



Merinda Park Learning & Community Centre Inc

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Melways Ref. 129 F8

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Student Handbook

2020



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
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Ph: 03 5996 9056
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Email: admin@merindapark.com.au

This is an important document and should be kept in a safe place.

When enrolling into a course and signing the enrolment form, you are agreeing that you have read and understood this handbook. If you have questions about anything in the handbook, please call us on 5996 9056

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

Contents

| | |
|--|----|
| INTRODUCTION | 7 |
| QUALITY OF TRAINING AND ASSESSMENT | 7 |
| CERTIFICATE COURSES | 7 |
| ADMINISTRATIVE RESPONSIBILITIES | 7 |
| OFFICE HOURS | 7 |
| CLASS TIMES | 8 |
| AFTER HOURS SECURITY AND SAFETY MEASURES | 8 |
| VCAL- CLASS TIMES | 8 |
| CHANGE OF ADDRESS | 8 |
| SPECIAL NEEDS | 9 |
| ENROLMENT | 9 |
| USI – UNIQUE STUDENT IDENTIFIER | 9 |
| CITIZENSHIP CRITERIA | 10 |
| FEES | 11 |
| PAYMENT PLANS | 12 |
| QUALIFICATIONS | 12 |
| PARTIAL COMPLETION OF STUDIES | 13 |
| REFUNDS FOR ACCREDITED COURSES | 13 |
| TRANSFER | 13 |
| TRANSFERRING FROM VENUE TO VENUE | 13 |
| DEFERMENT | 14 |
| LITERACY CLASSES ON HOLIDAY/SICK | 14 |
| STAFF | 14 |
| GRADUATION | 15 |
| RE-ISSUING OF CERTIFICATES | 15 |
| JUSTICE OF THE PEACE | 15 |
| FACILITIES | 15 |
| KITCHEN | 15 |
| TOILETS | 15 |
| PARKING | 15 |
| PUBLIC TRANSPORT | 15 |
| COMMITMENT TO CHILD SAFE STANDARDS | 16 |
| ACCESS & EQUITY | 16 |
| PRIVACY | 17 |
| CONFIDENTIALITY AND PRIVACY | 17 |
| CHILDREN IN CLASSROOMS | 18 |
| VALUABLES | 18 |
| STUDENTS IN PRIVATE CARS | 18 |
| STUDENT REFERENCES | 19 |
| SECURITY | 19 |
| FIRE & EVACUATION PROCEDURE | 19 |
| FOUNDATION SKILLS | 20 |
| STUDENT RESPONSIBILITIES | 20 |
| CLASS ATTENDANCE | 20 |
| STUDENTS MONITORING THEIR OWN LEARNING PROCEDURE | 21 |
| CONTACTING TRAINERS | 21 |
| CODE OF CONDUCT | 21 |
| DISCRIMINATION & SEXUAL HARASSMENT | 22 |
| MOBILE PHONES/PERSONAL MUSIC PLAYERS | 23 |
| SMOKING | 23 |
| EATING IN CLASS | 24 |
| PUNCTUALITY | 24 |
| UNSUPERVISED BREAKS | 24 |
| USE OF EQUIPMENT | 24 |

| | |
|---|----|
| STUDY REQUIREMENTS | 26 |
| TRAINING & ASSESSMENT – What is Vocational Education Training (VET)? | 26 |
| LANGUAGE, LITERACY AND NUMERACY SKILLS | 26 |
| TRAINING PLAN | 27 |
| COMPUTER LITERACY | 27 |
| HOW WILL I MANAGE MY STUDY? | 27 |
| CODE OF EDUCATIONAL PRACTICE | 27 |
| STUDENT REQUIREMENT LIST | 28 |
| STUDENT SUPPORT | 28 |
| EVALUATION | 28 |
| COURSE OUTCOME REQUIREMENTS | 29 |
| ASSESSMENT | 29 |
| ASSESSMENT OF ALL UNITS | 30 |
| STUDENT RECORDS | 30 |
| STUDENT RECORDS REQUEST | 31 |
| PLAGIARISM | 31 |
| COPYRIGHT | 31 |
| EXTENSIONS | 32 |
| RESUBMISSION | 32 |
| DISCIPLINARY PROCEDURES | 32 |
| LATE WORK | 33 |
| OFF CAMPUS | 33 |
| RECOGNITION OF PRIOR LEARNING (RPL) | 33 |
| CREDIT TRANSFERS | 34 |
| NATIONAL RECOGNITION | 35 |
| PLACEMENT RESPONSIBILITIES – Not applicable for Foundation Skills | 35 |
| PRACTICAL PLACEMENT | 35 |
| IMMUNISATION | 35 |
| SUPERVISED FIELD PLACEMENTS | 35 |
| WHO CANNOT BE COUNTED AS A STAFF MEMBER | 37 |
| DISCONTINUING A PLACEMENT | 37 |
| ROLE OF THE STUDENT ON PLACEMENT | 37 |
| CONFIDENTIALITY | 38 |
| INSURANCE AND LIABILITIES | 38 |
| PREGNANCY | 38 |
| ADDITIONAL REQUIREMENT IN PLACEMENT | 38 |
| POLICE RECORD CHECKS | 38 |
| WORKING WITH CHILDREN CHECK | 39 |
| FAMILY CONTACT | 40 |
| FEEDBACK | 40 |
| LEGISLATION | 40 |
| LEGISLATIVE COMPLIANCE | 41 |
| EXTRACTED FROM ENROLMENT FORM | 45 |

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 is available at www.training.vic.gov.au to view

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.

This student handbook contains important information regarding how MPLCC operates, your rights and responsibilities as a student and how training and assessment is conducted. It is important that you read the entire Student Handbook and ask questions about anything you do not understand.

