

Nationally Recognised Training **STUDENT HANDBOOK**



Avenue Neighbourhood House @ Eley

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WELCOME



22567VIC Certificate I in Transition Education

Doncaster Secondary College and Avenue Neighbourhood House @ Eley (RTO) Partnership

Vocational Education and Training (VET) in schools is designed to broaden the range of study options available to an increasingly diverse senior school population by enabling applied as well as academic learning. It allows students to combine VCE/VCAL studies with nationally recognised vocational qualifications whereby they may obtain a VET Certificate or part thereof while completing their VCE/VCAL Certificate.

22567VIC Certificate I in Transition Education is offered to students in partnership with the Registered Training Organisation Avenue Neighbourhood House @ Eley (RTO Number 20213).

22567VIC Certificate I in Transition Education is completed over a three year period. In order to gain the full certificate a student must be deemed competent in all units/modules by the partner training organisation. If students partially complete a qualification a Statement of Attainment will be issued for those units the student successfully completed by the partner training organisation. Based on course outcomes, credit arrangements for Units 1 and 2 of VCE or VCAL will also be determined.

Avenue Neighbourhood House @ Eley (ANH@E) as the Registered Training Organisations provides all the training and assessment materials for the Certificate which is delivered by staff at Doncaster Secondary College.

We trust you will find your time studying 22567VIC Certificate I in Transition Education a rewarding experience. This handbook has been prepared to provide information to students undertaking accredited training courses with ANH@E. A copy of this handbook is also available on the ANH@E website. Click [here](#) to access a copy of this handbook.

All students are required to receive and read the contents this handbook. If at any time you have a question or need assistance please do not hesitate to speak with your teacher at Doncaster Secondary College or the Further Education Coordinator at ANH@E. This handbook will also be explained during your Pre-Training Review and you will be required to confirm that you have read through the handbook at this time.

Disclaimer

All information contained in this handbook is accurate at the time of publication and ANH@E makes every effort to ensure that all information provided is current. However, ANH@E policies and details are subject to change and changes may occur over the duration of the course. Course commencement is dependent on sufficient enrolments, accreditation and registration requirements. Students should consult with teachers or the Further Education Coordinator before making decisions that will affect their studies.

ABOUT US

Neighbourhood Houses

Neighbourhood Houses, sometimes known as Community Houses or Learning Centres, originated in the mid 1970's as a response to the community's need for a meeting place to break down isolation, a place to share resources and a place to learn new skills. The number of Houses grew rapidly in the 1970s and 1980s to over 200 in Melbourne and over 300 in Victoria alone. Currently there are more neighbourhood houses than McDonald's stores in Victoria.

Neighbourhood Houses aim to increase the life opportunities of their local communities by providing education, support, childcare, sharing of resources and access to networks in a warm and caring environment.

Avenue Neighbourhood House @ Eley has been in operation for nearly 30 years, offering quality lifelong learning, recreational and social activities. Since 1982 the House has been a focus for the community in the Eastern Suburbs. It operates as a non-profit organisation and is managed by a voluntary Committee of Management. To remain financially viable the House relies on fees and government funding.

The Strength of Avenue Neighbourhood House comes from the people who come here.

- We respect each other's differences, ideas and values;
- We seek to create a welcoming atmosphere of friendship and acceptance;
- We foster a safe environment and encourage consideration of others;
- We respect the confidentiality and privacy of all information entrusted to us;
- Our actions and behaviour reflect a sense of honesty and responsibility towards the community.

We offer

- A welcoming, safe and non-threatening environment;
- A meeting place and a place of learning for people of all ages and abilities;
- Qualified teachers;
- Accredited and non-accredited programs;
- Accessible, affordable courses and information;
- Childcare facilities and qualified staff;
- A volunteer program;
- Easy access via public transport (bus and train);
- Community bus from Blackburn Station to Avenue Neighbourhood House @ Eley.

Statement of Purpose

Avenue Neighbourhood House @ Eley is a welcoming organisation that encourages personal development and community participation.

Values

- Trust
- Respect
- Integrity
- Creativity
- Diversity

Studying at Avenue Neighbourhood House @ Eley

Avenue Neighbourhood House @ Eley is registered with the Victorian Registration and Qualifications Authority (VRQA) as a provider of nationally recognised accredited training. This means that the course you complete with ANH@E carries the same status as the same course at any other registered training institution, such as a TAFE, college or private training organisation.

At Avenue Neighbourhood House @ Eley we focus on the needs of individual students, work with smaller class sizes and make a concerted effort to encourage students who may lack confidence. At ANH@E we are able to refer students to a range of support services within the local community.

