



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 2012

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.

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.

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. Further expansion of the facility occurred in 2009 and 2010 as a result of a DEEWR grant.

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

Monday to Thursday 9.00 am to 5.00 pm and Friday 9.00 am to 4.30 pm. School holiday hours are Monday to Friday 9.00 am to 4.00 pm. Night classes operate outside of business hours. Students enrolled in night time classes are required to access the building using the rear entrance.

KCLC CODE OF CONDUCT FOR STUDENTS

The Code of Conduct provides guidelines for the behaviour expected of students and to ensure the organisation operates in line with legislation; especially

- Disability Act 2006
- Working with Children Act 2005
- Charter of Human Rights and Responsibilities Act 2006
- Discrimination and Equal Opportunity Legislation
- Occupational Health and Safety Act
- Privacy legislation

Kyabram Community and Learning Centre is committed to treating all people equally in line with the Mission Statement and values the provision of a friendly, positive environment that

- accepts differences
- facilitates individual learning and empowerment.
- promotes respect for self, others and the environment
- encourages co-operation, team work, open communication and equality.

The following rights and responsibilities are implemented to create the environment that facilitates your learning and achievement. **Disciplinary action will occur if a student breaks the Code of Conduct, if they do not accept their responsibilities or infringe on the rights of others.**

Responsibilities

1. To treat all people equally and with respect, embracing diversity and appreciating the individuality and differences in opinions, culture and practices. This includes not putting other people down or ignoring them.
2. To listen to others and seek first to understand and then to be understood.
3. To talk to all people in a calm voice using non threatening language and behaviour.
4. To deal with differences or concerns immediately and directly and not to discuss it with a third party. If conflict or a grievance cannot be avoided to discuss with your trainer or complete a complaints form and a team leader will follow it up.
5. To complete tasks in a timely and quality manner.

6. To treat all information about other people and workplaces learnt through classes in confidence. Any information gained in a class is private and cannot be discussed with others personally or on social media.
7. To be aware of the ramifications and longevity of social media such as twitter and face book.
8. To ensure you do not touch or make inappropriate comments to others even if only a sign of friendship or humour.
9. To act in a manner that does not put their health or the health of other people at risk.
10. To inform trainer or reception if unable to attend class.
11. To complete an assessment extensions form if unable to complete an assessment on time.
To complete a withdrawal form if withdrawing from a unit.
12. To inform reception and your trainer of any changes to your contact details or circumstances.
13. To be prepared and at appointment/ class on time.
14. To only use KCLC resources for work related activities and to respect these resources/ property and report any damage immediately to your team leader.
15. To only access the internet for work related activities
16. To take responsibility for own actions.
17. To share and receive constructive feedback
18. To dress appropriately in layers to allow for heating and cooling variations in classrooms
19. To not smoke on KCLC premises.
20. To ask your trainer for a referral to a counsellor if needed and not to discuss personal issues in class.
21. To never attend class when under the influence of alcohol or drugs.
22. To pay all fees associated with your training in advance or through registration with Centrepay or documented agreed payment arrangements.
23. To participate in class activities in a positive manner.
24. To provide honest feedback on evaluation forms.
25. To abide by class rules.
26. To only use electronic devices as agreed to by class rules.

Rights

1. A safe environment; free from physical, emotional or social hazards.
2. To be provided with the resources required for your program.
3. To have any complaint listened to and resolved without fear of retribution.
4. To quality training
5. To be treated with respect.
6. To have any concerns listened to and responded to with respect, professionalism and confidentiality in a timely manner.
7. To their information and files to be kept private and only used for proper purposes
8. To have access to your personal files on request.
9. To support services if required for your progress.
10. To feedback and advice on your studies.
11. To having work corrected and returned within a week.
12. To receive certificates verifying your achievements.
13. To attend graduation ceremony if you complete a qualification and have paid all your fees.

14. To appeal any decision at KCLC using the appeal form from reception staff : course fees, assessment, complaints

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. An 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 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. All communication with a student relating to behaviour will be recorded on their individual file.

You can appeal a decision by completing an appeals application form available from reception This is also provided at induction and is in your student folder.

Complaints and appeals.

Complaint: an expression of dissatisfaction with an action, product or service.

Appeal: a request to a higher authority for a reassess a decision.

If there is something that you are not happy with or you think we should have done better, KCLC is committed to dealing with student complaints promptly, fairly and equitably. Students should try to address any issue calmly with the student or staff member whenever an issue occurs. While the informal resolution of a complaint is the preferred option, KCLC recognises this process may not always be successful and in such cases a student may initiate formal procedures by detailing their complaint on a

form. Students will not suffer any discrimination as a result of issuing a formal complaint and in all cases appropriate confidentiality will be maintained.

Complaint/ suggestion / compliment forms are located throughout the building and at reception or from the website listed below. www.kyabram.com You can list your complaint and leave the form at reception and you will have a response within a week.

All complaint forms go to the CEO who may choose to investigate the matter personally or may refer the investigation of the complaint to the training manager or course co coordinator. Who ever investigates the complaint must interview all relevant people to gain the required evidence to make an informed and reasonable response.

The CEO must sign of the response prior to parties being informed of the outcome

If you are not satisfied with the response you can appeal by completing an appeal form available from reception.

