



Williamstown
Community
and Education
Centre Inc

Student Handbook

**TOID: 4640
2019 – Version 13**



Joan Kirner House and Spotswood Community House
9397 6168 admin@wcec.com.au TOID: 4640

Welcome to WCEC

Thank you for selecting Williamstown Community and Education Centre Inc (WCEC) to further your educational pursuits. WCEC is a local educational provider located in the City of Hobsons Bay. WCEC has been providing training for the last 45 years.

Your decision to complete Nationally Recognised Training with WCEC is an important step in developing your cognitive process in learning of new skills and knowledge. We aim to provide a quality learning experience, which meets the needs of all students.

To assist you with your learning we have developed this Student Handbook. Please take the time to read it carefully, and should you require further information contact our staff.

Our team is committed to maintaining our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with WCEC a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

Who we are

WCEC is a community based organisation that is managed by a voluntary Committee of Management made up of people who live or work within the Hobsons Bay area.

Our Office is based at	Centre Hours
Joan Kirner House 14 Thompson St, Williamstown, 3016 9397 6168 admin@wcec.com.au	Monday to Friday 9.00am — 4.30pm.

We provide education and recreation programs for a diverse range of groups including; people from culturally and linguistically diverse backgrounds, unemployed, people with disabilities, sole parents, educationally disadvantaged and older adults. Classes and activities are open to all, and are held in a welcoming, warm and friendly environment.

We believe that all people have the right to a high quality, fair and affordable education. We seek to ensure that those who may have missed out in their previous education are given the opportunity to experience knowledge, language and learning as adults. We also offer a range of recreational classes.

For people who speak another language or come from another country and culture, learning the language of the country is very important. It is also important to understand the social practices and history of Australia. Our English as an Additional Language classes are a way for those from another country to learn about, and access the mainstream community.

People can learn about language and literacy while also gaining new knowledge about the community they live in.

Joan Kirner House and Spotswood Community House
9397 6168 admin@wcec.com.au TOID: 4640

WCEC as a Registered Training Organisation (RTO)

As an RTO, WCEC operates within the Principles and Standards of the Australian Quality Training Framework.

All trainers and teachers are sensitive to the needs of the students.

WCEC complies with relevant Commonwealth and State / Territory Legislation and requirements.

Students will be provided with all appropriate information including, course details, assessment requirements, and all relevant policies and procedures.

Upon commencement of a new class your teacher will run through all safety issues and relevant legislation that we need to adhere to.

WCEC will continually monitor and improve their performance by collecting and acting upon information gathered, including, evaluation, moderation and learner feedback.

Students are issued with statements of attainment as well as certificates upon completion of a course.

We encourage you to view our Policies which are available on our website at our home page and a hard copy is at reception.

As a student undertaking training under Skills First Training you may be contacted by or receive a survey from the National Centre for Vocational Education Research (NCVER) and / or the Victorian Department of Education and Training.

Code of Conduct

All people are entitled to an environment that is free from discrimination and harassment. If you have any issues or concerns please talk to your teacher in the first instance, then the Further Education and Training Coordinator.

Everyone using the Centre has a right to:

- Be treated fairly
- Be treated with respect
- Be treated with patience and tolerance
- Feel safe
- Be free from harassment and discrimination based on gender, race, ethnicity, religion, size, age, disability or sexual preference
- Be free from physical or verbal abuse
- Have a comfortable and welcoming environment
- Everyone using the Centre is expected to:
 - Treat each other fairly and equally
 - Respect other people's differences

Conduct themselves in a manner appropriate to the classroom situation.

Joan Kirner House and Spotswood Community House
9397 6168 admin@wcec.com.au TOID: 4640

This includes:

- Being on time for class
- Not taking illegal drugs or alcohol
- Letting your teacher know if you are unable to attend class
- Using furniture and equipment carefully
- Not cheating or plagiarising during any assessments you are undertaking
- Inappropriate behaviour is covered under the law. For example, taking photos without consent of others is not allowed under law. Bringing weapons into the Centre is illegal. Your teacher will cover these issues, but if you are unsure of any of your rights and responsibilities please ask.

Enrolment Procedures

Students enrolling in WCEC courses must be interviewed prior to placement.

An interview can be arranged by telephoning 9397 6168 Monday to Friday. For English as an Additional Language (EAL) and Literacy classes (Learn Local Pre-Accredited).