QUALITY OF TRAINING AND ASSESSMENT

MPLCC is solely responsible for the quality of the training and assessment and for the issuing of an AQF qualification, with no involvement of a third party.

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, Training & Compliance Manager or Chief Executive Officer – Jan Gilchrist.

ADMINISTRATIVE RESPONSIBILITIES

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

OFFICE HOURS

Re-open for 2020 – Monday 13th January
Public holidays for 2020 (MPLCC CLOSED)

Australia Day – Monday 27th January

Labour Day – Monday 9th March

Easter Break – Friday 10th April (Good Friday) – Monday 13th April (Easter Monday).

Queen's Birthday – Monday 8th June

Cup Weekend – 2nd November – 3rd November

Term Dates 2020

Term 1 – 3rd February – 27th March

Term 2 – 14th April – 26th June

Term 3 – 13th July – 18th September

Term 4 – 5th October – 18th December

Office Hours

School terms: Tuesday & Wednesday 8.30am – 5.45 pm
Monday, Thursday & Friday 8.30am – 4.15pm
School holidays: Monday – Friday 8.30am – 4.15pm (Reception open every day except public holidays & weekends)
Messages may be left on the message bank after hours.

The Centre is closed on weekends and public holidays but is open during school holidays. Trainers are not at the Centre every day so they will collect messages on their next working day. In the evenings a trainer will have the mobile phone that they can be contacted on or messages of non-attendance can be left on. The phone number is **0490 500 158**

CLASS TIMES

All classes during the day operate from 9.30 am to 2.30 pm. Please check your course times at the office.

Evening courses operate from 5:30 pm to 9:30 pm unless otherwise advised.

No classes are held on public holidays or over school holidays unless specifically programmed.

AFTER HOURS SECURITY AND SAFETY MEASURES

MPLCC has a number of initiatives in place to protect your security and safety. We ask that you take the time to review this information.

The following measures are in place:

- The front door is locked from 6.30pm. If you are late please ring the Centre mobile **0490 500 158** to have the door unlocked. Night class students need to enter this number in your phone in case the door has been locked when you arrive.
- The building is well lit, internally and externally.
- Parking is available close to the building.

MPLCC requires students to:

- Ensure their car is parked close to the building in a well-lit area.
- Leave the centre in pairs where possible.
- Ensure that at least one student stay with the trainer until they lock up and leave the building.

VCAL- CLASS TIMES

Class times that VCAL generally operate from are:

9.30 am – 2.30 pm (with 1 x 15 minute morning break & 1 x 15 minute 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.

Students will not be allowed into class if they arrive after 11.00am unless a medical certificate is provided.

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 or email admin@merindapark.com.au

SPECIAL NEEDS

Students with special needs requirements should discuss these with the MPLCC staff prior to enrolment. MPLCC will provide all resources electronically on USB, in hardcopy or in large print. In addition, extra support is available to students with special needs. If a student requires a hard copy, then a fee will be applied.

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.

ENROLMENT

Enrolment is open to any person over the age of 15 living in Victoria who meets Australian Citizenship/residency requirements and is not an International student. Students enrolling into our accredited courses must attend an information session and/or enrolment interview 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 and Diploma courses require an AQF level 4 for literacy and numeracy.

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 along with the required deposit.

USI – UNIQUE STUDENT IDENTIFIER

As you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time, your USI account will contain all your nationally recognised training records and results from January 1 2015 onwards. Your results from 2015 will be available in your USI account from there on.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked.

How to get a USI

It is a simple process to apply for your own USI online.

While you may create your own USI, MPLCC is also able to create a USI for you.

We can do this as part of the enrolment process when you begin studying.

For more information please visit: www.usi.gov.au

If you obtain your own USI or already have one, then you must provide it to MPLCC before the course commences.

CITIZENSHIP CRITERIA

To be eligible students must meet the following eligibility criteria for Government funded training:

→ **To meet the citizenship/residency eligibility requirements, a student must be:**

- an Australian Citizen or
- an Australian Permanent Resident (holder of a Permanent Visa) or
- a New Zealand Citizen
- training under the Asylum Seeker VET program

→ **To confirm citizenship/residency you must provide ONE of the following original documents or certified copies:**

- Australian Birth Certificate (NOT A BIRTH EXTRACT); or
- Current Australian Passport; or
- Current New Zealand Passport; or
- Naturalisation Certificate; or
- Green Medicare Card; or
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

If the student's age is relevant to their eligibility and the document produced from the list above does not include a date of birth they must also provide:

- Current Driver's Licence; or
- Current Learner's Permit; or
- Proof of Age Card; or
- "Keypass" Card

ALL NEW ENROLMENTS MUST PROVIDE EITHER ORIGINAL DOCUMENTS OR CERTIFIED COPIES OF ORIGINAL DOCUMENTS TO ESTABLISH CITIZENSHIP/RESIDENCY STATUS.

ONLY THE ABOVE LISTED DOCUMENTS ARE ACCEPTABLE AS EVIDENCE.

→ **Additional Criteria**

Also to be eligible a student must meet the following, but not limited to:

- A young person under 20 years (as at 1 January 2020 and enrolling in Nationally Recognised Training)
- An applicant over 20 years of age seeking an Approved Foundation skills course;
- An applicant over 20 years of age seeking to enrol as an Apprentice (not Trainee);
- An applicant over 20 years of age seeking to enrol in Victorian Certificate of Education or the Victorian Certificate of Applied Learning (intermediate or senior) or
- An applicant seeking a higher qualification than the highest qualification already held at the time of the scheduled commencement of training is eligible for the Victorian Training Guarantee.

