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EUROBODALLA
ADULT EDUCATION CENTRE

STUDENT HANDBOOK



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1. Welcome

Welcome to Eurobodalla Adult Education Centre Vocational Education and Training Program. We sincerely hope you will gain great benefit from the course in which you have enrolled.

This student handbook has been put together to ensure participants have access to all the information they will need.

Please feel free to call our Vocational Education and Training Coordinator, if you have any queries regarding your course or information provided to you.

We wish you a rewarding experience in your pursuit of life long learning through Adult and Community Education. Our staff are readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavors.

Should you have any feedback to provide us, it can be done through our feedback forms, tutor representative, coordinator or the manager.

2. Mission/Vision

Our Mission: “Investing in community education, skills and training”.

Our Values: We believe that a harmonious and productive society requires enthusiastic participation by all sectors of the community in life-long learning. We therefore commit ourselves to the following core values:

- **Learner centered** Education & Training that empowers businesses and individuals with knowledge and skills to realize their visions and goals
- **Excellence in delivery** of professional training & learning experiences
- **Flexible & Relevant** training that is current, meaningful and delivered to suit the needs of the community
- **Friendly & Accessible** – with the aim of removing all barriers to learning and knowledge transfer, providing learning opportunities for everyone in the community
- **Community & Collaboration** – providing solutions and running programs for the wellbeing of our local community through participation in community forums and the delivery of services through collaborative partnerships with other community organizations.
- **Integrity & Accountability** in all aspects of our conduct with both clients and staff as a not for profit community service provider

3. Client Selection, Admission Process, Enrolment and Induction

Selection

- Students must be 14 years and 9 months of age to enroll in a VET course of study.
- Students must adhere to The Eurobodalla Adult Education Centre code of conduct and the student rights and responsibilities codes.
- All candidates enrolling in Vocational Education and Training at Eurobodalla Adult Education Centre have the opportunity to withdraw and receive a refund (see below).
- On pre- enrolment students will need to provide formal identification through either birth certificate, driver's licence or passport .These must be sighted and signed by RTO trainers/employee.
- You may be eligible for credit points towards other courses.
- You may be eligible for Austudy by applying through Centrelink.

Enrolment

Enrolment is by completion of the EAEC enrolment form and payment of due fees to EAEC. Forms are to be returned to Eurobodalla Adult Education Centre at PO Box 587 Batemans Bay. Formal identification is required and needs to be sighted by RTO staff and recorded.

Admission

Students are required to sign a declaration form regarding commitment to undertaking competency based training and undertaking assessment tasks. Students are formally admitted at the conclusion of the first information session.

Induction

Students are given specific course information either as pre-reading to the first information session or at the first information session. Students are asked to sign that they have received information on the course hours, content, assessment requirements, OH&S and testamur information at the first session.

Occupational Health & Safety

Participants are required to:

- wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment.
- ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- listen carefully to the tutor when s/he is informing you of OH&S matters
- Read the Centre's OH&S Policy
- Ensure the tutor is aware of issues relating to OH&S regulations or any practices you believes to be unsafe

- Abide by OH&S rules
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment

The Rights and Responsibilities of Participants

Students have the right to learn in an appropriate environment that is free from harassment or discrimination.

- Students have the right to expect a competent tutor who can assist them to achieve the expected course outcomes
- Students have the right to be reassessed if competency is not met in the first instance
- It is the student's responsibility to notify the centre or the manager when enrolling if support is required (eg help with literacy, transport, access to venue etc)
- Students are responsible for personal possessions during class
- It is every participant's responsibility to respect the rights of other participants, tutors and staff while attending a Eurobodalla Adult Education Centre course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded. Such behaviour may include that which:
 - Puts others at risk
 - Is deemed to be disruptive
 - Hampers others' learning Orinterferes with the Centre's Code of Practice

4. Student's checklist

Course Name:

NTIS Code:

<i>Module Name / Code (if applicable)</i>	
<i>EAEC code:</i>	
Trainer:	Phone:
Assessor:	Phone:
Local Manager:	Phone:
Workplace Supervisor (if any):	

