact on you, it is your responsibility to take note of any information sent.
- It is a good idea to have a folder, which contains enrolment forms, receipts and any other general information relating to your course.
- Organise an on the job folder where you can keep information related to on the job assessments.
- Ask for help whenever you think you need it.

It is not an expectation of Trainers to remain after class for 1-on-1 extra assistance. If this is required then an appointment will need to be made with the Trainer at the students expense of \$35 per hour.

CODE OF EDUCATIONAL PRACTICE

It is the general policy of MPLCC to provide equal training opportunities to all eligible students regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference.

The Centre further undertakes to provide:

- Qualified, experienced and committed educational and training personnel
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people.
- A supportive and stimulating learning environment where students may pursue their educational and training goals.

- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs.
- A referral system for students who experience language, literacy or numeracy difficulties.
- A learning environment where students have ready access to assessment procedures and progressive results.
- A non-prejudicial and plain English assessment dispute procedure which:
 - Is prompt and courteous
 - Keeps the aggrieved student informed of what is happening
 - Protects the confidentiality of both students and staff
 - Leads to improved services
- A guarantee of privacy concerning records or documents containing personal or sensitive information.

STUDENT REQUIREMENT LIST

Students must supply the following:

Arch lever folder/binder
 Pens (variety of colours)
 A4 Loose Leaf Paper
 Plastic Pockets
 Pencils, pens
 Eraser
 Correction Fluid
 Diary

These may be useful but not necessary;

Textas
 Stapler
 Coloured Paper
 Manilla Wallet
 USB stick (VCAL students)

If staff have to supply stationery, an additional cost will be incurred and added to your student invoice.

TRANSFER

A student who wishes to transfer to another institute must fill out a withdrawal form for the course that they are participating in. Failure to do so will result in no transcript of results forthcoming. Course fees will continue to be charged until the withdrawal form is completed and handed in.

TRANSFERRING FROM VENUE TO VENUE

Students may transfer from venue to venue if a place is available within the alternative group. ALL students picking up subjects at other venues must fill out forms. It is the student's responsibility to catch up on any work missed.

DEFERMENT

A student wishing to defer from the course must apply in writing by filling out a deferment form, and this must be handed into the Education Manager. If deferring until the following year, the cost of the course may alter and any additional costs will be incurred by the student to cover

additional administration. The base fee will be \$120.00 for additional administration and student amenities.

WITHDRAWAL FROM COURSES

To withdraw from an accredited course or module:

- Inform the Trainer immediately
- Complete a Withdrawal Form available from reception or your Trainer and return it to the Education Manager.
- Until a withdrawal form is complete no statements or refunds will be issued if applicable.
- Course fees will continue to be charged until the withdrawal form is completed, dated and handed in.

STUDENT SUPPORT

The particular requirements of individual students are taken into account by Trainers and assessors wherever possible. Students are treated with respect and dignity through:

- Courteous behaviour towards students
- Recognition of students' particular needs and circumstance including taking account of their beliefs, ethnic background, cultural and religious practices etc.
- Explaining reasons for retaining information about students and assuring them of the confidentiality of information.
- Organising and monitoring equitable access to, and participation in, activities.
- Referring students who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs.

EVALUATION

At the end of the year or end of a course a student satisfaction survey will be issued to all students to complete. This is an opportunity for students to provide valuable feedback about the course undertaken. This process is undertaken to ensure services are meeting your needs and are of a high standard and remain that way.

Students may be requested to complete 2 different surveys, one from ACFE (student satisfaction survey) and AQTF Learner Questionnaire AQTF 2007. This will be sent in the mail to randomly selected students.

COURSE OUTCOME REQUIREMENTS

Assessment

Assessment Process

Assessment is competency based and is designed to determine whether the student can demonstrate the target competencies. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

Assessment is in accordance with the Australian Quality Training Framework:

- a) Standard 1 requires the RTO to *“provide quality training and assessment across all of its operations”*. Elements 1.2 and 1.3 of this standard stipulate that *“strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders”*. Additionally, *“staff facilities, equipment, and training and assessment materials used by the RTO are to be*

consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies".

b) Standard 2 requires the RTO to *"adhere to the principles of access and equity and maximise outcomes for clients"*. Element 2.4 requires *"learners to receive training, assessment and support services that meet individual needs"*. Additionally, Element 2.5 states that *"learners are to have timely access to current and accurate records of their participation and progress, with complaints and appeals addressed efficiently and effectively"*.

Assessment may be undertaken on or off the job, but in the case of courses delivered by the Centre off campus, students usually are required to submit an assignment or portfolio of work for assessment. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to clients' needs and program delivery methods.

