

General Information for Participants

The following information is a guide to assist you in succeeding in your course at Wyndham Community and Education Centre Inc (WCEC).

Workload

Be on time and attend all classes as required. It is your responsibility to catch up on work missed, including obtaining handouts. Complete all class, and assigned homework tasks, by the due date. Avoid leaving homework until the last minute. If you are having any difficulties with your course or your ability to complete the required tasks, please discuss this with your trainer as soon as possible.

Attendance

Please be punctual to all classes and phone reception if you will be late or are unable to attend. Messages for your trainer can be left on the answering machine. Clearly state your name, course title and days or times you will be absent. You should aim for 80% attendance AT LEAST.

Feedback

Towards the end of your course, you will be asked to complete a course evaluation form. The responses to this evaluation will be kept strictly confidential and will provide you an opportunity to let us know your opinion of the course content and structure. Information gathered from these forms is presented to the committee of management and is used to improve the courses we offer. We always appreciate constructive feedback.

There is also a suggestion box, in the reception area of 4 Synnot Street, where you can leave feedback. You may also receive a survey from NCVET.

Medical Condition

Please inform your trainer of any medical conditions or health issues which may affect you whilst in class. For reasons of your own safety, you will be asked for emergency contact details, at enrolment, that will be held by your trainer for the duration of the course.

Use of computers

Computers are to be used for educational, job seeking and training purposes only.

Accredited courses

For a full certificate award, you will receive a Certificate that lists the units for which you have been successfully assessed. For a partial completion of a Certificate, you will receive a Statement of Attainment, which lists the units you have successfully completed. Both are nationally recognized. WCEC will not consider any work submitted by students for assessment beyond 12 months of the last day of training.

Non accredited courses

For non accredited courses, you will receive a Participation Certificate which lists the class or course you participated in.

Recognition of Prior Learning (RPL)

We recognize that education can come from life experiences, formal education and other courses, training in a work environment and work experience. Recognition of Prior Learning is available for any accredited course that you are enrolled in.

Recognition of Qualifications issued by other RTOs

WCEC will recognize qualifications and statements of attainment issued by other RTOs in accordance with its policy.

Participant Conduct

All participants have a right to learn and train in a safe and professional environment. You are required to demonstrate, at all times, basic courtesy, consideration and cooperation to other participants and staff in line with the student code of conduct. Please comply with any organizational requirements regarding health and safety matters.

Complaints and Appeals

Any complaints regarding other participants conduct, staff or the course in general will be dealt with quickly and impartially. WCEC has a formal process for dealing with complaints and appeals which is included in your information package. All students have the right to access their own file by completing an application *request to view own file*.

General Information for Participants

Privacy

WCEC will observe the Information Privacy Act 2000 (Vic) and the National Privacy Principles and other related legislation when collecting, using, storing, securing or disclosing personal information about a participant. See our privacy trifold for more information.

Reception Office: 3 Princes Highway

Course flyers and term brochures are available at reception. Relevant policies and procedures are available on our website under student information and on Sharepoint.

Kitchen facilities

Your trainer will show you the location of the kitchen which you may use during your course. Please ensure you clean up after you have finished using this facility.

Kitchen facilities include:

- Tea and coffee making facilities
- Microwave and refrigerator

Photocopy and Facsimile Facilities

Facilities are available upon request from reception at a nominal cost.

Telephone

WCEC telephones may only be used in an emergency.

Student Support Services

WCEC can assist you to access a range of services through referral, depending on

eligibility. A list can be found on the website or speak to someone in reception.

Special Consideration

The purpose of Special Consideration is to give a student, whose work for a particular piece of assessment has been adversely affected by exceptional circumstances beyond their control, a further opportunity to demonstrate their ability. An application form is available for special consideration. Please see the policy or your trainer for more information.

Fees and Charges

WCEC follows the Victorian Training Guarantee - 2013 guidelines to determine fees & charges for government funded training. Eligibility will be determined at the enrolment interview. See our policy for more information.

Refunds

Fee for Service: If you want to withdraw from a course, we require 5 working days notice prior to the commencement of the course. A refund will be made less a \$50 admin charge. If a course is cancelled a full refund will be made. No refunds are given after a course starts. **Government funded Training:** WCEC follows the Victorian Training Guarantee - 2013 guidelines about fees Course fees paid in advance will be held in a liability account until the course commences. Our **Concessions, Fees, Charges and Refunds** Policy outlines all details related to government funded training and fee for service courses.

Further Course Information

Full course details are available from your trainer or by contacting your course coordinator. They will provide you with details regarding content, resources and assessment requirements. A copy of this information will be issued at your interview.

Further details can be obtained by phoning 9742 4013 or by visiting the website www.wyndhamcec.org.au

Main Office:
3 Princes Highway
WERRIBEE 3030
Ph: 9742 4013
Fax: 9749 8400

Training venue:
The Cottage
4 Synnot St
WERRIBEE 3030
Ph: 9742 4013
Fax: 9749 8400

Training venue:
Wayaperri House
106 Duncans Rd
WERRIBEE 3030
Ph: 9742 4013
Fax: 9749 8400

Other training
venues will be
advised