Staffing

The governance of the House is managed by a Committee of Management who appoint a Manager to oversee the day to day running of the House. The Manager is supported by four administrative staff who all work on a part time basis.

Your teachers

Your teachers specialise in vocational education and training (VET) and have a philosophy that sees learning as a shared process in which all students have a range of skills and talents which may be shared with others in the class.

Your teachers are experts in their field and have hands on knowledge, experience and expertise in order to impart their knowledge to you. Your teachers are practical, positive, approachable, empowering, caring and passionate about their chosen fields. The class numbers are smaller to accommodate the individual's needs and to foster an environment that makes learning fun and fulfilling.

Quality training courses

As a Registered Training Organisation, ANH@E oversees course development, training and assessment and monitors the continuous improvement of course programs. Regular advice is provided to the Committee of Management on training to ensure ongoing improvement to policies and procedures.

Students studying at ANH@E can expect that:

- courses are consistently delivered;
- consideration is given to the diverse range of backgrounds and learning needs of students;
- all students receive parity in terms of learning resource provision and guidance to support their learning;
- trainer's will provide consistent learning and teaching experiences, particularly in relation to the moderation of assessment;
- at commencement of the course, students are provided with a clear description of training and assessment requirements;
- conduct of student assessment is transparent and fair, and follows approved standards for all assessment activities;
- training and assessment is reviewed and moderated on a regular basis;
- feedback is provided to students upon completion of assessment which addresses how performance might be improved in the subject of study.

Third Party Partner Arrangements

Avenue Neighbourhood House @ Eley may enter into a third party or partnership arrangement with other organisations for the delivery of training and assessment. If your course is provided by one of our partners (Doncaster Secondary College) you can be assured that they have been fully vetted and the services they deliver regularly monitored. In such arrangements Avenue Neighbourhood House @ Eley as the Registered Training Organisation retains responsibility for:

- your enrolment;
- issuing certification on satisfactory completion of nationally recognised training products;
- issuing documentation to meet any licensing requirements;
- course compliance i.e. that the service is delivered to the standard required by the national regulatory body;
- stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in, and
- notifying you should a third party be unable to fulfil its obligations in providing training and assessment services, or there are any changes to third party/partner arrangements.

We also have a role in managing and resolving any concerns, complaints and appeals. So, any issue you have regarding the course may be raised with Avenue Neighbourhood House @ Eley. Please click here for our [Complaints and Appeals Policy](#). The policy is also available on our website under 'Student Information' www.theavenue.org.au

COURSE INFORMATION

The focus of the curriculum is to provide students with on-going education and learning opportunities that further their literacy and numerary skills. The course is structured to provide students with skills to enable access to appropriate employment, voluntary work and/or further education options.

This program is for students with evidence of a permanent cognitive impairment / intellectual disability. Students can commence in the course at any time.

Units

Completion of **22567VIC Certificate I in Transition Education** requires successful completion of 10 units of competency.

6 Core

- VU23034 Develop personal goals with support
- VU23035 Explore self-development
- VU23036 Participate in travel activities
- VU23037 Explore future options for further training, work or community activities
- VU23038 Participate in the community
- VU23039 Use technology for a range of purposes

4 Electives

- BSBITU211 Produce digital text documents
- VU22359 Conduct a project with guidance
- VU23057 Participate in creative activities
- VU23045 Apply numeracy for a range of purposes

Duration and schedule

4 x 50 minute periods per week over 3 years.

UNIQUE STUDENT IDENTIFIER (USI)

Every person commencing training with a Registered Training Organisation (RTO) requires a USI. This is a Federal Government requirement. You will need to get this number to commence training. Avenue Neighbourhood House @ Eley can be prevented from issuing you with a national recognised VET qualification or Statement of Attainment when you complete your course if you do not have a USI.

If you have not got a USI, you can apply for it directly at www.usi.gov.au/create-your-USI on a computer or mobile device. Please note that if you would like to specify your gender as 'unspecified' you will need to contact the USI office for assistance.

Once your Unique Student Identifier has been created it must be provided on your Enrolment Form. Enrolment in the course cannot be confirmed until ANH@E receives your USI and/or permission to create a USI on your behalf. For further information on the Unique Student Identifier go to <http://www.usi.gov.au/help-centre/Pages/default.aspx>

If you would like Avenue Neighbourhood House @ Eley to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf> You must also provide identification such as a Medicare Card or Birth Certificate so we can apply for the USI on your behalf.

ORIENTATION AND ENROLMENT

There is an information session held and orientation process that occurs at the commencement of each course where relevant policies, procedures, expectations and guidelines are explained fully by the Further Education Coordinator from Avenue Neighbourhood House and from teachers at Doncaster Secondary College. After your formal enrolment and pre-training review for the course, each student receives a copy of their 'Individual Training Plan', which outlines the unit/s that will be delivered, the methods in which these units will be assessed and the expected timeframe to complete them.

