

## General Information for Students

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.

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*.

### Attendance

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

### Workload

Complete all class, and homework tasks, by the due date. It is your responsibility to catch up on work missed, including handouts. Don't leave homework until the last minute. If you are having difficulties with your program or your ability to complete the tasks, please talk with your teacher / trainer as soon as possible.

### Medical Conditions

Please tell your teacher / trainer 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* (included in your student information package).

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

All work, including assessments, must be your own work.

### 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 and assessment appeals. The *Complaints and Appeals Policy and Procedure* is included in your enrolment package.

Students have the right to access their own file by completing an application request to view their own file.

### 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

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 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.

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.

## **Qualifications & Accredited Courses**

Students enrolled in a nationally recognised qualification or accredited course will receive a Certificate if they have been assessed as competent in all required units. The certificate will list all units successfully completed. For a partial completion of a qualification or course you will receive a Statement of Attainment which lists the units successfully completed. Wyndham CEC meets the compliance requirements for the issuing of AQTF qualifications.

Students enrolled in accredited training at Wyndham CEC will have 30 days from the last day of training/timetabled classes to meet all of the requirements of the program they are enrolled in. Wyndham CEC is not obliged to accept any work or assessment beyond this date, unless arrangements have been made under the Special Consideration policy.

## **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 teacher / trainer for more information.

## **Non-accredited Courses**

For non-accredited programs, you will receive a Participation Certificate that lists the course you participated in.

## **Recognition of Prior Learning (RPL)**

We recognise 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 all Wyndham CEC qualifications on its scope.

## **Recognition of Qualifications issued by other RTOs**

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

## Feedback

Towards the end of your program, you will be asked to complete a Program Feedback survey: your responses are confidential. 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.

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

You may also receive a survey from NCVET, an invitation to participate in a Department of Jobs, Skills, Industry and Regions (DJSIR) 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.

## Kitchen and Student Lounge Facilities

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

## Photocopy Facilities

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

## Telephones

Wyndham CEC telephones may only be used in an emergency.

## 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 may be eligible for subsidised training under a number of government funding initiatives (including Skills First, AMEP, SEE, ACFE): eligibility will be determined at the pre-training assessment interview. Students will not receive a Certificate if they have unpaid fees.

## Refunds

*Fee for Service training:* If you want to withdraw from a program, 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.

*Skills First subsidised training:* Wyndham CEC follows its *Concessions, Fees, Charges and Refunds Policy and Procedure*. Program fees paid in advance will be held in a liability account until commencement. Our policy outlines all details related to refunds for government funded training and fee for service programs.

## Further Program Information

Further program information can be obtained from your teacher/trainer or by contacting your program 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 our website [www.wyndhamcec.org.au](http://www.wyndhamcec.org.au)

### Head Office

20 Synnot St  
WERRIBEE 3030

### Training venue

Wayaperri House  
106 Duncans Rd  
WERRIBEE 3030

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

General	Migrants & refugees	Special Officers
Employment programs, contact <a href="mailto:projects@wyndhamcec.org.au">projects@wyndhamcec.org.au</a>	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	<a href="http://www.ako.org.au">www.ako.org.au</a>	Beyond Blue	1300 224 636
AMES Humanitarian Settlement Prog	13 26 37	headspace	8001 2366
Foundation House	9389 8900	IPC Health <a href="http://www.ipchealth.com.au">www.ipchealth.com.au</a>	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) <a href="http://www.wyndham.vic.gov.au/services/youth-services">www.wyndham.vic.gov.au/services/youth-services</a>	8734 1355	Wyndham Libraries <a href="http://www.wyndham.vic.gov.au/services/libraries">www.wyndham.vic.gov.au/services/libraries</a>	
Youth Now <a href="http://www.youthnow.org.au">www.youthnow.org.au</a>	8311 5800	Wyndham Interfaith Network	9742 4013
Victorian Government webpage with links to various support services ----->		<a href="https://www.vic.gov.au/current-mental-health-resources-support-services">https://www.vic.gov.au/current-mental-health-resources-support-services</a>	