Please note that as at 25th November 2013, secondary school students (excluding School Based Apprentices and Trainees) are not eligible for training under the Victorian

Training Guarantee. This includes students enrolled in any government, non-government, independent, Catholic or home school.

How many courses am I eligible for?

An individual is only eligible to:

- a) commence a maximum of two government subsidised courses through the Skills First Program in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- b) undertake a maximum of two courses subsidised through the Skills First Program at any one time;
- c) commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
- d) commence a maximum of two government subsidised accredited courses with the title "Course in..." in their lifetime.

For example, if you are continuing a government subsidised Certificate III in Children's Services from 2019, you can start one more course in 2020 until you finish (or withdraw from) your Children's Services course, then you can start a second course in 2020.

For further information, go to www.education.vic.gov.au

Rules for eligibility can be different for each person and will be determined at the time of interview.

FEES

Fees are calculated using programmed hours for the course. Fees are available on the course brochure for each course. All students will receive a statement of fees after enrolment. 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 when due, see the Centre Administration Manager – Lyn Craig to make alterations to your payment plan.

The enrolment fee consists of the following components:

- Tuition fee
- Student services fee
- Resources fee

Tuition Fee

The tuition fee applies to all enrolments. These fees are set by MPLCC and are in accordance with the 2020 Service Agreement with Skills First.

The tuition fee is calculated by multiplying the total enrolment hours by the hourly rate for the relevant course (rounded to nearest dollar).

These fees only apply to students who are eligible for a **Government subsidised place. Higher fees apply to ineligible students.**

Concession (available to Government Funded Students only who hold a current Health Care Card or Pension Card)

Concession rates apply to students enrolling in Certificate I – Certificate IV courses only.

Concession rates **DO NOT** apply to students enrolling in Diploma or Advanced Diploma courses except as specified in relevant Skills First directive.

Aboriginal and Torres Strait Islanders will be entitled to the concession on all courses including Diplomas and Advanced Diploma's.

Concession rates do not apply if your fees are being fully paid by a Commonwealth Government Agency or as part of a Commonwealth program or initiative e.g. Job Active Services.

In order to determine eligibility for concession YOU MUST PRESENT your card within 7 days of enrolment otherwise you will be charged the NON CONCESSION rate.

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:

- \$200.00 non-refundable deposit is required on enrolment, or prior to the commencement of the course.
- Invoices will be raised each semester of the course and are required to be paid within 30 days unless you nominate to sign up to a payment plan.

Any expenses, costs or disbursements incurred by MPLCC, in recovering any outstanding monies, including debt collection agency and any other fees shall be paid by the student

PAYMENT PLANS

Students can elect at the start of the course to sign up to a payment plan, where applicable. Not all courses are eligible for payment plans. Where course fees are under \$400 there will be no payment plan except for special circumstances. 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. The student will be responsible for all costs incurred during the debt collection process. Placement assessments will not be done if a student is behind in their fees.

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, including placement assessments related to these units. Most units within a qualification require practical placement to be undertaken and assessed in the workplace by the Trainers otherwise these units will not be included on a Statement of Attainment.

REFUNDS FOR ACCREDITED COURSES

- A full refund will apply if Merinda Park Learning and Community Centre cancels the course/program.
- A student who withdraws from an accredited course more than 7 days before the course commencement, will receive a refund of fees paid less an administration charge of \$25.00 not including the non-refundable deposit.
- A student who withdraws from the course/program within the first four weeks of commencement will receive a refund of fees paid minus a \$100.00 administration charge to cover tuition fees and manual fees for books received for the weeks attended but not the non-refundable deposit.
- A student who withdraws any time four weeks after the course commencement will be charged for classes attended, manuals received and administration fees until the date that written withdrawal is received. A copy of the calculations can be requested showing how the refund was calculated.
- If you enrol in a course but then apply successfully for RPL, you may be entitled to some refund of the tuition fee, depending on how many hours are in the course and what you have already paid. If your RPL is unsuccessful then you will not be entitled to any refund of fees paid in advance.
- A student withdrawing from a non-accredited / pre-accredited course will receive a refund less a \$25.00 administrative fee if it is more than 7 days prior to the course commencing. If it is within 7 days of the course commencing and the position cannot be filled, then there will be no refund.

TRANSFER

A student who wishes to transfer to another institute must fill out a withdrawal form for the course that they are enrolled 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 (if required). 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 Training & Compliance 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 deferment fee will be \$250.00 for additional administration and student amenities.

WITHDRAWING

If a student withdraws before the end of a course they are responsible to pay fees up until the date of notifying MPLCC of their withdrawal (See ruling under refunds). Written notification is required to withdraw from a course, no verbal or phone notifications will be accepted. Withdrawal forms are available from Reception, Training & Compliance Manager, EAL Manager, Trainers or Centre Administration Manager.

To withdraw from an accredited course or module:

- Inform the Trainer immediately
- Complete a Withdrawal Form and return it to the Training & Compliance Manager
- Until a withdrawal form is completed, no statements of attainment or refunds will be issued if applicable
- Course fees will continue to be charged until the withdrawal form is completed, dated and handed in.

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.

A student who fails to show progress through the course with incomplete work, no practical placement and no reasons for this will be asked to withdraw or get up to date immediately. No refund will be given under these circumstances

LITERACY CLASSES ON HOLIDAY/SICK

If you are going on a holiday, whether it is a short holiday or extended over a number of weeks/months, the student needs to advise Merinda Park in writing of the date they are leaving and the date of return to class. If the leave period extends beyond 4 weeks then students will be withdrawn and need to re-enrol before returning to class.