TASKS TO DO		<u>DATE COMPLETED</u>
1	Read through EAEC course / unit / module information	
2	Complete enrolment forms and return to the EAEC Manager	
3	When received, complete Student Declaration agreement, and place a copy in your course file or return to tutor.	
4	Attend the first information session for your particular course. Finalise your training and assessment plan and keep a copy in your manual	
5	Talk with your trainer and / or assessor about any on the job training you may receive / require	
6	Become familiar with the competencies in your course / unit of study	
7	Prepare for your first instructional session where you may be able to nominate the competencies you can demonstrate immediately. Your assessor will discuss how you can demonstrate them and arrange an assessment	
8	Prepare for your first assessment by practicing the tasks that will allow you to demonstrate the competencies to be assessed	
9	After the assessment of a competency is completed, ensure that you and your assessor sign your assessment record log.	
10	Contact the local EAEC manager if you have any problems concerning your training	
11	Ensure that you are available for the assessment tasks to be undertaken. Contact your assessor / trainer if you cannot complete the assessment at the pre-arranged time	

5. Code of Practice

Eurobodalla Adult Education Centre (EAEC) has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff abide by it.

Legislation

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- NSW Vocational Education and Training Act: provides for the administration of a vocational education and training system and oversees the provision of post-Year 10 education and training in NSW.
- NSW Occupational Health and Safety Act: provides for duties and obligations related to workplace health and safety.
- NSW Anti-Discrimination Act: provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation (points 17 and 18)

All of the above are available on: www.legislation.nsw.gov.au

- Federal Privacy Act: Relating to the collection, use and storage of personal data is available on: www.privacy.gov.au

Access, Equity, Client Selection And Admission

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program.

EAEC incorporates the principles of equity into all programs.

EAEC's staff have been instructed in their responsibilities with regards to Access and Equity principles.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Recognition of credentials

EAEC recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

Credit transfer

EAEC may provide credit transfer for any formal learning that a client has undertaken.

Enrolment, Induction And Orientation

EAEC conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

The completion of an Enrolment Form with either of **the three forms of identification** required; drivers license ,passport or birth certificate. and any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- venue safety and facility arrangements;
- relevant legislative requirements and accessibility;
- review of the training and assessment program and flexible learning and assessment;
- client support, welfare and guidance services arrangements;
- appeals and complaints procedures;
- disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

Marketing

Should EAEC market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. EAEC will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is available prior to enrolment.

Ethical Marketing Practices

EAEC will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

EAEC will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies .

EAEC will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

EAEC will always accurately represent training products and services to prospective clients.

EAEC ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and Clear Marketing:

Where advertisements and/or advertising materials refer to EAEC's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. EAEC only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by EAEC identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by EAEC comply with the names/titles recognised by the State Registration Authority.

Full information on specific courses is available from EAEC prior to enrolment.

Language, Literacy and Numeracy

EAEC recognises that all vocational training includes language, literacy and numeracy tasks and all EAEC trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where some clients require additional practice and training EAEC arranges appropriate language, literacy and numeracy support.

Delivery

EAEC ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications,

EAEC affirms that it has in place and applies the following resources:

- delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by EAEC are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Assessment

EAEC has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

EAEC is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by EAEC remains consistent with the National Assessment Principles and the requirements of Training Packages.

Assessment Principles:

EAEC ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable**
All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible**
Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. EAEC will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair**
Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid**
Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

EAEC offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- off-the-job training and assessment
- workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

Assessor Qualifications:

EAEC ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- the assessment guidelines of training packages; and/or
- the assessment requirements of accredited courses;

If staff members of EAEC do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. EAEC may also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve EAEC staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Assessment Resources:

EAEC, when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine); and
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

Conducting Assessment:

When conducting assessment, EAEC ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Australian Qualifications Training Framework Standards for Registered Training Organisations.

EAEC ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by EAEC always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.

