



The PLACE for learning and development

# Enrolment Information

## Terms 3 & 4, 2010

For Adult Community Education Programs  
12th July – 10th December 2010

## Office Hours

for Class Bookings and Fee Payments:

Monday to Wednesday – 9.30 am - 3 pm

Thursday and Friday – 9.30 am - 12 noon

## Contact Details:

15 Chelsea Road, CHELSEA, Melway Ref: 97 B1

Phone: **9776 1386**

Postal address: PO Box 159 CHELSEA VIC 3196

[www.longbeachplace.org.au](http://www.longbeachplace.org.au)



# Welcome to Longbeach PLACE

## OUR VALUES

Our friendly welcoming atmosphere

Our diverse range of quality programs

Our community focus

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**Longbeach PLACE Inc.** is a community based organisation which has been operating since 1975 within the City of Kingston and is part of the Southern Metropolitan region of Adult Community and Further Education. A range of programs, courses and activities are run by qualified facilitators, in response to community need. Through our educational program we provide members of the community with opportunities for lifelong learning and skills development.

## Childcare

Longbeach PLACE is a registered Class 2 Child Care Centre. Childcare provided by trained staff to the general community. Our reasonable prices and caring staff provide a convenient option. Please organise a place for your child/ren early as places are limited. Bookings essential.

## Access and equity

To be eligible for our government funded training places, you must be a permanent Australian Resident/Citizen, if not please check our fee-for-service prices. Every participant who meets the eligibility and entry requirements (if applicable) as prescribed by the appropriate training package or curriculum will be accepted into any training/ assessment /educational program. Participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background or disability. Some programs may have limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Enrolment procedures will therefore be free of discrimination and if an individual does not meet entry requirements, all attempts are made to assist them in identifying an alternative course of action. Any issues/problems, can be discussed with the Manager.

## Your Privacy

Your privacy is important to us. Any personal information, collected from you, is kept secure and confidential. It is important that we have current contact details if you are attending classes and activities. Please contact the office if you need to update your details or access your records. It is your right not to give us your full personal details, on the understanding that you may not be entitled to the full services provided with our accredited training.

## Recognition of Prior Learning (RPL)

Longbeach Place Inc. recognises qualifications and statements of attainment issued by other registered training organisations, for accredited training. RPL recognises standards achieved through prior learning from life experiences, education, training, employment (both paid or voluntary). This learning is measured against the course learning outcomes. RPL requires the student to complete an application, pay a fee and be involved in a review with a RPL assessor and a subject expert. The student must be able to show evidence of the prior learning being claimed. If you are applying for RPL, you must do so upfront, before your course starts. Contact the office for further information, application forms and fee information.

**Manager:** Lorna Stevenson

*Front Cover: "Landing of the Longbeach Dreamers" by Artists Wendy Reiss & Mark Burt*

## Booking Procedure for Agencies

### Requirements for client referrals and fee payments from agencies:

- Please ensure you send us a registration form, signed by the participant, with all details completed. Forms can be downloaded from our web site.
- We require a Purchase Order to confirm the booking (Fax: 9776 1174)
- Please ensure client has correct details, class times and dates.
- It is a committee policy that all participants pay an annual membership fee of \$20. Please let us know if the participant is paying their own Membership Fee, otherwise we will include the fee in your invoice.
- The invoicing of any course payments attracts an **administrative fee of \$5.50**.
- **Concessions:** We are directed by the Victorian Education Minister to only offer the concession rate to the person actually paying the fees and holding a recognised concession card. Therefore the concession rate cannot be claimed where fees are paid by a third party.
- Clients with a Registered *Job Seeker Referral to Accredited Training* form from their ESP are entitled to a **reduction in fees**.
- **Eligibility:** to be eligible for our government subsidised training a person must be a permanent Australian Resident, Australian Citizen, or approved visa holder
- For further information, please check: [www.longbeachplace.org.au/agencies.htm](http://www.longbeachplace.org.au/agencies.htm)

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### Educational Programs and Courses Available

<b>Accredited Computing:</b>	Qualifications in Information Technology and Business, MYOB
<b>Vocational Education:</b>	Training & Assessment, Safe Food Handling
<b>Language and Literacy:</b>	Adult Literacy, English for Migrants, Volunteer Training
<b>Accredited General Education:</b>	Certificate in General Education for Adults
<b>Short courses in Computing</b>	Level 1 & 2 XP and Vista, Digital Photos etc.