PRE-TRAINING REVIEW

All students will attend a pre-training review interview when enrolling in an accredited course. The purpose of this interview is to assess the eligibility of the student and the suitability of the course, and to provide information which will enable the student to make informed decisions and choices prior to enrolment. A student enrolling in an accredited course will be required to undertake a language, literacy and numeracy assessment at this interview. This will determine the level of literacy and any support requirements.

CONTACT INFORMATION

Avenue Neighbourhood House @ Eley Location

87 Eley Road,
Blackburn South Vic 3130
Melways Reference - 61 H5

Contact details

PO Box 2213
Blackburn South Vic 3130
Telephone 9808 2000
Email info@theavenue.org.au

Office hours

9.00 am till 3.30pm Mondays to Fridays – during public school terms only.

To contact us

Please contact ANH@E during normal office hours on 9808 2000. If you need to leave a message outside of these hours and it is not urgent please leave a message on the answering machine.

Course contacts

Doncaster Secondary College

Ms Donna McKinlay

Transition Education Tutor

Telephone contact: 9848 4677

Email contact: Donna.Mckinlay@education.vic.gov.au

Avenue Neighbourhood House at Eley Inc

Sarah Gibson

Further Education Coordinator

Telephone contact: 03 9808 2000

Email contact: sarah.gibson@thevenue.org.au

ASSESSMENT

Assessment is competency-based. This means that the training concentrates on helping you to develop the skills and knowledge you need.

In order to gain a certificate in the area of study that a student is undertaking, they need to be deemed competent in all units associated with that qualification. In order to be deemed competent in each unit, students need to attend class regularly and complete to a standard deemed satisfactory by your teacher/assessor all assessment tasks set by the teacher.

Re-submission

In the case of a student being found Not Satisfactory in an assessment task, they will be able to resubmit. The teacher will provide you with comments and assistance if necessary to support your resubmission. Students will be able to resubmit their assessment tasks a total of two (2) times.

If assessment tasks are not completed in a timely manner, and absences from class are considered excessive, students will be withdrawn from that unit. Students can still continue their training in the remaining units. Re-enrolment in the unit can be offered when the unit is next delivered. Additional fees may be incurred by the student for re-enrolment.

Please note Avenue Neighbourhood House @ Eley will endeavour to the best of its ability to support each student and our aim is to offer ongoing assistance to enable each individual to achieve success in their studies.

All assessment results will only be provided to the individual student concerned. All students will receive regular updates on their progress from their teacher. Results will not be provided over the telephone or to other Parties. Should you require a transcript of results or evidence of course completion prior to the issuing of formal certificates please contact the Further Education Coordinator.

TRAINING AND ASSESSMENT METHODS AND LOCATION

Scheduled classes will be conducted at Doncaster Secondary College. For the successful completion of this course, we require students to attend classes. Classes are delivered by a qualified teacher in a face to face classroom setting. Student must complete a series of assessment tasks to a satisfactory level to be deemed competent in each unit. These tasks may take the form of work sheets, projects, computer activities etc. which will be completed in the classroom. Support is provided to assist students to complete these tasks.

SPECIAL CONSIDERATION IN ASSESSMENT

We offer flexible scheduling in training and assessment and are able to extend assessment timeframes to meet student needs. Assistance when undertaking assessment is available by providing oral or scribe services.

ATTENDANCE

In order to complete the coursework an 80% attendance rate is required to complete course requirements and/or unit requirements inclusive of theory and practical components. If you are unable to attend the course at any time, please contact the House and give the Receptionist your name, the name of your class, and your teacher's name.

Students are required to arrive on time as late arrivals disrupt classes. Regular lateness and absences will affect satisfactory completion of class requirements, and may lead to a failure to achieve the necessary competencies of the course. Teachers will keep attendance rolls for each class, noting absences, late arrivals and early departures. Students with an unexplained absence will be reminded of attendance requirements and the need to inform their teacher if they are unable to attend class.

If you are having difficulties in attending class please make an appointment with Ms Donna McKinlay, Transition Education Tutor at Doncaster Secondary College or you can contact the Further Education Coordinator at ANH@E who is able to discuss any problems with you and work out solutions that meet your needs.

ACCESSING RESOURCES

Avenue Neighbourhood House @ Eley has a library of resources that are available to assist you in achieving competency. To access these resources please speak to your teacher.

ACCESSING YOUR RECORDS

Please be aware that you can access your records and results. Your training records are kept by the House for audit purposes in line with our registration and funding body requirements and appropriate legal Acts.

