

# Learner Handbook

Access to this document is available via  
The Centre's website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au))

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## 1. Welcome

Welcome to The Centre for Continuing Education Inc. (The Centre). We are a Registered Training Organisation (RTO), Adult Community Education (ACE) provider, and deliver other programs to support the community.

The Centre offers Vocational Education and Training (VET) programs from Certificate I to IV as well as Pre-Accredited learning programs. The Centre offers programs in the following areas:

- Transition and Work Education
- Employment Pathways
- Agriculture (chemical users)
- First Aid
- Individual Support (Aging, Home and Community Care and Disability)
- Disability
- School Based Education Support
- Hospitality
- General Education for Adults

Thank you for making The Centre your choice of education provider. We look forward to you joining our vibrant education and training community.

## 2. Enrolling in our courses

The Centre accepts enrolments from learners 16 years and over (subject to specific course requirements). If you would like to enrol in a course, there are a number of simple steps that you can take:

1. Complete an enquiry form on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)) or email us at [contact@thecentre.vic.edu.au](mailto:contact@thecentre.vic.edu.au) and one of our friendly customer service officers will give you a call to discuss your enrolment options.
2. Attend one of our sites in Wangaratta or Seymour and speak to our friendly reception staff who will be able to support you to take the first steps in your enrolment.
3. Contact our friendly staff via phone by calling (03) 5721 0200 or 1300 843 236
4. For short courses, you can enrol online following the links on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au))

### 3. Pre – Training Review

For our VET certificate courses, you will have to undertake a pre training review. This is a process that takes about two (2) hours to complete, and our staff will book an appointment time for you. What you will need to bring to your appointment is:

- Any current certificates that you hold
- Medicare Card or Birth Certificate
- A driver's licence or proof of age document
- A concession card if you have one

As part of the process, we may take a copy of your evidence to keep on our files. This is protected under our Information Privacy and Data Security Policy requirements.

At the interview, our staff will ask you a lot of questions. These questions are to ensure you are making an informed choice about your learning options. It helps us to get to know you and how we can best support you in the future. We also have you complete a short assessment through our LLNRobot software.

### 4. Recognition of Prior Learning (RPL), Credit Transfer (CT) and National Recognition (NR)

As an RTO, The Centre must recognise all issued nationally accredited qualifications that you may already hold (**National Recognition**).

These can be used as part of a **Credit Transfer (CT)** when you already hold a unit of competency in one of our courses that you are enrolling in.

**Recognition of Prior Learning** is where we recognise formal and informal learning that you have previously completed. You may already work in the industry that you are studying, and this can be used as evidence towards RPL

### 5. Unique Student Identifier – USI

At enrolment in an accredited VET course you must have a USI. To register for a USI please go to [www.usi.gov.au](http://www.usi.gov.au). If you have difficulties in applying for a USI, our staff can be able to assist.

### 6. COVID Vaccination Status

The Centre wishes to maintain a safe learning and working environment and so, ask that learners, staff and visitors are vaccinated against COVID-19. Whilst this is not a mandate,

we encourage everyone in our learning community to protect their health by being vaccinated.

## **7. Accredited Courses – Certificate Courses (e.g., Certificate III in Individual Support)**

### **Fee's Charges and Refunds**

During the Pre-Training Review (Section 3), the fee structure of the course will be provided to you. This details the amount that you are required to pay, how we have calculated the cost of the course and outline to you, and what contribution the Victorian Government has made towards the course fees.

Fees are payable prior to the commencement of your course, payment plans are available. If you enter into a payment plan, we may hold onto your certificate at the end of your course until your payment plan is complete.

Refunds are available if you notify us that you do not wish to continue with the course with at least three (3) days' notice. We will charge a \$30 administration fee and return the remaining amount of fees to you. If you do not notify us three (3) days prior, we will not be able to return your fees, however we can transfer you to another course of your choosing. Our Fees and Charges Policy and Fees Schedule are available on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)).

### **Short Courses – Accredited (E.g., HLTAID011 – Provide First Aid)**

The Centre offers several short courses such as First Aid, Chemical Users or RSA. Your fee's must be paid prior to the commencement of your course. Our Fees and Charges and Refunds Policy is available on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)).

## **8. Pre-accredited Courses**

The Centre offers a number of Pre-Accredited courses funded by the Victorian Government. To enrol in these courses, you must complete an eligibility form and provide evidence of residence in the form of one of the below:

- Medicare Card
- Australian Birth Certificate
- Evidence of residency issued by the Department of Immigration
- A Visa that allows you to study/ learn in Australia.

## Fees Charges and Refunds

Pre-Accredited courses are subsidised by the Victorian Government and students who hold a current concession card may be eligible for a reduce fee rate. Refund information is provided in detail in our full Fees and Charges and Refunds Policy on our website ([www.thecentre.vic.edu](http://www.thecentre.vic.edu)). Ensure you read this information before enrolling.