At the interview (Pre-Training Review) your current level of English will be assessed using the Foundation Skills Learner Assessment. You will have a short, conversation about where you've learnt English in the past, where else you've lived, family, work etc.

Then you will be asked to complete a piece of writing, do a reading task and complete an enrolment form and a Learning Plan as part of the assessment process.

WCEC will recognise your previous learning and current competence while conducting the Foundation Skills Learner Assessment.

RPL is available at no cost to the student, however this option is not normally requested for the Foundation Level courses the Centre has on its scope.

If a student has prior qualifications that they wish to have recognised, only originals (not copies) will be accepted. WCEC will verify any qualifications that it deems appropriate. This means, for example, contacting the Training Provider to verify name, certificate number, date, qualification, course, etc.

Proof of eligibility for government funded training (e.g. A green Medicare card) needs to be sighted at this interview.

Assessment Procedures

Students are assessed regularly throughout the year. Each course has its own assessment procedures. We have an assessment policy and procedure on our website.

Your teacher will explain the ways in which you will be assessed when you enrol in the course.

As beginning language learners your assessments will be in the classroom and will be either written questions, a portfolio of your work or a role play.

For students undertaking level III Certificate courses, at enrolment you will be given a Student Delivery and Assessment Information sheet.

There are four key principles of assessment which we use. It should be valid, reliable, fair and flexible.

Assessment is:

- Valid when it assesses what it claims to assess.
- Reliable when it is consistent in all situations and with all learners.
- Fair when it places all learners on equal terms.
- Flexible when it can accommodate all delivery modes and the needs of learners.

There will be a number of Assessment Tasks for each Unit. Each assessment task measures the required aspects of that unit.

Assessors will use a combination of assessment methods depending on the needs of the student and the requirements of the course.

These may include:

- Demonstration
- Observation
- Written/oral tests
- Role play
- Skills/Challenge testing

If a student wants to access their Student Records, including participation and assessment records, then please ask the Education Coordinator, and they can show you.

Student Pathways

At your initial interview and in an on-going manner, your teacher or the Education Coordinator will discuss the options available to you to continue learning.

This includes the learning pathways you can take both within the Centre and onto other Community Education Providers as well as Tertiary Education and other Further Education.

Course Dates

The term dates follow the Victorian School calendar and we break for school holidays.

Description of Course

You will complete an Individual Learner Plan which includes a course overview at your interview.

Scope to Deliver

WCEC delivers the following accredited certificates:

- 22483VIC Course in English as an Additional Language
- 22484VIC Certificate I in English as an Additional Language (Access)
- 22485VIC Certificate II in English as an Additional Language (Access)
- 22486VIC Certificate III in English as an Additional Language (Access)

The curriculum documents for our courses are available to view on our website.

Student Health and Safety

WCEC has an OH&S policy which is available on the WCEC web site and can be provided upon request.

Please remember that safety and well-being is everyone's responsibility.

In Summary

- Be aware of any potential hazards in your classroom environment and report any hazards you identify to your teacher.
- If you or any colleague or student is injured in the workplace or class environment, ensure that you complete a report.
- Make sure you are aware of where the First Aid Kit is.

Upon commencement of a new class your teacher will run through all safety issues and relevant legislation that we need to adhere to:

- Make sure you are aware of fire exits and evacuation procedures.
- Ensure that you take adequate breaks.
- As safety is everyone's business, ensure that you behave appropriately in the classroom environment and report any breaches of behaviour of your colleagues to your teacher.

Your teacher will explain this to you. But please ask questions and look at our Policies at reception.

Student Wellbeing

WCEC offers a warm and friendly environment for the classes to be conducted in.

Staff will attempt to offer support to students in most cases, however, students will be referred to other more appropriate agencies when the need arises.

WCEC has extensive networks into the community and can provide you with information and referrals to other services and agencies. Please feel free to talk to your teacher or the Education Coordinator if you need any assistance in areas such as:

- Health
- Housing
- Legal
- Financial counselling
- Other community and education services

Confidentiality and Privacy

WCEC collects personal information solely for the purpose of operating as an RTO under the Australian Quality Training Framework and will remain confidential.

The release of your personal information will only occur for the purposes of audit.

Fees and Charges

Please ask the Education Coordinator for the most up to date Fee Guide.

Fees and Charges will be dependent on eligibility.