Each student's progress and their records are carefully maintained and updated to ensure that an accurate and complete record of their training program becomes a part of their permanent record. Students may request access to their records by completing the *Application by student for access to personal records* form and providing proof of identification. Third party access to student records cannot be approved unless the *Application for student records by third party* form is completed and signed by both the student concerned and third party. Forms can be obtained from the Further Education Coordinator.

PHOTOGRAPHS

ANH@E obtains written permission on the enrolment form requesting the use of a student's image for marketing and promotional purposes. If a student has given permission but wishes to withdraw such permission after enrolment, then the student needs to do so in

writing. Please note that we will not use photos of you if you are no longer undergoing training with us.

In the interests of privacy, students are not permitted to take photos of other students unless advised by your teacher.

SURVEY PARTICIPATION

We are committed to continuous improvement for future delivery of training and assessment and as a result ask students to regularly participate in surveys in order to improve our services. In addition, as part of the funding requirements from various Government Departments, we are required to collect data and regularly survey students on different aspects of their experiences at ANH@E. Government Department surveys and those conducted by National Centre for Vocational Education Research (NCVER) may be conducted after completion of your course. We thank you in anticipation of your cooperation and participation.

WITHDRAWING FROM COURSE

Students can withdraw and cease the course at any time. Please discuss withdrawing from the course with Ms Donna McKinlay, Transition Education Tutor at Doncaster Secondary College in the first instance. The Further Education Coordinator at ANH@E will also be required to be part of the discussions and a withdrawal form must be completed to confirm withdrawal from the course.

CERTIFICATES

ANH@E is responsible for the issuance of Certificates and Statements of Attainment, including courses delivered on our behalf by partner schools (Doncaster Secondary College).

When you successfully complete one or more units of competency for a national qualification you will receive a Statement of Attainment listing all competencies completed.

When all requirements of a nationally recognised qualification are met you will receive a Qualification Certificate and a record of results.

FEES

VET course fees will be set by Doncaster Secondary College. Please speak to the Transition Education Tutor at Doncaster Secondary College regarding course fees.

National Recognition and Credit Transfer is the granting of credit to a student for units of competency/accredited modules that have been previously completed. There are no fees associated with the credit transfer or the national recognition process. Please refer to Recognition of Prior Learning Policy under 'Student Information' at www.theavenue.org.au

Recognition of Prior Learning (RPL) recognises prior learning from life experiences, education training and work. ANH@E is an approved Foundation Skills Provider. As a Registered Training Organisation ANH@E delivers courses that are foundation level and RPL is generally not applicable for this course level. Fee is on application should a student wish to apply for Recognition of Prior Learning (*refer Recognition of Prior Learning Policy*).

Reissuing AQF Qualification and Statement of Attainment occurs in the instance of certificates being lost or damaged, The student is required to pay the administration fee of \$30 (plus postage if required) to ANH@E for the reissue of a lost Qualification Certificate or Statement of Attainment (*refer to Issuing Qualifications and Statements of Attainment Policy*).

POLICIES

ACCESS AND EQUITY

At ANH@E we pride ourselves on the diversity of people participating. We are inclusive of all, and we do not discriminate. ANH@E believes that all members of the community should be provided with every opportunity to enrol, participate and succeed at all courses at ANH@E. Regardless of cultural background, gender, sexuality, level of ability or age, our students have the right to join a program in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner.

Avenue Neighbourhood House @ Eley Inc. adopts the philosophy, access for all and will adhere to the following principles:

- Make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion.
- Develop and deliver services on the basis of fair treatment of all those students who are eligible to receive them.
- Use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. ANH@E shall also consult with students regularly about the adequacy, design and standard of services.
- Be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- Endeavour to meet the needs of students from all backgrounds and abilities.
- Optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.
- Have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

CHEATING & PLAGIARISM

ANH@E regards cheating and plagiarism as serious offences and does not tolerate any form of cheating or plagiarism. ANH@E has mechanisms in place to investigate and respond to instances of cheating and plagiarism and a penalty may be imposed where either occurs.

Cheating is to act dishonestly in any way where you present work to a Teacher as genuinely representing your understanding of, and ability in, the subject concerned.

Cheating includes, but is not necessarily limited to:

- Submission of work that is not the student's own for papers, assignments or assessment (regardless of whether or not you have the person's permission).
- Submission of work which has been stolen purchased or borrowed.
- Submission of work that has been duplicated with or without modifications from another source, including another student.
- Submission or use of falsified data.
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the teacher.
- Use of unauthorised material including textbooks, notes or computer programs during an assessment.
- Using any part of someone else's work without proper acknowledgement.