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.

A student can at any time ask reception for information relating to their class progress or participation. This will be provided at no cost and within two days.

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

These are all stipulated on the enrolment form for a particular course or qualification.

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 listed in the above table. A resource and amenities fees is still charged to eligible concession rates. 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.

Training Managers

The Training Managers 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 Coordinators 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 Training Coordinator.

Assessment is central to accredited training. You will be assessed to judge whether you are competent in all outcomes listed for each unit of competency for the qualification as outlined and accessible from www.training.gov.au. If you do not have internet access, the internet can be accessed free of charge to students of KCLC at KCLC. 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 Training Coordinator. **Students have the right to appeal if they disagree with the result of an assessment. You can complete a form available from reception and the training manager will contact you to make an appointment to review your assessment.**

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

Learning and Assessment Strategies

Kyabram Community and Learning Centre identifies, negotiates, plans and implements appropriate learning and assessment strategies to meet the needs of each of its students. Industry will be involved in the development of the assessment strategies.

Kyabram Community & Learning Centre, Inc. will identify the learning needs for each student in the following ways:

1. Students will be asked to complete an Enrolment and Client Data form prior to the commencement of any course.
2. At Information Days and on Induction Days you will be asked to complete a form providing background information which assists the trainer to customise the training and assessment to your needs. It will also assist staff to assess if you will be able to cope with the assessment tasks or if you need any special assistance.
3. If any literacy and numeracy concerns are identified the student will be offered a formal literacy and numeracy assessment.
4. Students will be informed that they can speak in confidence to their Trainer if they have any special learning needs or concerns about their learning.

5. Should a literacy or numeracy need be identified, the student will be offered support through the Certificate in General Education for Adults program or the night literacy program.
6. All trainers hold a Certificate IV from the TAE40104 Training Package for Training and Assessment (or have demonstrated the equivalent in Workplace Assessment and Training). Individual trainers will discuss any learning needs of students with the Training Co-ordinator or Training Manager if further support or advice is required.

Cheating and Plagiarism.

Assessment has to be your own work. Plagiarism or cheating will result in disciplinary action.

Plagiarism – Copying of another’s work without the correct acknowledgement.

Cheating – Producing materials for assessment which have not been independently prepared by the student/s.

- An interview involving a student, the course coordinator and the training manager if the assessor thinks a student has been involved in cheating or plagiarism.
- The Course Coordinator or the Training Manager will, in writing, request an interview with the student to discuss the concern that their work was not authentic.
- Both the Training Manager and the Course Coordinator will be present at the interview to determine if the students work was original.
- If it is determined that the students work was not authentic, the student will be informed in writing that they are required to undertake further assessment at a designated date.
- A verbal assessment may be undertaken by the trainer or the Course Coordinator at this meeting to ascertain whether the student has the skills and knowledge required for the unit of competency.
- Should the student feel they have treated unjustly they have the right to submit an appeal.

Feedback

All students are asked to provide some feedback in relation to the unit they have just completed. A feedback form will be given to all students at the end of the unit; these are then put in an envelope and given to the appropriate Training Manager. You can place them in an envelope and Feedback forms from external bodies (e.g. ACFE or NCVER) will be distributed as per the request of these bodies. This feedback is important in making positive changes for continuous improvement, so please be honest.

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 units and thereby shorten the length of a particular course of training.

If you think you are eligible, you should make an appointment through reception with the RPL assessor who will discuss the process. You will be provided with forms on which you list what evidence you have to demonstrate your competence of the listed items. The process costs \$100/ hour.

National recognition.

KCLC recognizes qualification gained from another RTO. If you have a Statement of Attainment already for any unit which is in the qualification you are studying with KCLC, you do not need to pay fees for this unit or attend classes. You do need to bring the original certificate so we can photocopy it and retain for our records. The unit code and title will be recorded on the completion certificate issued by KCLC. There is no fee for this process to occur.

Credit Transfer.

You may be able to get partial achievement or an agreed value of one qualification when related to another qualification. Any student who thinks this may apply to them should discuss it with the course coordinator. They will need to provide certificates and details of the other qualification and the course coordinator will map the two qualifications and inform the student if they are able to get a credit transfer. This is a free service.

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 Training Coordinator.

Enrolment

Enrolment will be processed upon receipt of course fee and completion of the client data and enrolment forms available from reception. Fees can be paid in full or forms completed for direct debit (monthly payments are automatically deducted from your bank account) or centrepay (fortnightly payments are automatically debited from your centrelink payment).

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.

Students are entitled to a formal statement of attainment on withdrawal, completion or transfer, prior to completing the qualification. This is on the proviso that the student has paid in full for the tuition related to the units of competency to be shown on the statement of attainment. If the statement of attainment is misplaced by the student a replacement certificate can be requested. Reprinting of certificates will incur a cost of \$10.00.

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 Services

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, psychologists who bulk bill, and GVGP’s social worker and mental health counselling. All of these services operate by appointment only. Appointments can be made through KCLC reception.

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

Sureway, APM and Work trainers 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

Photocopying is available for public through reception. The cost is 20 cents per copy.

Heating and cooling

The building has central cooling and 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.