## 9. Assessment – Accredited Courses

During the course, you will be asked to complete assessments. This allows you to demonstrate your skills, knowledge and performance to meet the requirements of the units of competency in the course.

There are several methods of assessment that may include:

- written (*e.g., short answer, quiz, research report tasks*)
- observation (*in a simulated or workplace environment*)
- oral questioning
- case study
- portfolio (*is made up of several the methods of assessment*)

To be deemed competent in your assessment, you must satisfy all requirements to the required industry standard. This will be explained by your assessor as you work through each of your course assessments.

Learners who receive a Not Yet Competent (NYC) result on their assessment, may resubmit to their assessor on two (2) occasions. If after your second attempt, you are marked as NYC you will be required to undertake the learning again. This may include being re-enrolled into a later course to complete that unit's learning and assessment.

## 10. Plagiarism/ Cheating/ Collusion

We expect that all learners will try their best when completing assessments. No form of plagiarism will be accepted.

Plagiarism includes but is not limited to:

- Copying information from the internet and presenting as your own work
- Copying information off another learner's assessment
- Letting someone else complete the assessment for you
- Taking unauthorised notes or resources into assessment environment
- Failing to adequately reference material and quotes in an appropriate manner.

For further information, please refer to our Plagiarism Policy located on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)).

## 11. Reasonable Adjustment

If you are impacted by a disability or impairment, reasonable adjustments to the learning and assessment requirements can be made to support you. Examples of reasonable adjustment are:

- Having a scribe to support you with writing if you have an injury/ impairment
- producing resources with larger font

Please speak to us about how we can assist you.

## 12. Industry Work Placement

Courses that require work placement will have this listed in the Course Information Sheet (CIS) and be discussed with you at enrolment. To meet the requirements of the workplace, you may be required to undertake a Working with Children Screening Check, National Police Check and/or have immunisations as required by the employer.

Learners must complete the required hours of placement in accordance with the Work Placement Agreement. This document is important and must be completed prior to placement commencing and be signed by the employer (host organisation), the learner and The Centre.

You will be asked to record your hours of work placement in your placement diary and have this confirmed by your workplace supervisor

While on placement you may be assessed via observation. All written assessment must be completed before beginning placement or being observed by your assessor in the workplace.

## 13. Support Services

The Centre has several support services available to learners. These services include support with:

- Literacy and numeracy support
- Foundation skills programs such as General Education for adults
- IT Skills programs

- IT support for learners that cannot afford IT equipment
- Study skills
- Social and emotional support

These services are designed to assist clients and learners to find the pathway that is right for them, identify barriers to engaging in work or education and support clients/ learners to achieve a pathway that suits them.

During your course, support may also include additional time with your trainer, a support person to help assist you in class if you have a disability or impairment.

## **14. Providing Feedback to Us**

Along your journey in your course, we will provide you with several opportunities to give us feedback on your experience. We will invite you to complete surveys throughout your course to tell us how things are going and how we are meeting your educational needs.

The information we gain from surveys drives our continuous improvement, helps us design our courses and assists us to improve our processes and your experience with us.

The Centre takes complaints and concerns seriously and we have investigation procedures in place to ensure that all complaints are recorded, reviewed, and acted on. For further information please see our Complaints Policy located on our website ([www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)).

## **15. Withdrawals**

Learners must maintain the required level of attendance in courses to be eligible to be deemed competent in assessments (see section 16). Learners may be withdrawn from programs if their attendance falls below the expected level. If you have missed a few weeks and we have not heard from you, we may choose to withdraw you from the program until you are able to commit to attending.

Withdrawal is a last option, and we have supports to assist learners along their learning journey. Learners have the option to withdraw from a course if they need to.

## **16. Learner Attendance**

We ask that learners attend all the sessions for their course. We understand that this may not always be possible. We ask that all learners advise their trainer by email when they are unable to attend. This will support the trainer to provide you with the content that you



have missed and need to catch up on. Communication is important please keep us informed of your situation.

By attending all sessions, you are giving yourself the best chance of completing your course successfully.

Learners who are in short courses, may need to attend another course if they cannot complete all days of the course. This may attract an additional course fee. Please see our Fee's Charges and Refunds Policy (available on our website [www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)).

## **17. Accessing your records**

At any time, you have the right to access the records that we hold on file about you, for accuracy and integrity purposes. This includes training records and personal information that we have collected to enrol you in a program or service. To access your records, proof of identity may be required, such as licence or proof of age card or another photo ID. To access your personal records, please email a request to [compliance@thecentre.vic.edu.au](mailto:compliance@thecentre.vic.edu.au)

## **18. Issuing of Certificates**

Once you have completed your course, and you have been deemed competent in all requirements, you will be issued with your certificate. This generally takes up to ten (10) business days to complete. We will send out your certificate to you by mail, so please make sure your address details on file are current.

