



Welcome to

Kyabram Community and Learning Centre Inc.

Located in Northern Victoria, KCLC provides community services and adult learning opportunities for the people of Kyabram and the surrounding region.

STUDENT HANDBOOK 2009

Vision of KCLC

Kyabram Community and Learning Centre will operate as a financially viable and friendly, personalised yet professional model of integrated service delivery, providing a benchmark for community development and service outcomes in both the Human Service and Adult Education field.

Mission Statement

"The Kyabram Community and Learning Centre is committed to the provision of integrated services (educational, recreational, social and psychological) to meet the needs of people in the district in a friendly, caring and respectful environment."

History of the KCLC

The Kyabram Community Centre opened on October 17th 1983 after a steering committee was established following a meeting convened by Community Services Victoria (CSV), the local council and local churches in 1982 to examine community needs.

Since that time committee members and staff have been proactive and successful in accessing state and commonwealth funds, to provide additional services to meet community needs. In 1988 the Committee modified the name of the centre to Kyabram Community and Learning Centre to more clearly indicate to the community the scope of the services provided.

The committee's vision of providing integrated services in a one-stop shop became a reality in January 1999 when the new Kyabram Community and Learning Centre in Lake Road was completed.

2003 was an eventful year. In addition to celebrating its 20th birthday, KCLC was named Outstanding Provider of the Year during Adult Learner's Week as well as student Lesley Bell being named Learner of the Year. In September

KCLC also received the award for Small Training Provider of the Year in the Victorian State Training awards. This was followed in October by the Australian National Training Authority (ANTA) awards in which KCLC received the national Small Training Provider of the Year award.

The committee and staff continue to work to access state and commonwealth funds to improve and expand services so the community is not disadvantaged by living in the Kyabram area. KCLC also encourages other agencies to provide services at KCLC.

KCLC DETAILS

Kyabram Community and Learning Centre Inc.

ADDRESS

21-25 Lake Road, Kyabram, 3620

TELEPHONE

0358 520000

FAX

0358 532681

EMAIL

kclc@kyabram.com

WEBSITE

www.kyabram.com

OFFICE HOURS

KCLC is open five days a week all year excluding the week between Christmas and New Year. Opening hours are Monday to Friday 8.30am to 5.00pm.

School holiday hours are Monday to Friday 9.00am to 5.00pm.

Code of Conduct

1. Commitment to Kyabram Community and Learning Centre values;
 - Provision of a friendly, positive environment that accepts differences
 - Facilitation of individual learning and empowerment
 - Respect for self, others and the environment
 - Co-operation, open communication and equality
2. Adherence to policies and procedures of Kyabram Community and Learning Centre and to State and Commonwealth laws.

KCLC Policies

Refund Policy

To receive a refund of tuition and amenities/resources fees, students must formally request the refund in writing by completing a withdrawal form available from reception. A refund will only be given for units not yet commenced. A \$55 administration fee will be withheld from the amount refundable.

Non Smoking Policy

KCLC is a non-smoking environment. The policy aims to promote a healthy learning environment and workplace. This applies to the building and outdoor areas. Students wishing to smoke are asked to go to designated smoking area.

Equal Opportunity

KCLC is committed to social justice, equality of access and opportunity and the provision of a discrimination and harassment free learning and working environment. In accordance with the requirements of the Victorian Equal Opportunity Act 1995, KCLC will not tolerate acts of direct or indirect discrimination or sex based harassment.

Discipline

The wellbeing and safety of all users of KCLC's facilities is of paramount importance. Staff, volunteers and participants at KCLC are expected to adhere to the Code of Conduct. Incidents involving damage to property and/or personal injury will result in automatic exclusion from participating in any KCLC activities.

All matters requiring disciplinary action will be dealt with on an individual basis initially by the Course Coordinator in conjunction with the Training Manager. Decisions may be appealed through the Complaints and Appeals Procedure.

Complaints

KCLC is committed to dealing with student grievances promptly, fairly and equitably. While the informal resolution of a grievance is the preferred option, KCLC recognises this process may not always be successful and in such cases a student may initiate formal procedures. Students should not suffer any discrimination as a result of using the grievance resolution process and in all cases appropriate confidentiality will be maintained.

Students with a grievance which cannot be solved informally may approach the Course Coordinator or Training Manager to initiate the formal grievance process.

Privacy Laws/ Statistical collection of information.

KCLC complies with State and Federal Privacy Laws. Only information that is needed will be collected and will only be used for the purpose for which it is collected. Statistical information is required for government departments and funding bodies and is stored in a secure system with safeguards against unauthorised use.

Change in information

It is very important that students inform reception of any change in address, name or phone numbers so you can be contacted if necessary.

Fees and charges

Government funded training programs

Students are required to pay on enrolment;

- Tuition fee
- Resources and Amenities fee

The tuition fee is prescribed by the Ministerial Directive on Fees which is a charge of \$1.37 for each module or unit student contact hour.

The maximum annual tuition fee a student can pay is \$877 and the minimum is \$55 plus resource fee per calendar year.

The resources and amenities fee is a compulsory fee charged by KCLC it entitles all students to the range of services available at KCLC.