Cheating does not include:

- Discussing course content and assessment to better understand the subject and what is required with your Teacher or other students.
- Submitting work completed independently or with the support of your Teacher.
- Obtaining help to correct minor errors in spelling, grammar or syntax.
- Using other people's ideas where they are acknowledged in the appropriate way by referencing.

Plagiarism is a form of cheating and means to take and use another person's ideas or work without acknowledgement. Whether inadvertent or deliberate, plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes CD's or the internet, without clearly indicating the origin;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer files without clearly indicating their origin.

The penalties for cheating and/or plagiarism include, but are not limited to:

- Assigning of Not Yet Satisfactory to assessment item/s.
- Awarding of Not Yet Competent for a unit of competency.
- Suspension from the course.
- Cancellation of enrolment.

Where a student is required to repeat the unit due to cheating and/or plagiarism, further costs may be incurred. A student found guilty of a second incident will have their enrolment terminated.

For further details please see the Cheating and Plagiarism Policy available on ANH@E website www.theavenue.org.au or ask a staff member for a copy of the policy.

COMPLAINTS AND APPEALS

Avenue Neighbourhood House @ Eley (ANH@E) acknowledges that staff, students and stakeholders have a right to raise concerns and have them addressed promptly and appropriately. As a Registered Training Organisation (RTO), ANH@E will provide the appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

Complaints are handled objectively and with sensitivity. The most desirable outcome in cases of complaints is:

- The determination about whether there has been any unsatisfactory/inappropriate practice or action, as early as possible and in the fairest and most objective manner possible;
- The implementation of any necessary changes designed to bring about better educational, or administrative outcomes, as appropriate;
- The achievement of reconciliation between the parties;
- The establishment of a renewed confidence in the relationship.

The policy and procedure identifies the means of handling, in a fair, equitable and effective manner, the actions that are to be taken when any staff member receives a complaint, either internally or externally at ANH@E.

Complaints Process - A process by which a student/stakeholder of an RTO, or other interested parties, may raise a concern about the RTO's policies, procedures, services or products with a view to having them changed and improved.

Appeals - A process whereby a student/stakeholder of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

The procedure applies to all staff, students and stakeholders at ANH@E in reference to any communication with the following exceptions:

1. Health and safety matters shall be dealt with in accordance with the Occupational Health and Safety policy and procedures of ANH@E;
2. Discrimination, bullying and any issue relating to equal opportunity and managing diverse issues such as sexual harassment shall be dealt with in accordance with the Harassment and Bullying Policy and Access and Equity Policy of ANH@E;
3. Situations relating to matters of staff misconduct shall be dealt with in accordance with the Policy and Procedure for Staff Counselling and Discipline of ANH@E;
4. Matters relating to student misconduct shall be dealt with in accordance with course policies and procedures in the Student Handbook and the Student Code of Ethics of ANH@E

If at any time you believe that your rights as a student have been infringed by another student or a member of staff or you have concerns about your course then you should follow the complaints procedure. [Click here](#) to access the policy and procedure from the ANH@E website www.theavenue.org.au or please ask a staff member for a copy of the policy.

HARASSMENT AND BULLYING

Avenue Neighbourhood House @ Eley is committed to ensuring a positive and safe learning environment for everyone.

Inappropriate behaviour takes many forms and may include the following:

- Harassment relates to undue pressure of a physical, psychological, sexual and emotional nature. Any such pressure which is aimed at influencing another's behaviour can be defined as harassment.
(Source: Education Centre Gippsland - provided by ACE (Vic Inc.)
- Victimisation means subjecting or threatening to subject a person to humiliating or denigrating behaviour.
- Bullying is repeated unreasonable behaviour directed toward another person or persons that creates a risk to health and safety.

Harassment and bullying may also cover

- Plagiarism, cheating or collusion
- Breaching the Student Code of Conduct
- Stealing from others

- Assault or attempted assault on any person
- Entering any part of the House when not entitled to do so.
- Criminal offence committed within the House and it's grounds,
- Improper use of ANH@E facilities, equipment and resources to intimidate others
- Failure to comply with a reasonable directive
- Discrimination of any kind as detailed in ANH@E Equal Opportunity Policy

Avenue Neighbourhood House @ Eley does not tolerate inappropriate behaviour as it is disruptive, intimidating and dangerous and may cause physical harm and is non-compliant with OH&S requirements.