The CEO and all staff are required to ensure operational compliance with AQTF standards, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Assessors are required:

- to be fair and reasonable during assessment
- to be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- to negotiate flexibly with clients regarding the type of assessment, taking into account Flexible Delivery, EEO and anti-discrimination principles, and the particular needs and circumstances of clients
- to advise clients regarding RPL processes
- to make proper assessment decisions based on explicit evidence of competency
- to expedite assessment and to avoid unnecessary delay
- to use cost and time effective methods and materials appropriate to the task
- to gather assessment evidence that is authentic, valid, reliable, relevant to learning outcomes, current and varied
- to systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test

ASSESSMENT OF ALL UNITS

The assessment approach is practical and realistic. A range of assessment strategies will be used, drawn from the following:

- Practical skills, performance test or simulations conducted in the classroom.
- Practical skills and observance of performance conducted in the workplace during placements
- Projects
- Summary sheets or short reports
- Resource folder or collection
- There will be assignments during the course that will necessitate several hours of homework. Validated Workplace Logbook, written tasks & observations.

Assessment results will be as follows:

- Competent (C)

- Not Yet Competent (NYC)
- Withdrawn (W)

All assignments must include a cover sheet obtained either from your Trainer, reception or website. These are colour coded for the different courses. Students are to keep a copy of all work submitted as originals will not be handed back unless a resubmission of assessment is required.

All work must be submitted according to the timelines and training plan.

A pass in each module/unit requires:

- Submission and pass of ALL assignments and class work.
- Acceptable attendance record or extra assignment to cover missed work.
- Some subjects need to be passed before you can commence others and commence placement.

STUDENT RECORDS

MPLCC maintains individual files and data base records for each student. All records are kept in a secure and confidential environment. Access to files and records is limited to staff involved in their maintenance and appropriate program personnel.

Student records are maintained for a period of 30 years to enable the re-issue of a qualification or statement of attainment if required. Should the Centre cease to exist, records will be transferred either to the Centre archives, to another RTO designated to maintain records or to VRQA.

According to government regulations under the VRQA, it is a requirement to retain students work as evidence. MPLCC will retain students work until 1 year past completion. Once work has been returned to the student, there will be no opportunity to appeal any decision as you are accepting your work back as completed & final with your results. If you have not completed the course, work will be retained until completion.

If you require a copy of your work, it will be at the student's expense.

STUDENT RECORDS REQUEST

No information on a student's progress will be given out by MPLCC to outside persons. All documentation relating to students work performance will be made available to the individual student upon written request, within a reasonable time period.

If the Education Manager is unavailable within a reasonable time period the following nominated officer is authorised to provide the information: - The CEO. Nominated officers are bound by the centre's Code of Ethics and Confidentiality policy. Identification may be asked for.

Upon written request individual students will be provided with their file. Individual records are NOT permitted to leave the Centre.

Copies of relevant files will be forwarded to other people upon written and signed request by the individual student by nominated officers only.

All placement records become the property of MPLCC. The student may have a photocopy if they request it and pick it up from the administration office, at a cost to the student.

Copies of relevant file/s will be forwarded to other training providers upon written and signed request of the individual student, within a reasonable time period, by The CEO or Education Manager.

Trainers access to student files is restricted to the students' work and their individual program reports.

PLAGIARISM

Plagiarism is a form of cheating. To ensure you do not plagiarise someone else's work, you must declare the sources from which you derived material or ideas. The penalties for plagiarism are severe and may result in students not attaining competency for the unit. In the instance where students hand in identical work, both students will be given back their work and asked to resubmit this information to demonstrate their knowledge of the content. Students may undergo a verbal assessment by the Education Manager if there is evidence that suggests copying of someone else's work or the work is inconsistent in standard to previous assessment standards.

EXTENSIONS

Reasonable extensions may be granted under special circumstances, and with the agreement of the Trainer / Education Manager. Doctor's certificates must be presented.

Extensions must be applied for in writing.

RESUBMISSION

Resubmission of assignments will only be granted once per assignment. A resubmission is required when a student does not show competency and is identified as requiring corrective action. If a satisfactory mark is not achieved then the student will need to repeat the subject at a later stage.

DISCIPLINARY PROCEDURES

Students may face disciplinary action including withdrawal from class under the following circumstances:

- Plagiarism, cheating or collusion
- use of copyright material
- impairing the rights of other students to pursue their studies
- harassment of other students or staff
- breaching legislative requirements
- unsuitable behavior or comments in class

Should any of the above occur, the CEO will be notified and will have the matter investigated. Investigations will take place within fourteen days of the notification. Where the investigations conclude that academic misconduct has taken place, the student may respond in writing with fourteen days. The final determination of the CEO may include one of the following options:

- no action is taken against the student
- the student is judged not competent in the units concerned but may be allowed to continue with the remaining sections of the program
- **the student is excluded from training and his or her enrolment cancelled with no refund of fees**
- the student is suspended from the program for a period of time or permanently.

