



# Bass Coast Adult Learning

Learn More.

# STUDENT INFORMATION BOOKLET



**(03) 56723115**  
**[www.bcal.vic.edu.au](http://www.bcal.vic.edu.au)**



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# INTRODUCTION

## **Hello and Welcome to Bass Coast Adult Learning**

This Booklet was developed to assist you with your studies at Bass Coast Adult Learning (BCAL). It outlines a lot of the information you need to know, but if you have any questions or concerns, please feel free to approach any teacher or other staff member.

## **Our Vision**

BCAL aspires to be a vibrant, diverse organisation, offering a wide range of education and training programs, and community development opportunities to adults who live, work and study in Bass Coast.

## **Our Mission**

To provide a flexible, supportive and inclusive adult learning environment to enable community members from Bass Coast and surrounding areas to study, improve work skills and build social capital.

## **Eligibility**

Some courses have prerequisites and there are some age limits to study in the adult education environment. However we strive to create a freely accessible and welcoming learning environment for everyone. We do not see financial, physical, mental or personal difficulty or disability or life status as a barrier to education—we work with all persons to achieve their goals in education, employment and community fulfilment.

*Please speak to staff if you have concerns about your eligibility and any funding opportunities we may be able to offer.*

# ENROLMENT, TRAINING & ASSESSMENT

## Training programs

BCAL offers a mix of part-time **accredited** vocational education and training (VET) and **pre-accredited** and fun short courses.

Our **scope of registration**, which outlines the accredited training we are registered to deliver, can be found at **[www.training.gov.au](http://www.training.gov.au)**. This training includes the Certificates in Spoken and Written English, the Certificates in General Education for Adults, Certificates 1 & 2 in Hospitality and Tourism, Information, Digital Media & Technology and some Health units to cover accredited First Aid training. This training is funded by the Victorian Government

Accredited training is a longer term commitment and will last from 6 to 12 months, except for the Health units we present for First Aid training—which is 4 weeks—and selected Hospitality units that are one day courses.

Our pre-accredited and fun courses are presented in our brochure each term. Pre-accredited training is funded by Adult, Community & Further Education (ACFE) and at this Centre provides computer literacy training for beginners. Other courses include languages, crafts, special interest and classes created because we have received interest from the public for them.

We also partner with other training providers to present work safety classes. These are qualifications, licenses and tickets for people working in the trades industry and include Construction Induction Card, forklift licence, traffic control and many others. This training is usually conducted in one or two day classes.

We also provide capacity development courses for NDIS recipients which cover a variety of units and interest areas.

*We are always open to new ideas, and welcome course and training ideas from all.*

## **Enrolment procedures**

The first step in enrolling in any training provided by BCAL is usually by telephone. If you see a suitable course, ring the Centre book in to that course. Your name will be placed on booking list. Please keep in mind that this is not just an expression of interest as most of our courses only run if we have sufficient numbers booked in. Also, if you no longer wish to continue with your enrolment, please let us know as soon as possible. Some charges may apply if you do not inform BVCAL of your cancellation, or if you cancel too late. You will receive fee information prior to enrolling in your course.

### ***Induction Interview—accredited***

For accredited certificate training, all interested persons will receive an induction and enrolment interview. This is to ensure that you receive all the information you need for your study, and we receive enough information to tailor your training to match your needs. You may also request a walking tour of the Centre so you will feel quite comfortable.

### ***Pre-accredited***

For pre-accredited training, once the course has been confirmed, each person on the list will be sent a confirmation information notice and enrolment form. Once this has been received by the clients, payment due dates for each course are triggered.

### ***Records***

All enrolment forms and student information is input into the electronic student management system, and paper records are filed, under privacy legislation, which includes passwords on software, and locked file storage.

Students may access their records at any time, but anyone else wishing to access records on their behalf must have written permission from the student. Records will, however, be available to staff and to our registering government bodies where relevant.

### ***Individual Training Plan & Pathways***

During induction interviews a student's training plan is commenced, using a simple assessment form, and the student is then placed in the appropriate training level. As training continues, the plan is built upon and revised to suit the student's changing requirements or situation. Part of the training plan is to outline with the student their vocational and educational pathways resulting from their current training.

## **Fees and Charges, Refunds and Withdrawals**

BCAEC's committee of management sets fees based on Government funding body guidelines and budgetary constraints. Concessions are granted to all eligible persons holding a Centrelink CRN number, in line with access and equity guidelines. Fees paid in advance (if any) are protected by the Centre.