If a student is sick or have a child in their care who is sick of which you are the primary carer, the student will need to get a medical certificate. If the student is caring for a sick child, then a carer's certificate is required. This certificate states that the student is caring for another person.

STAFF

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

GRADUATION

Certificates will be issued once all of the student's work has been assessed and visits completed successfully. This process may take up to 30 days.

Letters of completion including a certified copy of your certificate or transcripts of results can be obtained through administration but may take up to 30 days 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 racks located on the bench above 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. Men's to the right of the foyer and females just before the kitchen. A disabled toilet is located in the foyer area near the female toilets.

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. If you accidentally damage another car, please report this to reception so that if the damaged car belongs to a student/staff member from the Centre, they can then be notified immediately.

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: <http://ptv.vic.gov.au/>. Students who qualify can fill out the Victorian Public Transport Concession Card application form and bring into the Centre for signing by the CEO.

COMMITMENT TO CHILD SAFE STANDARDS

MPLCC is committed to the Child Safe Standards for all students attending Merinda Park. You have the right to be safe and feel free from abuse, including while you are at Merinda Park.

- We want students to be safe, happy and empowered. We support and respect all students, as well as our staff and volunteers.
- We are committed to the safety, participation and empowerment of all students.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- Our centre is committed to preventing child abuse and identifying risks early and removing and reducing these risks.
- Our centre has robust human resources and recruitment practices for all staff and volunteers.
- Our centre is committed to regularly training and educating our staff and volunteers on child abuse risks.
- We support and respect all students, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

Child abuse includes:

- Sexual or grooming offences
- Physical violence
- Serious emotional or psychological harm
- Serious neglect

If you are worried about child abuse for you or someone you know, there are people you can talk to. It's a good idea to talk to an adult you trust about any concerns you have. That might be a parent or relative, a trainer, counsellor or someone who works at the centre.

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.

If additional needs are identified after entry to a course the Training & Compliance Manager will make a time to speak to the student to discuss suitability within the course and maybe withdrawn or referred elsewhere.

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. 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 feedback about other areas of our business.

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

CONFIDENTIALITY AND PRIVACY

MPLCC ensures 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 Australian Privacy Principles on 12th March 2014, we implemented processes to ensure the protection of Student and Staff information including no trainers permitted to access student files to protect the privacy of other students in courses.

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 any day or night adult education classes while a course is in progress.

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.

VCAL students must seek permission in writing to travel in another student's car.

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 OH & S 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 MPLCC 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 for an orange OH & S form which can be filled out and handed to reception. These forms will be dealt with by the OH & S rep or the CEO.

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 Training & Compliance 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 from Monday to Friday. See Reception for further information or to make an appointment.

FOUNDATION SKILLS

Almost everything we do at work requires us to use foundation skills. Foundation skills include language, literacy and numeracy skills. Foundation skills also include those skills which are essential to employment including teamwork, communication, problem solving, initiative, planning and organising, self-management, learning and technology.

Each unit within your qualification will include foundation skills and as a result each assessment task includes an opportunity for you to demonstrate foundations skills. For example, an assessment might require you to problem solve, to use technology or show communication skills by reading workplace policies and procedures, writing a workplace report, using the internet to complete your assessment or showing initiative and teamwork in class or in the workplace.

Students are expected to demonstrate strong foundation skills throughout their training including in the classroom and on placement.

STUDENT RESPONSIBILITIES

CLASS ATTENDANCE

Merinda Park Learning and Community Centre requires a minimum classroom attendance of 80%. Good attendance shows strong employability skills.

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.

An extended period of absence from your course may result in your enrolment being cancelled.

Students studying at night can contact their Trainer on the Centre's mobile **0490 500 158** 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 Training & Compliance Manager /EAL Manager/Trainer. 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. This is included in your log book. 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 code of conduct. Email addresses of trainers is usually firstname@merindapark.com.au. Trainers are casual employees so will not necessarily respond to an email or text message immediately. They may also be in class teaching or working for another organisation. Please respect their private time such as weekends and after hours.

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:

- Your mobile telephone should be switched off or have on silent during class time unless otherwise agreed by your Trainer. Do NOT take phone calls during class time. Return calls when on a break.
- 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 person's 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.

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

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.

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

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 must not smoke

- (a) inside a building on **Council Land**;
- (b) within 10 metres of the entrance to a building on **Council Land including any Council workplace**;
- (c) within 10 metres of a building on a **reserve** located on **Council Land**;
- (d) within 10 metres of a **playground** on any **Council Land**.

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 practical placement. Students must contact MPLCC and/or field placement centre if supposed to attend. Students are expected to inform MPLCC and your placement centre if unable to attend.

UNSUPERVISED BREAKS

All students may have breaks during class time 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 as 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 to dial a landline the cost is \$0.50 and is payable to the receptionist. Mobile numbers dialled cost \$1.00.
- 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 any third party, 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 appropriate Manager, if they have not done so previously. The 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 .

The Training & Compliance Manager or EAL Manager are 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 & ASSESSMENT – What is Vocational Education Training (VET)?

Vocational education and training simply means “education and training for work”. It exists to develop and recognise the competencies or skills of students.

Vocational qualifications: are work-related, competency based qualifications, which reflect the skills and knowledge needed to do a job effectively. They are based on national standards that are recognized by employers throughout the country.

Generally, if you have completed a vocational qualification, it shows that you can competently perform the work required by a particular role, in accordance with national standards. It also means you are competent in this kind of work and shows you can actually “do a job” and not simply show that you know “how to do it” in theory.

