

General Information for Participants

Wyndham Community and Education Centre Inc. (Wyndham CEC) has an obligation to support and protect its learners, the following information is a guide to assist you in succeeding in your course.

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 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, your teacher's 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 confidential and provide an opportunity to let us know your opinion of the course content and structure. Information gathered is presented to the Board 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 NCVER, an invitation to participate in a Department endorsed project, an invitation to participate in the Department's annual student outcome survey or be contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Medical Conditions

Please inform your trainer of medical conditions or health issues that may affect you whilst in class. At enrolment you will be asked for emergency contact details that will be held by your trainer for the duration of the course.

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. Wyndham CEC meets the compliance requirements for the issuance of AQTF qualifications. Wyndham CEC will not consider any work submitted by students for assessment beyond one month of the last day of training.

Wyndham CEC is responsible for the quality of the training and assessment provided to you and complies with the VRQA Guidelines for VET Providers, the AQTF Conditions & Standards and the Skills First Quality Charter.

Non-accredited courses

For non-accredited courses, you will receive a Participation Certificate that lists the 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 accredited courses.

Recognition of Qualifications issued by other RTOs

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

Student Conduct

All students have a right to learn in a safe and professional environment. You are required to demonstrate, at all times, basic courtesy, consideration and cooperation to other students and staff in line with the Student Code of Conduct that is included in your student information package. Please comply with any organizational requirements regarding health and safety matters.

Complaints and Appeals

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

Privacy

Wyndham CEC will observe State and Commonwealth privacy legislation (as applicable) and other related legislation when collecting, using, storing, securing or disclosing personal information about a student. See our privacy trifold and the Australian Privacy Principles summary document for more information.

Policies & procedures

Upon enrolment your student information package will contain the policies and procedures relevant to your study at Wyndham CEC, these policies and procedures are also available on our website. All Wyndham CEC policies and procedures are available on request from our Main Office.

Kitchen facilities

At Induction you will be shown the location of kitchen facilities including tea and coffee making facilities, student microwaves and refrigerators
Please ensure you clean up after you have finished using our kitchen facilities.

Photocopy and Facsimile Facilities

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

Telephone

Wyndham CEC telephones may only be used in an emergency.

Use of computers

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

Student Support Services

Wyndham CEC can assist you to access a range of services through referral, depending on eligibility. A list of these services can be found below and are also listed on our website.

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

Wyndham CEC follows the 'Skills First - 2017 Guidelines about Fees'. Skills First eligibility will be determined at the pre-training assessment interview. See our policy for more information (included in your student information package).

Refunds

Fee for Service: If you want to withdraw from a course, we require 5 working days' notice prior to the course starting. 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.

Skills First Subsidised Training: Wyndham CEC follows the 'Skills First - 2017 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 & Procedure' outlines all details related to refunds for government funded training and fee for service courses.

Further Course Information

Further course information can be obtained from your teacher/trainer or by contacting your course coordinator. They will provide you with details regarding content, resources and assessment requirements.

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
to be advised

Student Support Services

Wyndham CEC Support Services

Wyndham CEC has a range of in-house support services that students may access or be referred to including:

| General | Migrants & refugees | Youth |
|-------------------------------|---------------------|---------------------------------------|
| Jobs Victoria | Settlement services | Youth Worker |
| Centrelink outreach | Patronato Acli | Breakfast Program |
| Emergency relief | | Nosh Van (nutrition outreach support) |
| Justice of the Peace services | | |
| Tax Help | | Anne Mitchell Scholarship |
| Broadband for Seniors | | Western Chances Scholarships |
| Tenants Advice Service | | Sandy Mein Scholarship |

Please see your teacher / trainer or contact our Administration staff at Princes Highway for more information.

External Support Service

Wyndham CEC networks and links with many services that students may access or be referred to including:

| Refugees | | Health | |
|---------------------------------------|--------------|----------------------------------|--------------|
| Australian Karen Organisation | 0419 313 047 | Beyond Blue | 1300 224 636 |
| AMES HSS Program | 13 26 37 | Headspace | 8001 2366 |
| Foundation House | 9388 0022 | IPC (formerly ISIS Primary Care) | 9296 1200 |
| New Hope Foundation | 9974 1700 | Lifeline | 13 11 14 |
| South Sudanese Community of Australia | 0431 192 266 | Mental Illness Fellowship | 8486 4222 |
| Western English Language School | 9311 9325 | Orygen Youth Health | 1800 888 320 |
| Wyndham Humanitarian Network | 9742 4013 | Werribee Mercy Hospital | 8416 7777 |
| Westgate Baptist Church | 9314 7626 | Women's Health West | 9689 9588 |
| Youth | | Other | |
| Centre for Multicultural Youth | 9340 3700 | Anglicare | 9798 1400 |
| Hobsons Bay Youth Services | 9932 4000 | DHS-Centrelink (Werribee) | 9731 5247 |
| The Huddle | 9320 2400 | Federation University | 1800 33 3864 |
| Karen Baptist Youth Group | 9314 7626 | Smith Family | 1300 32 6459 |
| Kids Help Line | 1800 55 1800 | South West Community Services | 8742 4071 |
| Spirit West Services | 9689 9722 | Victoria Police | 9742 9444 |
| School Focused Youth Services | 1800 80 9834 | Werribee Support and Housing | 9742 6452 |
| WynBay LLEN | 9394 6331 | White Lion | 1300 66 9600 |
| Wyndham Youth Services | 1800 96 8844 | Wyndham City Council | 9742 0777 |
| Youth Now | 1800 96 8846 | Wyndham Interfaith Network | 9742 4013 |
| Youth Resource Centre | 1800 96 8844 | Salvation Army | 13 72 58 |