WELCOME

Welcome. We are here to meet your learning needs and welcome your feedback about how well we do this.

ACTIVITIES

We offer a wide range of activities and services for adults, which include:

- community programs eg. art, languages, health and wellbeing, sport and recreation
- pathways to further study or work
- individual reading and writing for adults
- computing and the internet
- workplace training
- course & study information and assistance
- Industry skills and qualifications

STUDENTS' RIGHTS AND RESPONSIBILITIES

As a student you can expect:

- suitably qualified staff and tutors
- professional conduct
- accurate and current information
- appropriate teaching methods and materials
- clean, comfortable facilities suitable for adult learning
- opportunities for input about your learning needs

As a learner, you are entitled to:

- be treated with courtesy, fairness and respect
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- privacy concerning personal information, subject to statutory requirements
- be informed of assessment procedures (if applicable)
- lodge a complaint through the Complaint and appeals Process

As a learner it is your responsibility to:

- treat other people with courtesy, fairness and respect
- be punctual and regular in attendance
- observe normal safety practices, including no smoking in buildings or any outside area other than the designated area
- attend assessment events and submit assessment items (if applicable) on time
- not engage in plagiarism or cheating in any assessment or examination (where applicable)
- behave in a responsible manner, by not: littering, harassing or offending fellow learners or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs.

If you are unable to meet your responsibilities you will be asked to talk to the relevant Coordinator regarding changes to be made, including the possible cessation of attendance.

REFUNDS

Please choose your course/s carefully. Once we have processed your enrolment, we are unable to arrange refunds, except in the following conditions:

- A refund by cheque, will be made when a course is
- cancelled by the organisation.
- A Credit Note can be applied for, if circumstances do not permit the student to attend, provided 5 working days notice is given. An administration fee will apply.
- If you enrol within 3 days of the course commencing, you forfeit your right to receive a Credit Note.

The organisation cannot be responsible for changes in a student's circumstances. Please refer to the Refund Policy, which is available on request. While we make every effort to ensure a positive learning outcome, we cannot accept responsibility for the student's own abilities and application.

COURSE CANCELLATIONS

Sometimes it is necessary to cancel a course due to low enrolments or unforeseen changes in circumstances. We try to give at least two (2) days notice but this is not always possible. If your course is cancelled, you can transfer your money to another course or receive a full refund.

ATTENDANCE

If you are unable to attend a class please ring during business hours (9am - 5pm Monday to Friday). After hours please leave a message on the answering machine.

CERTIFICATES

- Certificates are issued for all accredited courses
- Statements of Attendance can be issued for non-accredited courses, for a fee. These can be requested from the office.

ACCREDITED COURSES

These courses lead to a nationally recognised qualification. This requires the completion of assessment tasks. Assessments come in many forms. Your trainer will explain how you will be assessed in your particular course.

RECOGNITION

The organisation acknowledges that you may already have the skills and knowledge to be covered in an accredited course. This might enable exemption from all or part of the course. Please enquire at the office about Recognition.

QUALIFICATION RECOGNITION

EAEC recognises the Australian Qualification Framework qualifications and Statements of Attainment issued by any other RTO and has written Policy and Procedure to support this process. Students can apply for Recognition of Prior Learning and Credit Transfer at any time throughout a course.

COMPLAINT AND APPEALS PROCESS

If you have an issue, concern or complaint we would like to hear from you. Full details of who to contact and the process to follow are available from the office.

DISABILITY SUPPORT

The Centre can access trained and experienced support workers who can assist people with a disability to

participate in their course. Please enquire at the office for more information.

HEALTH & SAFETY

Emergency Evacuation
At the beginning of your course your tutor will go through the evacuation procedure that must be followed in the event of an emergency such as a fire.

If an evacuation is necessary, it is extremely important that you follow the instructions that your tutor has given you.

First Aid
Tutors and staff have access to first aid equipment. All accidents and injuries must be reported to the office within 24 hours. Please note that tutors are unable to transport participants in their private vehicles to a doctor's clinic or hospital. If you are unable to transport yourself or contact a relative, an ambulance may be called.

Equipment Usage
Tutors are qualified to operate and supervise the equipment in their particular course. Participants must be shown by the tutor how to operate the equipment correctly. All participants must be supervised whilst using any machinery. Appropriate clothing and footwear should be worn for all courses.

Personal Safety
If you feel unsure about leaving the building on your own after a night class, please speak to your tutor. They may escort you or arrange for the group to all leave at the same time. If you have organised a lift home after your course, please ensure they arrive on time.

Concerns
If you have concerns or issues regarding health and safety at the venue of your course, please contact the office immediately, 4472 9202.

CODE OF PRACTICE

The Code of Practice is available from Reception on request. It details our commitment to maintaining high standards in our programs and services.

MANAGEMENT

The organisation is community owned and managed. Members of the local community are elected to the Committee at our annual meeting. The Board sets the strategic directions and policies for the Centre and oversees its operations.

STUDENT FEES PROTECTION

Student fees paid in advance are protected from any cause or event that results in closure of the centre through investment of adequate funds in a secured Interest Bearing Deposit Account.

CONTINUOUS IMPROVEMENT

Students are provided with feedback sheets to comment on the services and training provision and to suggest areas of improvement. EAEC will review feedback as part of our continuous improvement and professional delivery of training services.

STUDENT SUPPORT SERVICES

EAEC can provide support, advice and services which assist students to identify and achieve their desired learning outcomes, including: provision for Language, Literacy and Numeracy assistance; Flexible Learning and Assessment procedures; advice on welfare and guidance services available to support them to enroll and participate in further education.

Inform Yourself - Transform Your Life

adulted.
EUROBODALLA
ADULT EDUCATION CENTRE

Student Information

Phone: 4472 9202
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Issued on 24/08/2010