LANGUAGE, LITERACY AND NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, MPLCC will:

- 1) Assess a student’s language, literacy and numeracy skills at enrolment to ensure they have adequate skills to complete the training;
- 2) Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- 3) Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- 4) Refer students to internal language, literacy and numeracy support services that are within MPLCC, where this level of support is assessed as necessary; and
- 5) Negotiate an extension of time to complete training programs if necessary.

Training delivery methodology

Each course delivery will be based on a curriculum design that incorporates adult learning principles such as:

- 1) Understanding the work and life experiences of the students;
- 2) Understanding the balance between work, life and family commitments and responsibilities;
- 3) Developing effective skills to be able to enter an industry specific role with ease;
- 4) Interactive classroom facilitation; and
- 5) Positive reinforcement and feedback for all students.

MPLCC programs are interactive. Students are encouraged to get involved and work as a team and learn from each other through the guidance of experienced trainers.

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 Satisfactory” 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 the Trainer should make an appointment to speak to the area Manager or CEO.

COMPUTER LITERACY

MPLCC supports students to develop a range of skills and knowledge required in today’s workplace. In order to support learning in “using technology” our courses require electronic submission of the assessment tasks. Students who undertake training with MPLCC will need to have the following:

- Access to a computer
- Access to the internet
- MS Word
- Access to a document scanner or digital uploading resource

Students who do not have access to one or more of the above requirements must advise the Training & Compliance Manager prior to enrolment.

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 \$40 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:

Laptop or device able to connect to Internet & has a USB port and has Adobe & Word capabilities (not included in course fees)

Arch lever folder/binder

Pens (variety of colours)

A4 Loose Leaf Paper

Plastic Pockets

Pencils, pens

Eraser

Correction Fluid

Diary

USB stick (supplied for VET courses only)

If staff have to supply stationery, an additional cost of \$30 will be incurred and added to your student invoice.

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. Students may also be contacted by Government agencies to complete surveys on behalf of MPLCC eg: NCVET.

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:

- Satisfactory (Theory or practical only) assessed (S)
- Not Yet Satisfactory (NYS)

When all written assessments and workplace tasks (if applicable) are completed and practical placement assessment/s have been completed and deemed satisfactory then a student is deemed Competent for that unit.

All assignments must include a cover sheet obtained either from your Trainer or reception. 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 unless a written request for an extension has been approved. If work is not submitted by the due date, then a student will be required to re-enrol into that unit at another time at an additional cost to the student.

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 the VRQA.

According to government regulations under the VRQA and Skills First, it is a requirement to retain students work as evidence. MPLCC will retain students work until 3 years post 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.

The following nominated officer is authorised to provide the information: - The CEO. or Nominated officers who is bound by the centre's Code of Ethics and Confidentiality policy.

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.

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 will result in students not attaining competency for the unit.
- Do not lend your work to another learner. If you do lend your work to another learner and they copy your work, both will fail the assessment task.
- Discussing assignments and case studies with other students is encouraged and it can help enhance understanding and generate ideas, however students **must write work in their own words from their own perspective**.
- It is illegal to reproduce other people's work without their permission.
- This means that copying directly from books or other materials eg internet without properly referencing the source constitutes plagiarism. Trainers are familiar with course material and are aware of material that has been copied.

COPYRIGHT

What Sort of Material is Protected By Copyright?

All original creative material – written material, recorded music, films, radio & TV broadcasts – is covered by copyright.

Copyright does not apply to ideas or information:

The fact that there was a car accident yesterday is not copyright, but the words a journalist uses to report the event are copyright. The idea of, for example, writing a

history of Australian migration cannot be copyrighted, but once the book is written, it is covered by copyright. Copyright lasts until 70 years after the author's death. So, for example, the writings of Henry Lawson are no longer covered by copyright because he died in 1922.

How Is Copyright Registered?

There is no need for any formal procedure. Copyright protection is free and automatic. As soon as an original work is written, recorded etc, it is automatically covered by copyright. The copyright symbol ©, the author's name and the date can be used on written work to identify the author and warn that they claim copyright on the work.

What Does Copyright Mean?

It is illegal to copy, publish or broadcast copyrighted work without the permission of the copyright owner. The copyright owner is usually the author but could be a publishing company or the author's employer.

Can I Avoid Copyright By Changing Some Words?

If you just change a few words but keep most of the existing wording intact, you don't avoid copyright. You can only avoid copyright by completely re-structuring and re-writing the work.

EXTENSIONS

Reasonable extensions may be granted under special circumstances, and with the agreement of the Training & Compliance Manager. Doctor's certificates must be presented.

If an extension is denied and work is not handed in on time according to the training plan, then you will be marked as a fail.

Extensions will not be granted in the last 4 weeks of a course.

Extensions must be applied for in writing on the appropriate form available from your trainer or Administration

RESUBMISSION

Resubmission of assignments will only be granted once per assignment. A resubmission is required when a student does not show a satisfactory outcome and is identified as requiring corrective action. If a satisfactory mark is not achieved then the student will need to repeat the unit of competency 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 yet satisfactory 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 not submitted on time according to the training plan will not be accepted, without a written extension from the Training & Compliance Manager.

OFF CAMPUS

Any student studying a unit or qualification off campus is required to submit work according to the timetable/training plan given. A minimum of one piece of work must be handed in 1 month after enrolment or the student will be required to pay a further enrolment fee of \$250.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL means an assessment process used to assess the competency/s of an individual that may have been acquired through formal, non-formal and informal learning, to determine the extent to which that individual meets the requirements specified in the training package. Learners are required to complete an RPL self-assessment instrument (which will be provided once enrolment has been completed) and identify the units of competency for which RPL is being sought.

