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

STUDENT/PARTICIPANT INFORMATION

(current October 2010)

Accredited Training

Absences

A participant absent from class should contact the office so that tutors can be notified. Satisfactory 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, involving an initial discussion and the possibility of having your work looked at by a second assessor. 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

All nationally accredited courses require student assessment. Students will be assessed throughout the course by a variety of means: the completion of set work; small projects; questionnaires, assignments etc. 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. The final submission date for assessments is usually the last week of class. **Work submitted after the final cut off date will attract a late fee of \$20 per assessment.**

Certification

Longbeach PLACE Inc. is registered as a provider of accredited training with the Victorian Registration and Qualifications Authority. 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.

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, next page).

Homework

Students will be required to complete a certain amount of homework, revision and assignments away from class. The time involved is often equivalent to the time spent in class

Pathways

On successful completion of their course, students will have gained skills and knowledge for the workplace or for further study. Students have the option of going onto a higher Certificate levels or Diploma.

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participants' exclusion from a module or a course. When you have any doubts about including the work of others in your assessments, please consult with your facilitator.

Further Information

Please ensure you refer to our Enrolment Information booklet for enrolment details. Longbeach PLACE policies can be accessed through our web site at www.longbeachplace.org.au. Copies of legislation covering Health & Safety, Bullying & Victimisation, Anti-Discrimination are available. Please speak to staff if you wish to access policies or information

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.

General Information

Change of Address

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

Accessing your Records

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 records. You may contact staff, for a Request Form for Access to Personal Records. Your privacy is important to us, other than for reporting purposes, your personal information will not be passed onto any third party without your written consent. 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.

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. Before an issue becomes a formal complaint, the first step should be to discuss the matter in confidence with the facilitator or trainer if this is appropriate;
2. Participants may approach the Manager or Co-ordinator with their concerns. An informal discussion will be conducted;
3. If a complaint cannot be resolved at this level, an appeal can be put in writing, signed and forwarded to the Committee of Management (through the Manager or Co-ordinator if preferred);
4. All complaints/appeals will be dealt with as soon as possible;
5. Any action is at the discretion of the Committee of Management and the complainant will be notified of outcome in writing.

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. Your trainer will advise you of the security measures in place for classes held after hours. 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. Application for a place in class may require a Language, Literacy and Numeracy assessment. 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;

If you have any additional needs that may cause a barrier to your learning and assessment, please let us know at the time of enrolment. We will work with you to identify any reasonable adjustments or flexibility you may need to participate. If you have any concerns at all during your course please speak to your trainer or our friendly customer services staff. All participants of Longbeach PLACE are treated as individuals and will be assisted to achieve their identified outcomes by referral to support services where needed.

Photocopying

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

Refreshments

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