# Enrolment Information

*All fees, dates and tutors are subject to alteration*

## **Enquiries**

In the event we cannot immediately take your phone call, please leave a message and let us know the program/course you are enquiring about -we will get back to you. Please leave your name and address if you require information to be mailed out. Or call in at 15 Chelsea Road during office hours.

## **Finding the right course:**

If you require more information regarding course suitability please speak to programming staff or check our web site [www.longbeachplace.org.au](http://www.longbeachplace.org.au)

## **Eligibility**

You will be asked to provide evidence of eligibility for a government funded training place. To be eligible, you must be a permanent Australian Resident, Australian Citizen, or approved visa holder, if not please check our fee-for-service prices.

## **Registration**

Applications for places in our training programs/courses may be made made in person or by phone. All participants are required to fill in and sign a registration form (available from the office or on our web site). If you are unable to apply for your own training place, please let us know that the person acting on your behalf has your permission.

## **Deposits**

A \$20 deposit will be accepted to hold a place in class (\$60 deposit required for accredited courses).

## **Paying your fees**

Payments can be made in person or forwarded to our Post Office Box address. Credit Card details can also be phoned through to us. To maintain a place in class, fees must be paid 14 days prior to the commencement date. Both the place and deposit may be lost if full fees are not paid by this date.

## **Annual Membership**

It is a Committee of Management policy that all participants pay an annual Membership Fee of \$20 upon their first enrolment in a program, course or activity for the calendar year - 1st January to 31st December each year. (From 1st July membership fees are reduced by 50%). By joining, individuals are are making a commitment to abide by our Member's Code.

## **Holidays**

There will be no classes on public or school holidays (except in special pre-arranged circumstances.)

## **Cancelled Courses**

Courses are run subject to sufficient student numbers to cover costs and funding commitments. To avoid disappointment, all fees must be paid 14 days prior to commencement so that student numbers can be counted. In the event of us cancelling a course all fees (including deposits) are refunded in full and we will notify you - please ensure we have a daytime contact number.

**Otherwise please attend first session**

## **Further Information**

When you enrol, please ensure you receive a Student Information sheet for more details on Privacy, Complaints, Certification, Appeals, Health & Safety etc. **More information & class timetables:** please see our **FAQ sheets** available through our office or at [www.longbeachplace.org.au](http://www.longbeachplace.org.au)

## **Accredited Training**

Prerequisites for all accredited training in computing and business: Access to a computer and internet is required for homework assignments, revisions, assessments.

## **Concessions:**

Students with a Health Care Card or Concession Card in the family are required to provide a copy of the card to qualify for the concession rate. Indigenous students are charged at the concession rate. Those claiming the concession rate are on a capped rate per course category for the year (plus amenities fees and material costs). Extra reduction in class fees may apply if you are enrolling in more than one course in a calendar year.

**Note:** the concession rate cannot be claimed where fees are paid by a third party.

## **Payment by invoice**

The invoicing of any payments will attract an administrative fee of \$5.50 (inc. GST). Agencies referring clients, please see information on page 3 or our web site.

## **Returning to work**

If you are a parent or carer returning to work you may be eligible for a government grant to cover your fees. Conditions apply, please speak to staff at reception.

## **Hardship Provisions**

Provision will be made for fees to be paid in instalments in cases of hardship. Applications are to be made to the Program Co-ordinator or Manager. For government funded courses appropriate concessions or exemptions will be assessed for approval upon application.

## **Course Fees**

The cost of student requirements and materials retained by students, are included in the total cost listed for each course. Student manuals are purchased separately. A general service and amenities fee is added to all enrolments.

## **Tuition Fees**

Tuition fees for government funded courses have been set in accordance with Ministerial Directions on Fees and Charges in line with the Victorian Government Skills Reform Fee Structure. Tuition fees start at \$50 for pre-accredited and Literacy courses, \$105 for Certificate I and II levels. Computing classes above \$130, fees are further reduced for those with a recognised concession card. For more details, please enquire at reception for a copy of our Fees Information Sheet.

## **ADVANCED WARNING**

There are major changes to the Victorian Government training system, administered by Skills Victoria that apply at all government funded training providers. From 1<sup>st</sup> January 2011 onwards, to be eligible for a government funded training place at Longbeach PLACE, you must be "skilling up". This means you will not be eligible for a government subsidised place in class if you indicate on your enrolment form that you already hold an Australian qualification at the level you are applying for, or higher. The onus is on the applicant to provide accurate information at enrolment.