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:

The learner is then offered guidance by an assessor in collecting and presenting the required evidence via phone, email or face to face support. The evidence requirements for the relevant unit/s of competency and the relevant Training Package are used to determine the amount and type of evidence appropriate. The evidence supplied by the learner must comply with the Rules of Evidence and Principles of Assessment. 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 Training & Compliance Manager.

RPL kits are available from the Training & Compliance Manager.

Remember you must be enrolled in a course to apply for RPL and should be discussed with the Training & Compliance Manager before your first classroom session.

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.

Once you have completed the application, return it to the Centre and the Training & Compliance 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.

Remember the process is:

- Informal
- Flexible
- Relaxed &
- a supportive process

The evidence will be examined by an assessor, followed by a competency conversation with the learner. The assessor will examine the evidence to ascertain whether the learner demonstrated the competencies required against each unit of competency and relevant qualification as applicable to the relevant Training Package.

If the learner's evidence is deemed to prove competency for the Unit of Competency being assessed, a Certificate or Statement of Attainment (as applicable) will be granted, upon completion of a quality check by the Training & Compliance Manager.

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the learner will be advised of this decision and given an opportunity to supply further evidence and/or the available options for completing the desired unit/s of competency and or qualification.

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the learner will be advised of this decision and given an opportunity to supply further evidence and/or the available options for completing the desired unit/s of competency and or qualification.

You will be notified 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 Training & Compliance Manager, CEO 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 during business hours and the Trainer/support person will call you back as soon as available – we are all committed to returning calls to students' as a matter of priority.

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. An original document e.g. Certificate or Statement of Attainment or certified copy must be submitted for Credit Transfers to be completed.

All certification documentation must be certified by one of the following:

- Justice of the Peace
 - Lawyer/Solicitor
 - Police Officer
 - Pharmacist
- or other authorised personnel

NATIONAL RECOGNITION

The centre acknowledges national qualifications and Statements of Attainment issued by other RTOs. The following steps will be undertaken when assessing qualifications already achieved by a student:-

1. The units of competency/s claimed must be supported by original documentation.
2. The original documentation must list the exact and specific details of the units of competency claimed including unit code and title.
3. The MPLCC staff is required to make a copy of the statement of attainment/ certificate presented by the student which is then certified, signed and dated to verify that it is a true copy of the original
4. The credentials must be verified by accessing the www.training.gov.au website checking that the provider does have the qualification/unit of competency on their scope of registration.
5. Where doubt exists the MPLCC staff will contact the RTO concerned.
6. Where an exact match exists the Training Plan for the student will be completed for all relevant units.

PLACEMENT RESPONSIBILITIES – Not applicable for Foundation Skills

PRACTICAL PLACEMENT

As part of most accredited 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 the Training & Compliance Manager, CEO or Centre Administration Manager 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/ Training & Compliance 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.

Placement must be undertaken in a facility, organisation or Centre where the student is directly under supervision.

Not allowed:

- Family Day Care
- Disabled/Aged Care in the home.

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.

It will be based on the actual kilometres less the allowed 20km, charged at the ATO rate which is currently \$0.78c per km. (Note: This rate is subject to change as advised by the Australian Taxation Office)

Students will be charged \$120.00 for a visit if they are not prepared, not in attendance at placement 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 satisfactory during one of your field placement assessments you will be required to pay \$120.00 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 based on the preferred list provided by MPLCC. Placements must be undertaken alongside a qualified staff member. If, for any reason you are unable to find placement, the Trainers will assist you to find placement.

It is the **student's responsibility** to confirm placement visits with their Trainer. 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 and hours already worked will not be counted.

No hours undertaken prior to the final signing of the Agreement by MPLCC will be counted towards your required hours.

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 employer 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 Satisfactory” will be given and a further Workplace visit will be required at the student’s expense (see page 33).

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 including the wearing of the MPLCC student polo shirt. Clothing should be safe, practical, comfortable, professional and include the placement polo provided by MPLCC.

Suggested clothing:-Black dress pants, closed in shoes, no high heels and supplied placement polo shirt.

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. Permission to observe letters are required for ECEC & Education Support students to have signed by parents prior to observations being taken of children

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 residents/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 commencing new 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.

PREGNANCY

If you fall pregnant whilst undertaking a VET course or pregnant when you commence your studies, it will be necessary to get a clearance from your doctor or obstetrician before undertaking placement or continuing placement.

At times it may not be appropriate to continue your placement hours and defer/withdraw until after your delivery. If placement includes lifting children or assisting elderly this may be unsafe. We will require a letter from your doctor advising MPLCC of the status of your health in relation to placement. Please discuss with your trainer, Training & Compliance Manager or CEO if in doubt.

ADDITIONAL REQUIREMENT IN PLACEMENT

POLICE RECORD CHECKS

Police record checks are required before commencing placement. A student must have no misdemeanours/disclosable outcomes 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).

MPLCC has a strict procedure in place of how Police check disclosures are managed. It is important you understand these procedures and the implications should a disclosure appear on your police check. See below:

| Disclosure | Implication for Enrolment |
|---|---|
| A conviction for murder or sexual assault | Enrolment will not proceed or will be cancelled |
| A conviction or, regardless of whether the student was imprisoned or not, for any form of assault or bodily harm, neglect or a person in their care, violence or threats of violence or crimes of a sexual nature | Enrolment will not proceed or will be cancelled |
| A conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but not limited to fraud and theft) or of drug offences within the past 5 years. | Enrolment will not proceed or will be cancelled. |
| Multiple traffic/driving offences (more than two) e.g. drink driving, driving under the influence, dangerous driving, culpable driving. | Enrolment will not proceed or will be cancelled |
| A conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but not limited to fraud and theft) or of drug offences more than five years prior. | Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment, or cancel their enrolment. |
| Incidental traffic/driving offences (no more than two) e.g. drink driving, driving under the influence, dangerous driving | Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment, or cancel their enrolment. |

It should be noted that the decision whether or not to accept a student for placement who has a disclosure on their police check is at the absolute discretion of Merinda Park Learning & Community Centre.