4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, EAEC trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by EAEC include, but are in no way limited to:

- demonstration
- questioning
- workplace performance
- role-play
- simulation
- oral presentation
- graphic presentation
- projects/assignments
- audio/visual display
- written tests
- skills portfolio

Appeals process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to clients of EAEC. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. EAEC's time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and EAEC's satisfaction. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the

decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

Fees, Charges & Refund's

Clients of EAEC pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with the Refund Procedure.

Client Welfare, Guidance And Support Services

All clients of the EAEC RTO are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes. EAEC does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

Disciplinary Procedures

All EAEC clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

Access To Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless EAEC is requested in writing by the client to allow such access. Once the appeals process(28)days has passes all students work assignments will be shredded and outcomes archived only. If students wish to keep their work once assessed you are able to get photocopies at a cost of 20c per copy or notify the trainer within28days t5hat you want to collect your work

Recognition Of Prior Learning/Recognition Of Current Competence

Recognition of prior learning/current competence assessment is available to all clients. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for Recognition should contact their trainer/assessor.

6. EAEC scope of registration with ASQA

Eurobodalla Adult Education Centre offers accredited short courses, units of competency and full qualifications from Training Packages including:

BSB20107	Certificate II in Business
BSB30110	Certificate III in Business
CHC30308	Certificate III in Home and Community care
CHC30208	Certificate III in Aged Care work
CHC40108	Certificate IV in Aged Care Work
CHC30408	Certificate III in Disability Work
CHC40308	Certificate IV in Disability Work
FNS30310	Certificate III in Accounts Administration
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
BSB20207	Certificate II in Customer Contact
BSB30207	Certificate III in Customer Contact
BSB30407	Certificate III in Business Administration
BSB40507	Certificate IV in Business Administration
BSB40807	Certificate IV in Frontline Management

Unit:

CPCCOHS1001A Work safely in the construction industry
(White card)
HLTFA301B Apply First Aid

7. Australian qualifications framework

AQF Qualifications

Certificates I - IV

Certificates I - IV prepare candidates for both employment and further education and training. Certificates I and II are largely new qualifications recognising basic vocational skills and knowledge and Certificates III and IV largely replace the outdated category of trade certificates.

Certificates I - IV:

- recognise skills and knowledge that meet nationally endorsed industry/enterprise competency standards as agreed for those qualifications by the relevant industry, enterprise, community or professional group;
- include preparatory access and participation skills and knowledge such as:
 - literacy and numeracy;
 - communication skills;
 - working in teams;
 - workplace technology; and
 - industry specific competencies, of increasing complexity and personal accountability at each level of the Certificate qualification; and
- may be gained through a wide range of pathways, including: Australian Apprenticeships (including traineeships); work-based and/or school/institution-based training; and recognition of prior learning (which may include training programs or an accumulation of short courses).



Certificates I – IV recognise achievement of specified national industry competency standards at four AQF levels in a wide variety of trades, industries and enterprises.

Employment Opportunities with Certificate Qualifications (example NSW)

With a **Certificate I** qualification, employment may be gained as:



- a computer service technician;
- a council worker (outdoors);
- a dry cleaner;
- a factory hand;
- a florist;
- a kitchen hand;
- a polymer processor; and
- a stablehand.

With a **Certificate II** qualification, employment may be gained as:



- a bank officer;
- a cleaner;
- a film and video production technician;
- a hospitality operator;
- a receptionist;
- a sales assistant;
- a tourist or retail operator

With a **Certificate III** qualification, employment may be gained as:



- an animal attendant;
- a baker;
- a beauty therapist;
- an electrician;
- a homecare or aged care worker;
- a motor mechanic;
- a network administrator;
- a painter and decorator;
- a pastry cook;
- a plumber;
- a signwriter; and
- a sound technician;

With a **Certificate IV** qualification, employment may be gained as:



- an accounts clerk;
- an architectural drafter;
- a professional builder;
- a community services worker;
- a computer operator;
- a fitness instructor;
- a graphic designer;
- an interior decorator;
- a mechanical engineering technician;

For a complete listing of the occupations and qualifications available, please refer to www.training.gov.au , the [Commonwealth Jobguide](#) and [OZJAC](#).



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