LATE WORK

Any work that is more than 1 month outstanding will not be accepted, without a written extension from the Trainer or Education Manager.

RECOGNITION OF PRIOR LEARNING (RPL)

What is recognition of prior learning?

Recognising your skills and knowledge of a particular course or module, after enrolling & applying for RPL you may not have to complete module/s of the course. Advantage being that you could finish your course in a shorter time because you don't have to relearn the skills that you already have, or attending less classes.

Process:

If you feel you may have the knowledge or skills in one or more of the subjects of a particular course please feel free to discuss this with your Trainer or the co-ordinator.

Pick up an RPL kit from the reception office or ask your Trainer

Remember you must be enrolled in a course to apply for RPL.

Complete the application form (if you have any questions please ask for support). Provide practical evidence with your application e.g. Written letters, resume, reports and/or certificates. Whatever is relevant to the learning outcomes of the modules.

Remember the process is:

- Informal
- Flexible
- Relaxed &
- a supportive process

Once you have completed the application, return it to the Centre and the Education Manager will contact you about your application.

An interview date, (if required) will be arranged at an appropriate time for both involved parties. Remember you are able to bring a support person to the interview to support your application and yourself.

You will have immediate notification of the outcome of your application.

A cost is involved for RPL. But we endeavour to keep costs to a minimum.

If your application is successful you are exempt from attending the relevant classes.

If you have any other questions please feel free to speak to the Education Manager or your Trainer.

For each module you will have a Trainer/support person at the centre that will help you and answer any questions you have about the unit. You will be able to contact this person whenever you need to. A message can be left at reception from 8.30am – 4.15pm Monday to Friday and the Trainer will call you back as soon as available – we are all committed to returning calls to students' as a matter of priority.

QUALIFICATIONS

A summary of employability skills for qualifications can be downloaded from <http://employabilityskills.training.com.au>

CREDIT TRANSFERS

A credit transfer is if a student has completed modules or competencies that are the same or deemed equivalent, either in a different course or at another registered training provider then you may be eligible for a credit transfer.

To apply for a credit transfer you must be enrolled in the course.

NATIONAL RECOGNITION

The centre acknowledges national recognition by **recognising** the **AQF qualifications** and Statements of Attainment issued by **other** RTOs.

PLACEMENT RESPONSIBILITIES

PRACTICAL PLACEMENT

As part of many courses, students will be required to undertake a practical placement. Practical placement means any structured workplace learning that is part of a written agreement between a training organisation and an employer for vocational or further education courses or programs. It includes work observation, work experience and other forms of workplace learning. This is only undertaken when the student has completed certain modules and negotiated with your Trainer. Students must complete the relevant paperwork, return to your Trainer for signing before commencing any practical placement as you will not be covered by Work Cover insurance. (If this is applicable to your course, please ask the Trainer/Education Manager for the practical placement booklet).

Not all courses require a work placement component. For courses that require placement, your Trainer will explain what is involved, number of hours and provide an on the job placement book.

NOTE: The person conducting your Workplace Assessment may not necessarily be your Trainer.

IMMUNISATION

The Department of Health recommends that all people that are working in community services be immunised against Hepatitis A and B. These diseases are caused by viruses and affect the liver and may cause severe long-term illness. Transmission is through faeces and urine with Hepatitis A and through blood with Hepatitis B.

Students need to check the immunisation schedules and make sure they are up to date.

All students should have had a tetanus boost within the last 5 years.

SUPERVISED FIELD PLACEMENTS

Supervised field placements are a large component of the Community Services and Business Training Packages. The placements provide students with practical experience in a variety of community services or business settings. It is anticipated that the students link their class studies with their work within their placements.

Each student is expected to set up a field placement folder containing information or handouts given to you by the Trainer for your placement folders.

The practical placement is an important experience to obtaining paid employment; you must undertake your placement with the same considerations as if being a staff member. Ensuring you arrive on time and phone if unable to attend etc. Remember you are a guest in their centre/premises.

If student's practical placement is more than a 20 km radius from the place of study an extra fee (minimum \$15.00) will be charged to cover the costs of travel by the assessor.

Students will be charged \$105.00 for a visit if they are not prepared or cancel with short notice or students do not notify Trainers they wish to cancel. If the visit is cancelled more than once, students will be invoiced for the visit.

***If you are deemed not competent during one of your field placement assessments you will be required to pay \$105.00 for an additional visit
Placement visits need to be booked at least 3 weeks apart and 3 weeks in advance.
Visits need to be booked within the length of your course.***

All visits must be completed by the end of November.