Pre-accredited course fees are set to cover costs to at least break-even. Courses will be cancelled by the Centre if fees do not cover expenses, and fees paid will be refunded.

Accredited training fees are broken into tuition, amenities, resources and any other charge as necessary. This breakdown will be included in the information given to you at course commencement, but please feel free to discuss this with any staff member.

For accredited courses, fees are set by annual Government guidelines, available on the Victorian government education website.

Concessions may be offered on presentation of Centrelink concession cards. Cards will need to be sighted and details including CRN number recorded. Other concessions may be allowable at the discretion of administration.

Cancellation of a course *by BCAL* for any reason will mean participants receive a full refund. Cancellation *by the participant* will mean forfeiture of all or part of fee if it is within 7 days prior to the course commencing. Complainants may be granted a full or partial refund or a complimentary enrolment only if their complaint is judged valid by administration and the committee.

All fee payments paid in advance will be guaranteed refund in event of cancellation *by BCAL*. BCAL hold sufficient funds to ensure full refund of ALL fees paid in advance.

### ***Fee Schedules***

Fee schedules, outlining all costs *per unit* to be undertaken - including tuition, resource, amenities etc. - are prepared annually using pricing set by the Victorian Government fee regulations.

Students are given the fee schedule prior to completing enrolment, at their induction interview. Information regarding fees is also available in the quarterly brochure and online.

Once the relevant Fee Schedules are agreed to, the student signifies this agreement by signing their enrolment form.

BCAL may cancel any student's enrolment due to the misconduct of that student. Should this be the case no refund will be offered.

## Assessment procedures

Assessments are conducted under Government quality guidelines and are valid, reliable, flexible and fair. This means that BCAL will give you every opportunity to pass your assessments by presenting them in a variety of methods, and a number of times for each task.

You will be informed of when you will be assessed and what you will be assessed on, prior to each assessment. Please feel free to discuss with your teacher or any staff member your assessments.

### ***Policy***

Assessors follow appropriate guidelines and the relevant curriculum/training package requirements when conducting assessments for accredited training at BCAL.

Students undertaking accredited training must show competence before they can be awarded a Certificate or Statement of Attainment .

Assessors maintain and retain attendance rolls as proof of adequate student attendance.

Students are required to complete set assessment tasks relevant to their training.

Assessors retain examples of student work, answer sheets etc. for each assessment task. These will show evidence (or not) of competence for each assessment, element, unit and/or certificate.

Assessors will determine from the responses given in all assessment tasks that the student has the required skills and knowledge to be judged competent in their training— assessment will cover all elements of all units in each level of training and assessors are totally familiar with the units being assessed and be assured that the student has mastered the ‘critical aspects of evidence’ of each unit. Units may be assessed holistically or grouped together where relevant.

Assessors will sign/ initial and date each assessment sheet, and give students feedback on assessment results when requested to do so.

Assessors are required to undertake moderation/validation sessions at least once a year, and are encouraged to attend shared assessment sessions with other trainers and in other organisations to ensure their assessments follow given principles.



## Assessment procedures (continued)

Where competence is shown in individual units of training packages only, these attract a 'statement of attainment' for each unit.

Awarding of certificates and statements of attainment is the responsibility of administration, and attracts no extra charge beyond enrolment fees. Reprints of awards, however, attract a fee per certificate charge, should they be required.

Assessment can be in many forms including: written test or worksheet, teacher observation of class, group work or role-play performance, practical tasks, oral presentations, self or peer evaluation of own performance, debates, assignment, online exercises, poster, journal, diary or logbook, and many other forms. Discuss with your teacher which forms may best suit you.





## Appeals and Complaints

It is the policy of BCAL that any person has a right to complain about any aspect of the centre and its operation or appeal any decision made by BCAL including assessments. Complaints will be heard in a reasonable and fair manner by the appropriate persons.

A **complaint** is any issue brought to the attention of BCAL that requires improvement.

An **appeal** is the process a person may undergo when they do not agree with decisions made, for example regarding assessments.

Complaints/appeals shall be heard without prejudice or favour, and treated in the strictest confidence. Staff will direct persons to record more serious complaints in writing. This will then be referred to the appropriate staff member or independent person or panel.

Staff should ensure that complaints are acted upon as soon as practicable with the appropriate person/s taking all actions necessary to resolve the complaint. Ultimately however the committee has the responsibility to see serious complaints through to resolution.

All complaints and appeals against decisions will be documented and signed by all persons involved and copies distributed to appropriate persons. Copies will also be filed at the centre. At all times the complainant/appellant may invite assistance at their own instigation from an independent source. However the centre will not take responsibility for this action, actually or financially.