Concession rates

Students who are in receipt of specific Government benefits and are undertaking a Government Funded Training Program may be eligible for a minimum tuition fee of \$55 plus resource fees. Concessions do not apply to the amenities and resource fee. Concessions are available for;

- all holders of a Commonwealth Health Care Card (and dependent spouse or child)
- Pensioner Concession Card (and dependant spouse or child)
- Veteran's Gold Card

Fee for Service Programs

These training programs are not funded by the government and participants will be charged at a cost recovery rate depending on the number of hours delivered and the nature of the training program. There are no minimum and maximum fees for fee for service programs. There are no concessions available for fee for service programs.

Undertaking Nationally Recognised Training

Training Manager & Course Coordinator's role

The Training Manager and Course Coordinator are responsible for the overall delivery and review of each training program and are available by appointment to discuss any queries regarding the program and to address any individual student concerns. It is the role of the Training Manager & Course Coordinator to assist with accessing any additional learning support or other support services required to enhance the learning of the student.

Learning & Assessment

KCLC trainers recognise that students have different learning styles and so create a learning environment which caters for a variety of needs. Students may discuss their individual learning requirements with their trainer, Training Manager or Course Coordinator.

Assessment is an integral part of nationally recognised training. Students are required to demonstrate competency using a variety of methods that may include assignment, case studies, class participation, presentations, practical demonstration and/or assessment in the workplace. Students have the right to request alternative methods of assessment which can be arranged with the Training Manager or Course Coordinator. Students have the right to appeal if they disagree with the result of an assessment.

Students enrolled in training programs are required to complete assessment tasks within specified time frames. Extensions are available on application. Students who do not undertake assessment within these time frames may be asked to withdraw from the training program.

Recognition of Prior Learning (RPL)

Recognition of Current Competencies (RCC)

Individuals gain skills and knowledge through a range of formal and informal learning and through life experiences. After enrolling in a training program at KCLC students can apply for a Recognition of Prior Learning assessment which measures current competencies against the outcomes of a course or unit. This process may result in the student being exempt from selected competencies and thereby shorten the length of a particular course of training.

An application form is available from reception. Fees apply for the RPL process. An initial fee of \$88 is applicable with an hourly rate of \$88 for the RPL process to occur.

Mutual recognition

Credit Transfer (exemptions) can be obtained upon proof of having completed units at an alternate Registered Training Organisation. Please discuss this with the Training Manager or Course Coordinator. There is no fee for this process to occur.

Work placement

It is the requirement of some training programs that students be employed in an environment where application of the course competencies can be conducted or demonstrated within the workplace. If the participant is not employed in such an environment a structured work placement will be arranged by the Training Manager and Course Coordinator.

Enrolment

Enrolment will be processed upon receipt of course fee and completion of the client data and enrolment forms available from reception. A non refundable deposit of \$55 needs to be paid when enrolling. Fees may be made by installments if appropriate arrangements are made.

Awarding Qualifications

Students will be awarded a qualification if they successfully complete all the required units of competence. Students are invited to receive these awards at the KCLC annual Graduation Ceremony. Only students who have paid their fees will be awarded certificates. Students who do not complete all the necessary units will be awarded a Statement of Attainment nominating those units that have successfully been completed. These students do not attend the Graduation Ceremony.

Student Services

Car Parking

Student car parking is available at the rear of the building. Students are asked not to park in the Senior Citizens or Shire of Campaspe car parks. Speed limit signs and “one way” signs must be adhered to for the safety of all users.

Childcare

Onsite childcare is available at KCLC. Staff create a warm, friendly, safe environment where children are encouraged to explore, experiment, create and develop through play. Information is available from Reception.

Family Counselling

KCLC offers a range of counselling services. A Family Counsellor is available to work with students who are part of a family with children under the age of 18. Other visiting services include: CASA (Centre Against Sexual Assault), Drug and Alcohol Counselling, Financial Counselling and GVGP's social worker and mental health counselling. All of these services operate by appointment only.

Appointments can be made through KCLC reception. All of these services are free of charge.

Disability access

Two carpark areas are reserved for disability parking at the east entrance. A toilet and shower with wheelchair access is also available.

Computer access/ Internet Café

Use of computers can be arranged at reception. Computer use is free for KCLC students. A fee of \$2.00 per hour applies for use by the general public. A fee of 20 cents per page of printing applies.

Job networks

Work trainers and CVGT operate weekly from KCLC. Reception staff are available to assist with appointments.

Centrelink

KCLC is a Centrelink agency and reception staff can provide customers with forms and can verify and stamp documents. A job search computer is situated in the Centrelink booth, a free phone and fax is situated in the booth to assist with contacting Centrelink.

Refreshments

Free tea and coffee is available for KCLC customers. If you do not bring your own cup a foam cup can be purchased from reception for 20 cents. A refreshment machine is situated in the foyer.

Photocopying

A photocopier is available for public use in the foyer. The cost is 20 cents per copy.

Heating and cooling

The building has evaporative cooling and central heating. Students are not permitted to change the settings but are advised to inform staff of any discomfort.

Room scheduler

Rooms are allocated on a daily basis. All activities and classes are listed in the foyer and must be checked prior to each class.

Appointments to see staff

Appointments can be made to see staff at reception. Students are not permitted in staff offices.