NO VISITS WILL BE CONDUCTED DURING THE CHRISTMAS BREAK

ORGANISING PLACEMENTS

The students should organise their own placements where possible. Placements should be undertaken alongside a qualified staff member. If, for any reason they are unable to find placement, the Trainers will assist the student to find placement.

It is the student's responsibility to confirm placement visits with their Trainer especially if you have been absent, not attending class or studying off campus.

All placement documents must be signed by the work place and MPLCC before placement commences to ensure that students are covered under Work cover. Failure to have forms signed will mean that students have no insurance cover

WHO CANNOT BE COUNTED AS A STAFF MEMBER

Visitors and volunteers in a standard service are not considered staff.

Students on placement are volunteering, observing and learning about the care of the clients/children and the operation of the service.

DISCONTINUING A PLACEMENT

MPLCC understands that issues can arise and students may elect to discontinue their placement hours.

If a student has elected not to proceed with their placement MPLCC and the workplace concerned must be notified.

The placement must be repeated at a time decided between the student and the Trainer.

Trainers have the right to withdraw a student from a placement if requested to do so by the host workplace of the student. Students will need to find another placement and complete new placement forms to ensure Work cover insurance coverage.

ROLE OF THE STUDENT ON PLACEMENT

The students are responsible for their own practical placement,

- Have written work up to date and practical work implemented
- Regularly evaluate your own progress.
- Contribute effectively to assessment discussion, giving examples of their progress towards competency.
- Implement specific strategies suggested for areas of concern and monitor their own performance.

Any written work or assignments set by your Trainer, which relate to your practical placements, need to be ready for marking on the day of your workplace assessment.

If work is not ready a grade of "Not Yet Competent" will be given and a further Workplace visit will be required at the student's expense.

Students are expected to actively participate in routines and daily activities whilst fulfilling their placement requirements.

DRESS CODE ON PLACEMENT

Students are expected to dress appropriately for placement. Clothing should be safe, practical and comfortable.

Clothing should allow for quick and easy movement and in no way hamper interactions and work with the clients/children where required.

Jewellery should be kept to a minimum. Some jewellery can be unsafe and impractical when working with some age groups or some environments.

CONFIDENTIALITY

Students need to be aware of the importance of maintaining confidentiality and the consequences of breach of confidentiality. Basic breaches can incur a substantial fine.

Observations are an important part of some courses. Students are asked not to identify names of the facility of placement, family members or the staff to ensure privacy is maintained.

INSURANCE AND LIABILITIES

As stated in the regulations students cannot be counted as staff members in relation to community services placement. Students should not be left alone with resident/children at any time and cannot undertake sole care of a person or group of people.

Students must report all accidents and record these in the accident book at their workplace in which they are working. Sufficient care and safety awareness is necessary. Legal action could be taken if negligence can be proven.

Students must:

- Not leave the residents/children unattended at any time.
- Be under the supervision of a qualified staff member
- Students must sign a "Practical Placement" agreement form prior to every placement to ensure they are covered by Work cover.
- If a student changes Practical Placement venues for any reason a new "Practical Placement" form must be filled out and given to the Trainer prior to commencement of the placement.
- The student must abide and adhere to the Centres' philosophy and policies.
- If you are absent for any reason the Centre and workplace must be notified.
- Not attend their placement if they have any infectious condition.
- Not be left alone with children/clients/residents.

ADDITIONAL REQUIREMENT IN PLACEMENT

POLICE RECORD CHECKS

Police record checks are required before commencing placement. A student must have no misdemeanours recorded against them where placement involves working with clients who are 18 years or older e.g. Aged Care facilities.

Police records checks are not currently available for members of staff who are under 17 years of age (Refer regulation 70 (5) (a) of Children's Services Regulations 2009).

Check with your Trainer or the Education Manager if unsure whether this is a requirement for your placement.

WORKING WITH CHILDREN CHECK

A Working with Children check will need to be obtained before commencing placement where your work relates to children under 18 years of age. These checks are valid for 5 years unless cancelled.

If you are transferring from volunteer to paid work you will be required to have an Employee Assessment Notice and will require a new application.

Your WWC check is continually monitored for any new relevant offences. Further information on these checks is available at www.justice.vic.gov.au

This must be obtained in addition to a Police Record Check when working with children.

These checks are the responsibility of the student and need to be organised by the student 6 weeks prior to commencement of placement.

FAMILY CONTACT

Students are encouraged to talk with family members.

Students are not permitted to advise family members or interested parties or comment on a clients/child's/resident's behaviour or progress except in very general terms. If a family member comes to a student and asks for advice, the student must refer the parent to the qualified staff member.

FEEDBACK

Merinda Park is always open to feedback from students. If you would like to make any suggestions with regards to the course you are undertaking please contact the CEO on 5996 9056.

Feedback is always welcome.