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Training Organisation ID: 3693  
Reg No: A0016717P  
ABN: 29 756 088 003

A Neighbourhood House delivering Adult Community Education  
The **PLACE** for learning and development

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## STUDENT/PARTICIPANT INFORMATION

(current April 2010)

### Accredited Training

#### Absences

A participant absent from class should contact the office so that tutors may be notified. Satisfactory attendance and class participation is necessary to pass accredited courses.

#### Appeals

If a participant wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor or the Program Coordinator. If the participant would like to proceed further an Appeal Notification Form may be forwarded to the Manager who will take responsibility for implementing a formal appeals process. The time period for the acceptance of appeals is 28 days after the participant has been issued with the results of their assessment. Every effort is made to settle the Appeal to both the participant's and Longbeach PLACE Inc.'s satisfaction.

#### Assessment

Qualified staff will assess student's competencies according to the assessment criteria set out in the curriculum document. Students are required to show that they have achieved the required learning outcomes to gain a pass. It is most important that assessments are submitted by the due date, as advised by the tutor. This allows time for the tutor to give feedback to the student and an opportunity to re-submit if necessary.

**Work submitted after the final cut off date will attract a late fee of \$20 per assessment.**

#### Certification

On successful completion of the full course students will be issued with a certificate when all records are complete. It is vital that all work is submitted on time so that records can be finalised. For individual units, or partial completion of a course, students may request a statement of attainment, which will be issued at the end of the next semester. Information on results, statements, and certificates are available from programming staff.

**A nominal fee of \$20 will be charged for re-issue of certification.**

#### Computer Access

Students participating in the Certificate I & II in Information Technology course may negotiate computer access times with their tutor. Students are required to have fundamental computer skills before being eligible for independent access. All public libraries have computer and internet access available (see list of local libraries, previous page).

### Pre-Accredited Training

#### Quality Programs

Longbeach PLACE uses a quality system to ensure that our pre-accredited programs meet a standard that is continuously improved by gaining feedback from students and tutors. During your course, you will be asked to supply us with your view on how we can improve outcomes for learners.

### Further Information

Please ensure you refer to our Enrolment Information booklet for more details on enrolment. Longbeach PLACE policies can be accessed through our web site at [www.longbeachplace.org.au](http://www.longbeachplace.org.au), and are available at the main office. Copies of legislation covering Health & Safety, Bullying & Victimisation, Anti-Discrimination are also available. Please speak to staff if you wish to access policies or information

# General Information

## Change of Address

Please notify the office so that records can be updated. It is important that we have current contact details.

## Complaints/Grievances

By joining, participants are making a commitment to abide by the "Member's Code". Individuals should acknowledge that it is the responsibility of both staff and participants to contribute to the successful and congenial running of the course or activity. As the organisation is used by a wide variety of people it is acknowledged that difficulties may occur.

1. The first step should be to discuss the matter with the facilitator or trainer if this is appropriate.
2. Participants may approach the Manager or Program Co-ordinator with their concerns.
3. Should a participant feel the need, a complaint can be put in writing, signed and forwarded to the Committee of Management (through the Manager or Program Co-ordinator if preferred).
4. All grievances/complaints will be dealt with as soon as possible.
5. Any action is at the discretion of the Committee of Management.

### **Note: students attending accredited training**

If you feel that your complaint has not been treated fairly, complaints can be made to:  
Skills Victoria - General Enquiries (03) 9651 9999

## Disciplinary Procedures

All Longbeach PLACE Inc. participants are expected to take responsibility in line with all practices and legislation for their own learning and behaviour during their training and assessment. Any breaches of discipline will result in the participant being given a verbal warning. Further breaches will result in the participant having to "show cause" as to why they should not be excluded from further participation. All participants are required to abide by the "Member's Code".

## Health & Safety

Emergency evacuation procedures are displayed in each room. For your own safety, please familiarise yourself with these procedures. Health and safety is everyone's responsibility – any issues are to be reported to our Health & Safety Representative at the office.

## Language Literacy & Numeracy

We recognise that all vocational training and accredited courses include language, literacy and numeracy tasks. Students are not required to have language, literacy and numeracy skills of more complexity than those used for the competencies being taught/assessed. All participants are welcome to access our Migrant English, Language and Literacy programs.

## Library Facilities

Public Libraries within the City of Kingston include:  
Cheltenham Library, 12-18 Stanley Avenue, CHELTENHAM  
Parkdale Library, 96 Parkers Road, PARKDALE  
Chelsea Library, Chelsea Road, CHELSEA

## Parking

Participants are asked to: park in the car park; observe parking restrictions; show consideration for local home-owners.

## Participant Welfare;

All participants of Longbeach PLACE are treated as individuals and are offered advice and support services which assist participants in achieving their identified outcomes.

## Photocopying

Photocopying is available at the office for 20 cents per A4 copy. Copying cannot always be done on demand.

## 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. All participants have the right to access their personal records. You may contact the staff, who will assist with a Request Form for Access to Personal Records. We have a responsibility to record and report your details, to the Skills Victoria, as proof of attendance in government funded and/or accredited courses. This reporting complies with national standards. Other than for reporting purposes, your personal information will not be passed onto any third party without your written consent. 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. Your information is kept secure in our archives for reporting/auditing purposes and current information is used only by Longbeach PLACE Inc. in our operations of providing you with appropriate, quality services responsive to community needs.

## Refreshments

Tea and coffee making facilities are available for a nominal fee.