If you need to have a certificate re-issued, we may charge you an administration fee of \$30. This is to cover the cost of us reprinting and sending out your certificate.

We will not issue you with your certificate until all fees for your course have been paid in full.

Your certificate will contain your statement of attainment for the units you have completed and your certification that you have passed the course. If you have not completed the full course or have been deemed Not Yet Competent (NYC) for any of the units you will only receive a statement of attainment listing the units in your course and your result.

## **19. Resources**

The Centre provides all resources required to undertake training and assessment. During enrolment, if you need access to IT equipment to engage with our online classroom etc.

please let your enrolment officer know. We can loan you IT equipment such as tablets and laptops to learners who do not have access to these devices.

In the classroom, we offer all classes access to computers for learning and assessment purposes. We ask that you bring a USB stick if you wish to keep or retain any of the material you save on our computer system. Our system is open to all learners, so please do not save personal material on the drives.

## **20. IT Fair Use**

When accessing our IT resources, we ask that you do so respectfully. Learners that engage in illegal activity will have their access to our IT system removed. The Centre monitors all IT activity across all its sites.

We ask that you do not create Facebook or Social Media chat groups with your fellow learners. We all have duty to be in a space free of bullying and harassment. There have been instances where social media platforms have been used for these purposes. Please be aware that if you engage in online bullying and or harassment of other learners, you will be withdrawn from your course.

The Centre has a zero tolerance to the misuse of its IT infrastructure. If you have any issues, or require support with your loaned device, or access to our online classroom please contact your trainer.

## **21. Visitors to Our Sites**

Visitors to our campuses must report to reception. Site visitors are required to wear a red visitor lanyard.

We ask that learners limit the number of visitors they have to classes and on campus.

## **22. Learner Responsibilities**

The Centre require all learners to sign our Learner Code of Conduct. This is completed on enrolment. This code is based on the concept of respect. We ask that all learners comply with the Code of Conduct in and out of the classroom. Our code of conduct includes engagement in online platforms.

The Centre has a zero tolerance to:

- Bullying – both in person and online
- Harassment

- Discrimination
- Sexual harassment
- Illegal weapons/ other prohibited items
- Being under the influence of a controlled substance
- Being under the influence of alcohol

Learners may face disciplinary action if engaging in the above behaviours up to and including withdrawal from their course. The Centre's Equal Opportunity and Anti-Discrimination Policy, Prohibited Items Policy and Anti Bullying and Anti-Harassment Policy and Code of conduct can be located on our website [www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)

## 23. Breaches of Discipline

The Learner Code of Conduct outlines responses to breaches of discipline at The Centre. Trainers/ Assessors, Support Staff and Managers will apply a response that is proportionate to the breach.

If a breach is of a serious nature, The Centre will notify the police in instances where the health, safety and security of others has been compromised due to a breach. This includes breaches as outlined in section 22 (Learner Responsibilities)

## 24. Child Safety

The Centre is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making.

The Centre is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person at The Centre has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

The Centre has zero tolerance for child abuse and is committed to child safety in all its operations. As an organisation we:

- want children to be safe, and feel empowered
- are committed to the safety, participation, and empowerment of all children

- follow all legal and moral obligations to contact relevant authorities when it is suspected that children are not safe
- prevent child abuse by identifying and mitigating risk within our organisation and removing these risks
- we empower our staff and volunteers to uphold these commitments through rigorous screening of potential staff and supporting our staff with related processes to ensure children are safe
- we train our staff to identify and respond to suspected abuse and to raise concerns when it is identified that children are not safe
- take allegations extremely seriously and investigate and inform families of the actions we have taken
- 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.

## 25. Occupational Health and Safety (OH&S)

The Centre has a duty of care to its learners and staff to create a safe learning and working environment. To do this, we ask that all members of our community be vigilant and report OH&S issues to us immediately. We all have a responsibility to ensure everyone's safety here at The Centre.

To report any OH&S issues, please contact reception at our Wangaratta or Seymour offices, or alternatively email [OH&S@thecentre.vic.edu.au](mailto:OH&S@thecentre.vic.edu.au)

## 26. Information Privacy

We will only use the information for the intended purpose for which it was collected. If we need to share your private information with another organisation or entity, we will always seek your permission first.

For enrolment into our courses, you are required to sign and agree to our privacy notice provided on the enrolment forms.

If you have any concerns or complaints in relation to how your personal information has been stored or used by us, please contact our Information Privacy Officer by emailing [compliance@thecentre.vic.edu.au](mailto:compliance@thecentre.vic.edu.au)

The Centre has policy and procedure in place to reasonably protect your private information available on our website [www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au)