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. You can apply for a volunteer WWC which is free of charge. 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, fees apply and must be obtained before commencing employment. 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 4 weeks prior to commencement of placement.

These are not included in course fees but are an additional cost to the student

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 person 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 or go to our website under "Contact us" to provide feedback.

Feedback is always welcome.

LEGISLATION

MPLCC is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operation as a Registered Training Organisation. MPLCC has developed policies and procedures to ensure compliance is maintained in relation to relevant legislation and regulations. MPLCC is required, under terms of its registration as an RTO, to ensure that information is provided to all clients regarding legislation that significantly affects their participation in VET training and assessments. The following list is intended to inform clients of the types of legislation that may affect their courses as well as the method of review undertaken by this RTO.

| Legislation | Method of review |
|--|---|
| VRQA guidelines Which relates to RTO operations in terms of compliance and overall operations | www.vrqa.vic.gov.au |
| Training packages Which relates to RTO operations in terms of compliance and overall operations as well as the structure, teaching assessing of courses and units on the RTO scope. | www.training.gov.au |
| Vet Industry & AQTF Which relate to RTO operations in terms of compliance and overall operations as well as the structure, teaching and assessing of courses and units on the RTO scope. | http://www.austlii.edu.au/ www.training.gov.au www.vrqa.vic.gov.au |
| Education & training reform act 2006 (and regulations 2007) Which relates to RTO operations in terms of compliance and overall operations. | Education and Training Reform Act 2006 http://www.austlii.edu.au/au/legis/vic/consol reg/eatrr2007382/ |
| Occupational health & safety Which relates to the overall safety of all staff in the workplace | http://www.worksafe.vic.gov.au/ http://www.australia.gov.au/topics/health-and-safety/occupational-health-and-safety http://www.safeworkaustralia.gov.au/Pages/default.aspx |
| Equal opportunities and anti-discrimination Which relates to the protection of all people involved with the RTO, including staff and students, in terms of unlawful treatment. | http://www.humanrightscommission.vic.gov.au/index.php/training http://www.hreoc.gov.au/ |

| | |
|---|---|
| Insurance Cover for public liability, professional indemnity, buildings and contents and workers compensation | www.vmia.vic.gov.au |
| Privacy Which could have implications for students in terms of their information on RTO records | http://www.legislation.vic.gov.au |
| Other | http://www.legislation.vic.gov.au/ |

LEGISLATIVE COMPLIANCE

MPLCC supports and abides by relevant Legislation, Acts and Compliance in regard to Education and Training. The following provides a brief summary of relevant Acts and how they support your participation in training:

NB: The information following are excerpts of the acts sourced via www.comlaw.gov.au, www.legislation.vic.gov.au and other relevant websites identified below.

Charter of Human Rights and Responsibilities Act 2006 (Vic)

The main purpose of this act is to protect and promote human rights.

- Human rights belong to all people without discrimination
- Human rights come with responsibilities and must be exercised in a way that respects the human rights of others.

Child Wellbeing and Safety Act 2005 (Vic)

The Child Safe Standards were introduced by the Victorian Government to improve the way organisations prevent and respond to abuse of children and young people under the age of 18 within their organisations. The Standards seek to create a culture and environment that is supportive and protective.

Competition and Consumer Act 2010 (Cth)

MPLCC complies with Schedule 2 - Australian Consumer Law which protects consumers against misleading or deceptive conduct, unconscionable conduct and unfair practices.

Copyright Act 1968 (Cth)

The Copyright Act 1968 (Cth) allows people to use copyright material without the copyright owner's permission in certain situations.

Key points:

The Copyright Act states that if you use less than a certain amount of a copyright item for research or study, the use is deemed to be fair. If the amount used exceeds these limits, the Act sets out a number of factors to be taken into account to work out whether the use of the material is "fair".

If you are reproducing text from a hard copy edition of 10 or more pages, the Act deems that it is fair to copy:

- 10% of the number of pages; or
- one chapter, if the work is divided into chapters.
- For text material published in electronic form, it is deemed to be fair to copy:
 - 10% of the number of words; or
 - one chapter, if the work is divided into chapters.

The Act deems that it is fair to reproduce an article from a periodical publication (such as a newspaper, magazine or journal) or more than one article if each article is for the same research or course of study.

Current and further detailed information can be located on the Australian Copyright website www.copyright.org.au.

Disability Discrimination Act 1992 (Cth)

The objects of this Act are:

- to eliminate discrimination against persons on the ground of disability in the areas of work, accommodation, education, access to premises, clubs and sport
- to ensure, as far as practicable, that persons with disabilities have the same rights to equality as the rest of the community
- to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Education and Training Reform Act 2006 (Vic)

This Act required that all providers of education and training ensure programs are delivered in a manner that supports and promotes the principles and practice of Australian democracy. All Victorians should have access to a high-quality education that maximises their training achievement and promotes enthusiasm for lifelong learning.

Equal Opportunity Act 2010 (Vic)

The purpose of this act is to eliminate and protect against discrimination, sexual harassment and victimisation including racial and religious.