Statement on Fees

All courses have a standard unit hourly rate. The concession unit hourly rate is 20 per cent of the standard unit hourly rate. A Statement of Fees will be provided at the time of enrolment.

No other fees apply (i.e.; materials, amenities, goods, administration, etc.).

Refunds

Fees are fully refundable if you withdraw, the course is cancelled, the Centre closes, etc.

WCEC Policies and Procedures

We have many policies and procedures in place to ensure students are provided with the highest quality service.

If you would like further information about our organisation you are welcome to have a look at our policies available on our home web page and at reception.

Policies include:

- Records Management (privacy)
- Health and Safety
- Grievance Complaint and Appeals
- Diversity
- Fees and Refunds
- Code of Conduct
- Cheating and Plagiarism
- Training and Assessment
- Disability Action Plan
- Continuous Improvement
- Access, Equity and Diversity
- Child Safe Policy

Plagiarism and Cheating

Plagiarism or cheating may occur when a student copies or partly copies other people's work and then submits the work as their own for assessment.

Teachers are aware of the types of cheating that can occur, and have strategies to check and monitor plagiarism and cheating.

Incidents of plagiarism and cheating are reported to the Training and Education Coordinator.

A detailed Policy and procedure on plagiarism and cheating is in our Policies, located on our webpage and a hard copy is at reception for you to look at.

Complaints, Grievances and Appeals Procedure for Students

We try to deliver the very best courses and services that we can in the most professional manner but sometimes things go wrong. You may have a problem with another student, a teacher or the course you are studying. If you are unhappy about something the best thing to do is:

If you have a problem, grievance or are unhappy about something that is happening at WCEC:

Joan Kirner House and Spotswood Community House
9397 6168 admin@wcec.com.au TOID: 4640

1. Talk to your teacher. Bring a friend, advocate, translator, etc.
 - Be clear about what you are unhappy about.
 - Suggest some ways that WCEC can help.
 - Be open minded about how the problem can be resolved.
 - If the matter is not resolved at this stage - Your teacher will ask you to fill in an Incident Report. Your teacher and / or your friend can help you complete this Report.
2. The Incident Report will then be given to the Education Coordinator. The Coordinator will investigate the issue / concern, speak to others if relevant, ascertain the facts of the situation and determine appropriate solutions and / or strategies to resolve the issue or concern (Within 5 working days).
3. An appointment to meet with the Coordinator will then be arranged. Again, bring a friend, advocate, translator, etc.
 - Be prepared to try different options.
 - Notes will be taken about this Meeting
 - If the matter is not resolved at this stage – the Centre Manager will meet with all parties to seek a resolution. A final decision will be made within 5 working days of this Meeting
4. If you are unhappy with this decision, you have the right to Appeal.
 - You can put your problem or concern in writing and send it to the Committee of Management, addressed to the Chairperson.
 - The Chairperson will send you a written response.
 - Any decision that is reached at this stage will be final and binding from the Centre's behalf.
5. A student also has the right to contact the –
 - National Training Complaints Hotline on 13 38 73.
 - Victorian Registration and Qualifications Authority at <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

At any stage, if you no longer want to continue studying at WCEC, we will endeavour to assist you to find a suitable course of study elsewhere.

NOTE-

All documents associated with any grievance are not placed in the Student File. Documents are to be filed in a separate folder in the secure Administration Office.

The formal Policy on our Grievance Process and Report Form from our Policies are also available for you on the WCEC Website, at reception and in the Student Kitchen.

If your concern relates to an actual assessment decision, then the above process applies, however all students are free to re-sit any assessment and be re assessed, at no charge, at any time.

Joan Kirner House and Spotswood Community House
9397 6168 admin@wcec.com.au TOID: 4640

Activities and Support Services at WCEC

A number of special interest, personal development and self help courses are run at the Centre. For example

- IPC Health
- Translation service through Council. Ask at reception
- Art and craft groups
- Childcare
- Photocopying
- Recharge Service
- Free PC and internet access, in the foyer
- Weekly morning tea
- Monthly free BBQ
- Lifestyle programs
- Walking group

Have a look at our Brochure, website, or ask at reception to find what else is currently available.

We are also disability friendly and have disabled amenities on site. A new course and activities Brochure is produced each semester.

Fire Exits

Make sure you are aware of fire exits and evacuation procedures at your work location.

Information is posted above the photocopier in the foyer.