All complaints/appeals are an opportunity for improvement and should be treated as such. The complainant/appellant will initially be asked to try to resolve the issue informally – by discussion with tutor or other relevant person/s. If this is unsuccessful, the complaint will move to management level, or to an appropriate independent person or panel

All complaints or appeals will be kept in the strictest confidence, and the appellant will be informed of all process steps as they occur.

*With all complaints or appeals, it is hoped that these can be solved simply and quickly. We therefore encourage all persons to speak to their immediate staff members to resolve their concerns quickly before they have a chance to escalate.*



## Granting of Certificates and Statements of Attainment

Students completing and being assessed as competent in all criteria for an accredited qualification will receive a nationally accredited certificate. This competency will also be recorded on VETTRAK—BCAL's electronic student management system.

Accredited certificates will contain, by government policy, the following information—this BCAL's logo and RTO number, student name, correctly spelt course/certificate code and full name, correct and official logos for VRQA and *National Recognised Training* and the word 'Certificate'. They must also have certain wording and be dated & signed by the Centre Manager, and have a centre certificate number.

*Transcript:* These certificates should also include a transcript/statement of results, which is all the units passed by the student that made up their certificate grant. This *could* also include dates completed and mark. It is BCAL's policy to print the transcript on the back of the relevant certificate.

Once printed, the class, date, student name and tutor initials should be placed next to the correct certificate number in the Certificate Register kept in the admin area. Certificate grants form part of Quality Indicators reporting.

No cost is attached to the granting of certificates above enrolment fees. However should you require a reprint of any certificate, a charge will apply. Also certificates will not be granted unless all required fees have been paid.

### ***Pre Accredited Certificates***

Student completing pre-accredited training will also receive a certificate. This certificate however is **not** an accredited certificate or statement of attainment, and is given as a completion and attendance certificate.

### ***Statements of Attainment (SOA)***

Should the student only partially complete an accredited certificate course, they are to be granted a 'Statement of Attainment' for the unit/s completed. This follows much the same rules as above HOWEVER:

It must NOT contain the word Certificate - except in reference to the partial completion of the relevant qualification.

It must contain a description below the words Statement of Attainment: *A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification/course.*

Codes and full names of each unit completed & assessed as competent, in partial completion of the full certificate must be outlined on the SOA, or on the back of the SOA.

No cost is attached to the granting of statements of attainment, above enrolment fees, for each unit that has been paid for in full.

***Reprinting of Certificates or Statements of Attainment, upon request and verification, will incur a fee per certificate, so please take care of your originals and don't lose them.***



# SUPPORT AND SERVICES

## **Facilities**

BCAL strives to provide the best facilities possible for the comfort and safety of its students. To that end we provide classrooms that are clean, comfortable and equipped with modern facilities. All buildings have kitchen facilities with tea and coffee.

As this centre has a fully inclusive policy, all buildings are ramped and wheelchair accessible, and there is a disabled toilet available.

If you as a student of the centre have any suggestions or concerns about the facilities at this centre, please feel free to report these to any staff member.

## **First aid**

The Centre has a fully stocked first aid kit at the front desk in the administration building—please feel free to access this when needed.

Students are required to fill relevant illness/disability details on their enrolment forms, and keep their required medication with them at all times.

Trainers will ring ambulances for clients only upon their request or should the client lose consciousness, however this will be at the clients expense.

## **Off-site Childcare**

There are 2 childcare centres in Wonthaggi, and one is situated almost directly across from the Centre. We are not affiliated with them in any way, and all arrangements for childcare with any centre is strictly at the discretion and cost of the student.

Where a student is completing an AMEP program, there is childcare payment available to them.

## **Student Safety**

Student safety is of utmost importance to the Centre. Students should be made aware of their training dates and times prior to commencement of study. Students will not be asked to undertake training before 8am or after 10pm. Trainers are asked to ensure all students have safe means to travel to and from classes, especially after dark. This may mean the trainer needs to arrange for a taxi to take students home. No staff member is to leave the centre until the last student leaves. The centre has regular security patrols each night.

The centre is run under continuous improvement , risk management and occupational health and safety policies and principles. This means that any unsafe practice or environment must be reported immediately, and the centre undergoes an internal risk audits to ensure all aspects of the centre are risk free.

We ask that students wear clothing appropriate to the environment and your activities.

The centre has strict smoking areas to the rear of the blue building .Please do not smoke outside this area.