LANGUAGE, LITERACY & NUMERACY (LLN)

As part of the enrolment process in your course of study, you will be asked to complete a language, literacy and numeracy assessment. The outcomes of this assessment will determine your suitability for the course, and to identify whether you need additional language, literacy and numeracy assistance during your chosen course. If during your course of study, you have language, literacy or numeracy concerns that may inhibit your participation or progress in the course, please let your teacher know. We will make reasonable efforts to modify delivery and assessment procedures, and provide additional assistance and services to support your participation and progress. When external LLN support is required, students will be referred to an appropriate support service. Any cost/s incurred or associated with using the services of a referring agency will be met by the student. Students will be informed beforehand if other forms of support attract an additional cost or any limitations to the support ANH@E is able to provide. External support LLN service includes, but are is limited to

Victorian Adult Literacy, Numeracy and Basic Education Council	www.valbec.org.au
Victorian Interpreting and Translating Service	7/620 Bourke St, Melbourne 03 9280 1941

LEGISLATION

As a registered training organisation Avenue Neighbourhood House (ANH@E) is required to comply with relevant Commonwealth and State legislation including but not limited to:

- National Vocational Education and Training Regulator Act 2011 (Cwth)
- Information Privacy Act 2000 (Vic)
- Privacy Act 1988 (Cwth)
- Privacy and Data Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Copyright Act 1968 (Cwth)
- Sex Discrimination Act 1984 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Equal Opportunity Act 1995 (Vic)
- Student Identifiers Act 2014 (Cwth)

So how does this affect you? As a student you can be assured that the policies, procedures, training and assessment at ANH@E meets the requirements of this legislation.

You also need to be aware that by participating in a course at ANH@E you also have obligations under this legislation. For example;

- Taking photographs or filming other students or staff without their permission would be viewed as a breach of their privacy. This also includes posting on FaceBook and other social media.
- Recording conversations or teacher presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.
- Students need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, and generalisations about individuals or groups, political comment which may be offensive to other students.

Students should also be aware that ANH@E and all courses offered by us comply with national standards for vocational education and training providers. ANH@E is responsible for the quality of training and assessment, and must meet these national standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. So you can be assured that the courses you undertake have been quality assured.

For more information about how legislation and/or these requirements may affect your participation in our courses please ask your teacher or the Further Education Coordinator.

OCCUPATIONAL HEALTH AND SAFETY

We employ a whole house approach to Occupational Health and Safety. We are all responsible for ensuring that our environment is safe.

Student safety is of paramount importance to ANH@E.

- Students are not required nor permitted to undertake training for more than eight hours per day. Where evening classes are required these will finish by 9pm.
- ANH@E will provide two break times during training days.
- ANH@E recommends that students should take measures to ensure that they do not spend more than four hours of study in any one session without a break.
- ANH@E recommends that students advise their teacher or the Further Education Coordinator if they require further assistance in terms of their safety while undertaking their course of study.

With regard to the Occupational Health and Safety Act 2004 (Vic), ANH@E is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during any classes which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.

All students

- have a duty to take care for their own health and safety and of others affected by their actions;
- must comply with safety procedures and directions;
- must not wilfully interfere with or misuse items or facilities provided in the interest of health and safety;
- must inform their teacher of any dangers/hazards or accidents.

Cooperation from all students is needed in realising our health and safety objectives and creating a safe learning environment.

PATHWAYS

Avenue Neighbourhood House encourages students to pursue pathways for lifelong learning. These may be employment, further education or volunteering. Please ask the Further Education Coordinator or your teacher to assist with “where to from here?” Referral information is available.

PRIVACY

ANH@E believes your privacy is important. Information that is collected by us is supplied to Government bodies as a condition of our funding, and is kept strictly confidential. You will be asked to sign the Privacy Notice upon enrolment to acknowledge your agreement. A copy of our Privacy Policy is available on our website www.theavenue.org.au.

RECOGNITION OF PRIOR LEARNING (RPL)

ANH@E will recognise AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) in line with the requirements of the Australian Qualifications Framework (AQF) for mutual recognition.

For further details regarding the National Recognition, Credit Transfer and the RPL process please ask for the Recognition of Prior Learning Policy. This policy is also available on our website <http://theavenue.org.au/student-information>

National Recognition: Recognition by an RTO of the AQF qualifications and Statements of Attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and Statements of Attainment issued to any person.

Recognition of Prior Learning (RPL): RPL is an assessment process that assesses a student’s non-formal and informal learning to determine the extent to which that student has achieved the required learning or competency outcomes. Through the RPL process a student may be granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience, life experience and/or formal training. This recognition is available to all individuals enrolling in any nationally recognised course.

Credit transfer (CT): is the granting of credit to a student for units of competency/modules that have been satisfactorily completed and which certification has been awarded to the student in line with the requirements of the AQF. Credit Transfer will also be granted where the student has previously completed a unit of competency/module that is recognised by the training package for the course they are enrolled in as being equivalent to the unit of competency/module they have been successfully awarded.

