

General Information for Students – Pre-Accredited Courses

Wyndham Community and Education Centre Inc. (Wyndham CEC TOID 4179) is committed to supporting and protecting its learners. The following information is to help you to succeed in your program. For further information, call us on 9742 4013, send us an email at enquiries@wyndhamcec.org.au, visit our website at www.wyndhamcec.org.au or visit our head office at 20 Synnot Street, Werribee.

Attendance

Be on time and attend all classes as required. Email your teacher if you are unable to attend or will be late. You may also phone reception and leave a message for your teacher: clearly state your name, your teacher's name, location of the class, program name and days or times you will be absent. You should aim for at least 80% attendance.

Certificates

If attendance requirements are met, you will receive a Participation Certificate that lists the course you participated in and the skills you gained during the course.

Workload

Complete all class tasks in a timely manner. It is your responsibility to catch up on work missed, including handouts. If you are having difficulties with your program or your ability to complete the tasks, please talk with your teacher as soon as possible.

Medical Conditions

Please tell your teacher of medical conditions or health issues that may affect you whilst in class. At enrolment you will also be asked for emergency contact details that will be kept by Wyndham CEC while you are enrolled in your program.

Student Conduct

All students have a right to learn in a safe and professional environment. You must demonstrate good manners and cooperation to other students and staff. You must follow the *Student Code of Conduct* which is available on our website.

Please follow any directions from Wyndham CEC about health and safety.

All work must be your own work.

Privacy

Wyndham CEC observes State and Commonwealth privacy legislation 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

Education policies and procedures are available on our website. All Wyndham CEC policies and procedures are available on request from our head office.

Child Safety

Wyndham CEC is committed to creating and maintaining an environment in which all young people are safe from harm and able to learn in a safe and inclusive environment.

We understand and implement our duty of care to all students, and we undertake reasonable measures of proper supervision and protection so that no student faces risks, injury or harm.

Wyndham CEC supports the premise that children's safety is everyone's responsibility. All Board members, staff, volunteers and contractors have a responsibility to prevent child abuse and respond appropriately to allegations.

Our classes are an adult learning environment and children can not be brought in to our classes.

Diversity

Wyndham CEC's community is diverse and includes people from all walks of life who reflect the broad diversity of the Victorian community. Wyndham CEC's training programs are inclusive of the needs of all children and young people; particularly those who are vulnerable due to their age, family circumstances, disability, indigenous or CALD backgrounds, and lesbian, gay, bisexual, transgender and intersex children and young people (LGBTQIA+). We welcome input from our students, young people and their parents on our child safe commitments. Do not hesitate to contact us if you have any feedback.

Student Support Services

Wyndham CEC can help connect you with a range of services. A list of these services can be found below and are also listed on our website.

Interpreters and other support staff are not provided but are welcome to attend with students.

Feedback

Towards the end of your program, you will be asked to complete a Program Feedback survey: your feedback helps us know what is good – and not so good – about the program you studied. Overall information collected is presented to the Board of Governance and is used to improve the programs we offer. We always appreciate helpful feedback. These surveys are anonymous, and we do not keep a record of who responds.

You can also leave feedback in the suggestion box located in the reception area of our head office.

You may also receive surveys from government departments asking about your course experience.

Wyndham CEC will only receive general feedback form these that do not identify you.

Compliments, Complaints and Appeals

All students have the opportunity to provide compliments, suggestions or formal complaints. Suggestions or complaints regarding other student conduct, staff or the course in general will be dealt with quickly and fairly.

Wyndham CEC has a process for dealing with formal complaints described in the *Complaints and Appeals Policy and Procedure*, which is available on our website.

Students have the right to access information we keep about them in our student files.

Photocopy Facilities

Photocopying is available upon request from head office reception at a small cost.

Use of Computers & Wifi

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

Free wireless internet is available at all Wyndham CEC managed facilities. See your teacher for further information. Students must follow the *Student Code of Conduct* and related policies when using personal devices at Wyndham CEC facilities.

Fees and Charges

Wyndham CEC follows its *Concessions, Fees, Charges and Refunds Policy and Procedure*.

Students will not receive a Certificate if they have unpaid fees.

Refunds

There is a non-refundable and non-transferrable enrolment fee of \$40 for each funded pre-accredited course. Resource fees may be refunded at the discretion of management. Any fees paid for a class that is cancelled by Wyndham CEC will be fully refunded.

For students who have enrolled as full fee we require 5 working days' notice prior to the program starting. A refund will be made less a \$50 administration charge. No refunds are given after a program starts. If a program is cancelled a full refund will be made.

See the *Concessions, Fees, Charges and Refunds Policy and Procedure* for further information.

Further Program Information

Further program information can be obtained from your teacher or by contacting the Short Course Coordinator. They will provide you with details regarding content and resources.

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. Please contact our Administration / Reception at 20 Synnot St or at 9742 4013 for more information.

General	Migrants & refugees	Special Officers
Employment programs, contact projects@wyndhamcec.org.au	Settlement services	Child Safety Officer
Services Australia outreach	Patronato Acli	Family Violence Officer
Emergency relief	Junubi Wyndham Community Support Group - South Sudanese Communities	Privacy Officer
Parents Next		
Tax Help	African Employment Broker	Justice of the Peace (JP) service

External Support Services

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

Refugees		Health	
Australian Karen Organisation	www.ako.org.au	Beyond Blue	1300 224 636
AMES Humanitarian Settlement Prog	13 26 37	Headspace	8001 2366
Foundation House	9389 8900	IPC Health www.ipchealth.com.au	9296 1200
MiCare	9974 1700	Lifeline	13 11 14
South Sudanese Community of Australia	0431 192 266	Orange Door (support for family violence)	1800 271 045
Translating & Interpreting Service (free)	13 14 50	Orygen Youth Mental Health	1800 888 320
Western English Language School	9311 9325	GenWest (Women's Health West)	9689 9588
Wyndham Humanitarian Network	9742 4013	Werribee Mercy Hospital	8416 7777
Embrace: Multicultural Mental Health	6285 3100	West Region Centre Against Sexual Assault	9216 0444
Youth		Other	
Centre for Multicultural Youth	9340 3700	Anglicare	9731 2500
Hobsons Bay Youth Services	9932 4000	Services Australia (Werribee)	13 62 40
The Huddle	9320 2400	Salvation Army	13 72 58
Karen Baptist Youth Group	9314 7626	Vic Aboriginal Childcare Agency (VACCA)	9742 8300
Kids Help Line	1800 551 800	Wyndham City Council	9742 0777
Q Program – Wyndham City	8734 1355	Unison Housing	9216 0300
Youth Projects	9304 9140	Uniting Care	9051 2000
WynBay LLEN	9394 6331	Victoria Police	131 444
Wyndham City Youth Services (& Youth Resource Centre)	8734 1355	Wyndham Libraries www.wyndham.vic.gov.au/services/libraries	
Youth Now www.youthnow.org.au	8311 5800	Wyndham Interfaith Network	9742 4013
Victorian Government webpage with links to various support services ----->		https://www.vic.gov.au/current-mental-health-resources-support-services	