There is to be no alcohol or drugs on the premises. Persons affected by alcohol or illegal drugs will be asked to leave. Police may be involved.

## Students' Rights

All students have a right to:

- > expect a high standard of education for the best chance to complete qualifications
- > be trained by fully qualified and experienced staff
- > be treated with respect by staff and other students
- > learn in an environment free from discrimination or harassment
- > privacy in the collection and storage of personal and training records, and have access to their records when required
- > be given information about their training and assessments at the beginning of and during their course
- > be kept informed of their progress during their training
- > learn in a safe, comfortable and fully equipped environment
- > have access to all available resources and equipment to assist their study

## Students' Responsibilities

Students have the responsibility to:

- > understand all conditions of their enrolment
- > pay all fees and charges related to their enrolment
- > attend classes regularly and punctually
- > follow the instruction and directions of your trainers
- > respect staff, other students, centre equipment and environment
- > not use mobile phones or other such devices in classrooms during lessons
- > behave responsibly, dress appropriately, not harass others, litter, steal, damage, misuse equipment, cheat, endanger others, drive in the grounds irresponsibly or in any other way endanger others, equipment or the environment.
- > not attend if under the influence of drugs or alcohol
- > not be disruptive in the classroom
- > ensure care and security is taken of own possessions during time at centre
- > report any perceived risks or accidents/incidents immediately to staff



## **Incidents and accidents**

It is the responsibility of all—staff, students and all centre users—to report accidents and incidents immediately. These are reported to any staff member, and an incident or accident report form should be filled out at an appropriate time.

Any medical treatment required as a result of the an accident should be appropriate and immediate. All medical treatment is the responsibility of the client, the Centre will not take responsibility for any costs incurred during treatment. However the Centre is fully insured including public liability.

## **Discrimination and Bullying**

This centre has a strong access and equity policy and strives to engender the view that all persons have equal opportunity to education.

The centre will not tolerate any forms of discrimination or bullying that disrupts a persons education or endangers them in any way.

Incidents observed should be reported to staff members immediately.

Persons who discriminate and bully at this centre may be asked to leave, and may have their enrolments cancelled.

## **Emergency evacuation procedures**

The emergency assembly point for the Centre is the car park in front of the administration building, just off White Road.

All rooms will have an evacuation plan placed near the doorway. This shows the quickest and safest path of travel to the assembly point in the event of an emergency requiring evacuation.

These notices will also have the telephone contact numbers for emergency services.

Once again, if there is an incident requiring evacuation, it should be reported in the incident report book.

*Don't miss our quarterly  
Short Course brochure*

*with our training scheduled for each term.*

*If you don't receive one in your mailbox, ask to  
be placed on our mailing list.*

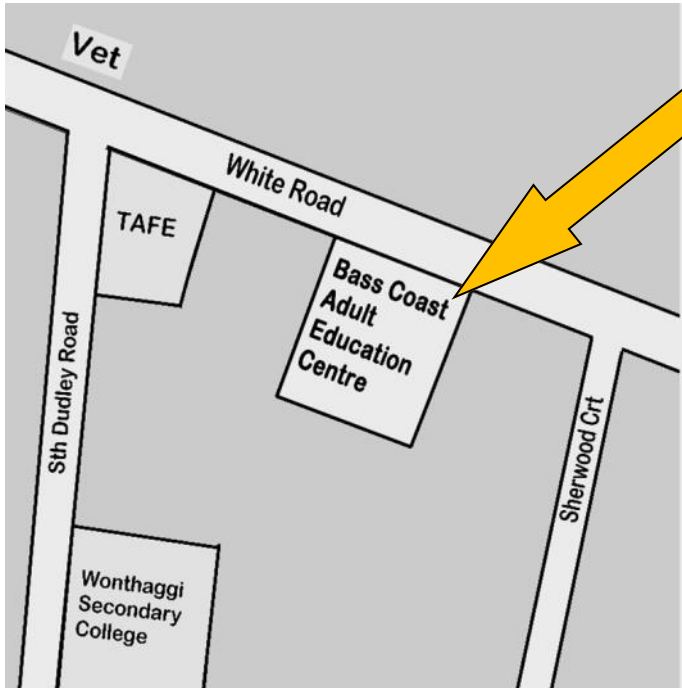
***We hope you enjoy your time with us!***

***Please discuss your concerns and triumphs with our staff  
at any time at.....***

***(03) 56723115 or [info@bcal.vic.edu.au](mailto:info@bcal.vic.edu.au)***



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