ANH@E is an approved Foundation Skills Provider. As a Registered Training Organisation ANH@E delivers courses that are foundation level and RPL is generally not applicable for this course level.

If you think that you might be able to apply for CT or RPL, see Ms Donna McKinlay, Transition Education Tutor at Doncaster Secondary College, preferably before course commencement.

SOCIAL MEDIA USE

Social media refers to content created online by people designed to be shared using highly accessible and interactive publishing technologies. Social Media may include (although is not limited to):

- social and professional networking sites (e.g. Facebook, LinkedIn, MySpace, Bebo, Yammer), including official and unofficial pages on social and professional networking sites that are set up by individuals, groups, clubs and societies
- video and photo sharing websites (e.g. Flickr, YouTube, Instagram)
- blogs, including corporate blogs and personal blogs
- blogs hosted by media outlets (e.g. 'comments' or 'your say' feature on theage.com.au)
- micro-blogging (e.g. Twitter)
- wikis and online collaborations (e.g. Wikipedia)
- forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- vod and podcasting sites
- online multiplayer gaming platforms (e.g. World of Warcraft, Second life)
- instant messaging (including SMS)
- geo-spatial tagging sites (Foursquare)

Conditions of Use

ANH@E provides access to facilities and connections, including (but not limited to) social media services such as YouTube. ANH@E provides this to assist and support its teaching and learning and administrative activities. Everyone using these ICT facilities provided by ANH@E is required to do so in compliance with the following Policy and Procedure Statements:

- Access and Equity
- Cheating and Plagiarism
- Harassment and Bullying
- Privacy and Confidentiality
- RTO – Student Code of Conduct
- Staff Conditions of Employment
- Student use of social media

Students using social media in their learning upon instruction from their teacher must also comply with the policies and procedures named above with exception to Staff Conditions of Employment.

Personal use of social media

Avenue Neighbourhood House @ Eley recognises that you may wish to use social media in your personal life. This policy does not intend to discourage nor unduly limit your personal expression or online activities. However, you should recognise the potential for damage to be caused (either directly or indirectly) to ANH@E in certain circumstances via your personal use of social media when you can be identified as a student, participant, employee, volunteer or stakeholder at ANH@E. Accordingly, you should comply with this policy to ensure that the risk of such damage is minimised and as a result refrain from discussing ANH@E matters in the social media arena.

Personal use of social media in a way that does not associate the user with ANH@E and is therefore not "identifiable personal use is not covered by these conditions of use. However, ANH@E will respond where anyone identified in the target audience makes identifiable personal use of social media that has the potential to impact on the reputation of ANH@E and other interests, directly or indirectly.

You are personally responsible for the content you publish in a personal capacity on any form of social media platform. When in doubt, you should seek guidance from ANH@E on how to comply with the following obligations.

Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Images, video and content should not be posted that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Images, video and content should not be posted that might cause someone to believe that their name, image, likeness or other identifying aspect of their identity is being used, without permission, for commercial purposes.

For further details please see the Social Media Policy available on ANH@E website www.theavenue.org.au or ask a staff member for a copy of the policy.

STUDENT CONDUCT

Students are expected to adhere to the following principles:

- display a commitment to learning and achieving success;
- be responsible for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- work in harmony and respect the rights and opinions of staff and other students; and
- treat others as they themselves would like to be treated.

Conduct

To ensure a safe environment conducive to effective learning, whilst at the ANH@E, students are expected to

- be punctual at all times so other students are not disadvantaged by lateness from scheduled classes.
- have all materials and equipment required for the class.
- wear clothing and shoes suitable to undertake the training or assessment.
- notify the House (answering machine message is ok) if you can't come to class for any reason.
- respect the privacy of others and treat others with respect.
- Make all attempts to control any frustration or anger in class and behave in a way that does not threaten the enjoyment or learning of others attending the House.
- use acceptable language at all times.
- switch off mobile phones and all unauthorised electronic equipment from use during class times.
- respect other person's rights to hold different positions and views.
- not discriminate against another person or persons for their beliefs, nationality, religions, age, gender, associations or physical/intellectual abilities.
- cooperate with teachers requests and take breaks only specified by their teacher. Some eating and drinking is permitted in the training rooms and this will be subject to teacher discretion.
- tell us if you have any special needs we should be aware of.
- lodge a complaint without fear of intimidation or victimisation.
- not be under the influence of alcohol or illegal drugs.
- ask for help if necessary and have their reasonable questions answered.
- provide feedback whenever they feel the need.