Freedom of Information Act 1982 (Cth)

The Freedom of Information Act 1982 gives you the right to:

- access your personal records
- request that incorrect or misleading information held about you be amended or removed
- seek a review of our decision not to allow you access to a document or not to amend your personal record.
- student has full access to his/her records upon request to the RTO Manager. A written authorisation signed by a student is required. a. to secure the health, safety and welfare of employees and other persons at work

Occupational Health and Safety Act 2004 (Vic)

The purposes of this act are:

- a. to secure the health, safety and welfare of employees and other persons at work
- b. to eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work
- c. to ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- d. to provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

MPLCC is committed to providing a safe and healthy learning environment. We make every reasonable effort to prevent accidents and injury and to promote the health, safety and welfare of all students. As a student, you are encouraged to report identified risks or hazards to your trainer/assessor.

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Privacy Act 1988 (Cth); Privacy Amendment Act 2012

MPLCC is committed to protecting the privacy of your personal information. Our Privacy Policy sets out the way personal information is handled and can be accessed via www.merindapark.com.au

Only information that is required by government bodies and is directly relevant to effective service delivery is collected. MPLCC adheres to the 13 Australian Privacy Principles. The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information). These can be accessed via the following website: www.privacy.gov.au

Racial Discrimination Act 1975 (Cth)

It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom.

Sex Discrimination Act 1984 (Cth)

It is unlawful to discriminate against persons on the grounds of sex, marital status, or pregnancy. This Act eliminates discrimination involving sexual harassment in the workplace and educational institutions.

Working with Children Act 2005 (Vic)

The purpose of this Act is to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body.

The purpose of a Working with Children Check is to establish a process for assisting in determining whether a person is suitable to work in child related work.

Student's undertaking the Certificate IV in Disability at MPLCC are required to have a Working with Children Check (WWCC) prior to work placement.

MPLCC complies with the requirements of the:

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Current and further detailed information can be located via www.aqf.edu.au

Victorian Skills Commission

The Victorian Skills Commission (VSC) is the statutory authority providing for the delivery of vocational education and training in Victoria.

The VSC monitors and provides advice to the Government on the performance of the demand driven Victorian training market, oversees public funding for training and further education, regulates apprenticeships and traineeships and supports industry advisory arrangements.

Current and further detailed information can be located via www.education.vic.gov.au

Standards for Registered Training Organisations 2015

Standards which guide nationally consistent, high-quality training and assessment services in the vocational education and training system www.asqa.gov.au

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure the nationally approved quality **standards** are met (see Standards for Registered Training Organisations 2015)

www.asqa.gov.au

Accommodation

Department of Human Services Ph:
1300 650 172

Women's Domestic Violence Crisis
Service

Ph: 1800 015 188

Tenants Union of Victoria

Ph: 03 9416 2577

Wesley Mission Supported
Accommodation (Homeless) Services

Ph: 02 9263 5555

Health Services

Turning Point Alcohol and Drug Centre

Ph: 1800 888 236

Lifeline

Ph: 131 114

Box Hill Family Clinic

Includes Psychology services

420 Elgar Road Box Hill Vic 3128

Phone (03) 98992425 Fax (03) 9899

7900

Alcoholics Anonymous Australia

Ph: 1300 222 222

Eastern Psychology

Contact

(no referral required) Phone: (03) 9898

0610 Mobile: 0438 123 265

Legal and Consumer Services

Victorian Legal Aid

Ph: 03 9269 0120

Victorian Equal Opportunity and Human
Rights Commission Victoria

Ph: 1300 292 072

Consumer and Tenant Resources Centre

Ph: 03 9761 0288

Commonwealth Ombudsman

Ph: 1300 362 072

EXTRACTED FROM ENROLMENT FORM

This is a copy of the Privacy and Declarations that you have signed on the enrolment form and for your reference. Please read carefully to ensure that you understand what you have signed.

Student Enrolment Privacy Notice and Declaration

Under the *Data Provision Requirements 2012* MPLCC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **MPLCC** for statistical administrative, regulatory and research purposes. **MPLCC** may disclose your personal information for these purposes including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information that has to be disclosed to NCVER may be used or disclosed for the following purposes:

- pre populating RTO student enrolment forms.
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.
- populating authenticated VET transcripts

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*.

Collection of your data – MPLCC is required to provide the Department with student and training activity data. This includes personal information collected in this enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

MPLCC provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx> .

Use of your data - The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department & student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data - As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory - The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006 (Vic)*. The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014 (Cth)* and the *Student Identifiers Regulation 2014 (Cth)*.

Survey participation - You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. You may receive a survey which may be administered by a Government department or NCVET employee, agent, third party contractor or other authorised agencies.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au). Please note you may opt out of the NCVET survey at the time of being contacted.

Consequences of not providing your information - Failure to provide your personal information may mean that it is not possible for you to enrol in VET courses and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints - You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact MPLCC's CEO or Training & Compliance Manager in the first instance by phone or email.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx> .

For further information about Unique Student Identifiers, including access, correction and complaints, go to <http://www.usi.gov.au/Students/Pages/student-privacy.aspx> .

For more information about NCVET's Privacy Policy go to <https://www.ncvet.edu.au/privacy>

Student Declaration and Consent

- I acknowledge that I have read the combined *National VET Data* and *Victorian Government VET Student Enrolment Privacy Notice*.
- I declare that the information I have provided to the best of my knowledge is true and correct.
- I acknowledge that MPLCC will collect, use and disclose my personal information in accordance with the privacy Notice above..

In addition I understand and acknowledge that:

- I accept MPLCC Inc., Terms and Conditions as listed and included in the Student Handbook I have received.
- I authorise MPLCC to check all available records to confirm that information provided is correct, particularly information pertaining to my eligibility for the Skills First funding.
- In accordance with VRQA regulator requirements all necessary documentation pertaining to your identity and qualification will be retained in your student file for 30 years.