# Refund Policy

Please choose your classes carefully; we cannot be responsible for changes in your circumstances. Our refund policy has been set in accordance with Victorian *Ministerial Directions About Fees*.

**Annual Membership Fee is non-refundable.**

Application for a refund can be made to the Program Co-ordinator or Manager. The following is a guide to the circumstances in which a refund may be granted:

<b>Before the course start date</b>	
<b>If Longbeach PLACE cancels</b> a course	➤ <b>Full refund due</b> , including refund of Membership if no other course/activity has been attended.
<b>All courses</b> - Fee for service or government funded training courses: If there are more than 14 days before the start date and you notify Longbeach PLACE that you are withdrawing from a class	➤ Fees are refunded, less a \$20 admin fee
<b>Government funded courses:</b> Written notice of withdrawal less than 14 days before the start date	➤ A refund will be issued less an administration fee of \$60 for short courses & \$105 for accredited
<b>Fee for Service courses:</b> If a student withdraws less than 14 days before start date	➤ No refund due
<b>After the course start date</b>	
<b>Government funded courses</b> Written notice of withdrawal is required no later than 4 weeks after commencement	➤ A refund will be issued for <b>unused:</b> fees, student requirements and/or amenities. For short courses a \$50 administrative fee is deducted from the refund (\$105 for accredited courses)  <b>Note:</b> The tuition fees that you pay cover the first part of your course before government funding can be claimed for the remaining hours
<b>Fee for Service courses:</b> If a student withdraws after the start date	➤ No refund due
<b>Transferring</b>	
<b>Transferring</b> to another class	➤ Fees apply - please speak to staff

# Payment Form

Please complete for all classes

**All participants applying for a place are also required to fill in and sign a Registration Form** *(available on our web site or at our office)*

Family Name: ..... Given Name: .....

Address: .....

..... Postcode: .....

Phone (Home): ..... (Work): .....

(Mobile): ..... Date of Birth: .....

Email Address: .....

Annual Membership Fee paid: Yes / No      Date Paid: .....

*(compulsory and payable on first enrolment for the year)*

*After Membership Fee is paid a \$20 deposit is required to hold a place in a class (\$60 for accredited courses) full fees payable 14 days prior to commencement.*

*To be eligible for our government funded training places, you must be a permanent Australian Resident/Citizen, if not please check our fee-for-service prices.*

Program, course or Activity:	Booking code:	Payment:
		\$
		\$
<b>Add Participant Fee if not already paid (\$20)</b>		\$
<b>TOTAL AMOUNT PAID</b>		<b>\$</b>

**CREDIT CARD DETAILS:** *for your own security, please do not fax or email your credit card details (phone or postal bookings are best)*

Card Type:    Visa       Mastercard       Amount: \$ .....

Credit Card No:    \_ \_ \_ \_    \_ \_ \_ \_    \_ \_ \_ \_    \_ \_ \_ \_      Expiry Date:    \_ \_    \_ \_

Card Holders Name: ..... Signature: .....

**Please ensure you read the Enrolment Information and Refund Policy**

# Member's Code

## *Each Participant has the right to:*

- be shown respect by others
- participate in a non threatening environment
- participate in a safe and healthy environment
- personal privacy and confidentiality
- be informed of policies and procedures
- be given information on the services available
- be given the opportunity to have input into decision making
- have cultural, religious and personal differences respected



## *Each Participant has the responsibility to:*

- abide by the organization's policies and requirements
- act in a responsible way
- respect the rights of others
- ensure the rights of others are not compromised
- respect the personal space of others
- show respect for other people's property
- leave facilities in a clean and tidy condition after use



## **Funding Acknowledgements**

We would like to acknowledge  
the financial support from:

the Department of Victorian Communities,  
Department of Human Services;

Office of Adult, Community and Further Education;  
and the City of Kingston;

Skills Victoria



## **Longbeach PLACE Inc. Registrations:**

Authorised to deliver Nationally Recognised Training as a Provider registered with the  
Victorian Registration and Qualifications Authority

**Registered Training Organisation ID: 3693**

Registered as an Adult Community Education Provider with  
Southern Metropolitan Regional Council of  
Adult, Community and Further Education. ACFE ID: 9206

Parents Returning to Earning Provider - Funded by the Victorian Government

**ABN: 29 756 088 003** Registration No: A0016717P