- not bring any weapons or dangerous objects onto the premises
- stay on the premises during class time unless authorised by the teacher.
- leave the classroom and the grounds neat and tidy. Litter is to be placed in the bins provided.

Improper or inappropriate behaviour

Where student behaviour is deemed to be improper or inappropriate as outlined below, ANH@E will commence action in accordance with the Student Attendance and Withdrawal Policy. Improper or inappropriate behaviour includes, but is not limited to:

- persistent disruptive behaviour;
- taking photographs or filming other students or staff without their permission. This also includes posts on Facebook and other social media platforms without permission;
- engaging in physical, verbal, abusive and hostile behaviour or behaviour which is perceived to be threatening towards fellow students, staff, teachers and/or members of the public at the ANH@E;
- behaviour which constitutes discrimination, victimisation or harassment;
- attending the ANH@E premises consuming or having consumed alcohol and/or illegal substances;
- deliberate cheating or plagiarism;
- smoking in non-designated areas;
- wilful or malicious damage of ANH@E equipment, materials or property;
- theft from ANH@E, including staff, fellow students or members of the public;
- carrying, use or being in possession of a weapon or dangerous object on the ANH@E premises;

Any student found to be wilfully or accidentally activating fire or security alarms which result in the call out of emergency services such as Police, Ambulance or Fire services will be liable for whatever costs are incurred by their actions.

STUDENT RIGHTS

ANH@E recognises that students have the right to:

- learn in an appropriate environment and that all people using ANH@E have a right to be free from any form of harassment and/or discrimination;
- access ANH@E programs and activities regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- expect the provision of high quality training that recognises and appreciates their individual learning styles and needs;
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- re-assessed if the competency is not achieved first time and appeal for a review of the results of an assessment;
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- learn from fully qualified, competent and diligent teachers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;

- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- be treated with dignity and fairness;
- expect the RTO to be ethical and open in their dealings, their communications and their advertising;
- expect the RTO to observe their duty of care to them;
- efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- privacy and confidentiality, and secure storage of student records in accordance with the RTO’s policies, to the extent permitted by law.

SUPPORT SERVICES

Avenue Neighbourhood House @ Eley Inc will identify any support individual students require at enrolment or commencement of the course.

On the enrolment form and at the Pre-Training Review, students are encouraged to identify any barriers to learning or special needs that may affect their ability to complete the course, including language literacy and numeracy concerns. Based on this information ANH@E will identify any individuals with special learning needs, and will endeavour to provide general learning support. Such support may include

- the provision of one on one training;
- additional practical hands-on experiences;
- additional time to complete assessments;
- the use of graphics to support learning materials;
- the provision of additional reference material;
- computer aids such as voice activated software;
- keyboards with large keys;
- special disability software to aid interaction;
- tablet devices and laptops with learning apps;
- flexible deadlines and scheduling;
- Youth workers on staff;
- pathway planning;
- access to interpreters for languages and Auslan, and
- referral services.

Students with any issues that may arise during their study that require counselling or welfare support services will be referred to an appropriate support service. Any costs incurred or associated with using the services of a referring agency will be met by the student.

Headspace	www.headspace.org.au
Carrington Health	43 Carrington Rd, Box Hill 3128 (03) 9890 2220
CentreLink Youth and Student Services	13 2490
Salvation Army	13 7258
Scope (Disability services and support)	830 Whitehorse Road, Box Hill 3128 1300 472 673
Alkira Centre Box Hill (Disability Services and support)	3 Thurston Street, Box Hill 3128 03 9890 1365
Beyondblue Victoria	1300 22 46 36 infoline@beyondblue.org.au
Lifeline	13 11 14
Turning Point Alcohol and Drug Centre	54-62 Gertrude St Fitzroy

Gamblers Anonymous	03 - 8413 8413 03 9696 6108 info@gansw.org.au
Alcoholics Anonymous	46 Porter St Prahran 03 9529 5948

Students will be informed beforehand if other forms of support attract an additional cost or any limitations to the support ANH@E is able to provide.

MORE INFORMATION ON POLICIES & PROCEDURES

ANH@E has a comprehensive Policy and Procedure manual which may be viewed by any member of the organisation, including students. Please speak to Reception if you would like to view the current policy and procedure manual.

STUDENT ACKNOWLEDGEMENT

I agree to follow the Student Code of Conduct as outlined in the Student Handbook. Any matters of student behaviour will be addressed through the Doncaster Secondary College policies and procedures.

Should it be necessary for student to be exited from the course this would be done in consultation with and follow ANH@E course withdrawal procedures.

Student signature:

Date:

Parent / Guardian signature:

Date:

Teacher signature:

Date:

Teacher/Further Education Coordinator signature:

Date: