



# NATIONALLY RECOGNISED TRAINING STUDENT HANDBOOK 2026



***Avenue Neighbourhood House @ Eley***

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Blackburn South 3130

***Contact Details***

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## WELCOME

We trust you will find your time at the Avenue Neighbourhood House @ Eley (ANH@E) a rewarding experience. This handbook has been prepared to provide information to students undertaking accredited training courses at ANH@E. A copy of this handbook is also available on the ANH@E website.

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 tutor or any staff member. This handbook will also be explained during your Pre-Training Review and confirmation that you have read through the handbook

### ***Disclaimer***

All information contained in this handbook is accurate at 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 Tutors 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 around 400 in Victoria in the 2000s.

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 over 35 years and is part of the nationwide Neighbourhood House network, 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 Board of Governance. 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 tutors;
- 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 adults who may lack confidence. At ANH@E we offer generous terms for the payment of fees, and we are able to refer students to a range of support services within the local community.

### **Your tutors**

Our tutors specialise in adult learning and have a philosophy that sees learning as a shared process in which all adults have a range of skills and talents which may be shared with others in the class.

No matter which course you enrol in, your tutors are experts in their field and have hands on knowledge, experience and expertise in order to impart their knowledge to you. Your tutors 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 (RTO), ANH@E oversees course development, training and assessment and monitors the continuous improvement of course programs. Regular advice is provided to the Board of Governance 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;
- trainers will provide consistent learning and teaching experiences, particularly in relation to the moderation of assessment;
- at course commencement they are provided with a clear description of training and assessment requirements;
- conduct of student assessment is transparent, fair and follows approved standards for all assessment activities;
- training and assessment is reviewed and validated 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.

### ***Our statement of commitment to child safety***

The Avenue Neighbourhood House @ Eley is committed to the safety and wellbeing of all children and young people. Avenue Neighbourhood House @ Eley has a commitment to **zero tolerance of child abuse**. We support and respect all children and young people and are committed to providing a child safe environment. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

## **GENERAL INFORMATION**

### ***Location***

87 Eley Road, Blackburn South 3130

### ***Contact details***

Telephone 9808 2000

Email [info@theavenue.org.au](mailto:info@theavenue.org.au)

### ***Office hours***

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

### ***To contact us***

To leave a message for your tutor, 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.

### ***Public transport***

Bus services are available to Avenue Neighbourhood House @ Eley. ANH@E operates a community bus and can provide transport to and from Blackburn train station. A small fee of \$5 per trip applies. Please see staff if you would like to utilise the community bus. In addition, for your specific requirements we suggest using the Journey Planner available at <https://www.ptv.vic.gov.au/>

### ***Child care***

Avenue Neighbourhood House @ Eley Early Learning Centre is registered with the Department of Education & Training. Child care is available for the children of students of daytime classes, depending on vacancies. We offer childcare, occasional care and pre-kinder for 3-4-year olds. The Government new Child Care Subsidy is available for eligible families. A schedule of fees is available from the Centre. In consideration of fellow students, Avenue Neighbourhood House @ Eley has a policy of not allowing children to remain in the classroom whilst a class is in session. Direct enquiries regarding vacancies and fees please speak to our Early Learning Director on 9808 2000.

### ***Staffing***

The governance of the House is managed by the Board of Governance who appoint a CEO/Manager to oversee the day to day running of the House. The CEO/Manager is supported by administrative staff who all work on a part time basis.

Tutors are responsible for class delivery and assessment and will be the main person that you will come in contact with at the House.

### ***Smoking and vaping***

Smoking / vaping is not permitted within Avenue Neighbourhood House @ Eley. In addition, smoking / vaping is banned within the grounds of, and within four metres of ANH@E early learning centre.

## **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.

## **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 tutor.

## **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.

## **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 tutor/assessor all assessment tasks set by the tutor.

## **RESUBMISSION**

In the case of a student being found Not Satisfactory in an assessment task, they will be able to resubmit. The tutor 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 tutor. 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.

## **ATTENDANCE**

Attendance is an essential element of training programs. It is important that students attend all classes to complete course requirements and/or unit requirements. All courses have a minimum attendance requirement of 80%. 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 tutor's name.

Students are required to arrive on time, including returning from breaks, to all sessions. Late arrivals disrupt classes and valuable work is missed which will affect satisfactory completion of requirements and may lead to a failure to achieve the necessary competencies of the course.

Tutors will keep attendance rolls for each class to record lateness, early departures, attendance and absence at each session. If you arrive late or leave class early you will be marked absent for the amount of time missed.

Students should notify their tutor if they are unable to attend a scheduled class prior to its commencement. If an absence is due to illness, you are requested to provide a medical certificate upon your return. Where an assessment is missed, a medical certificate is required to allow you to reschedule the assessment.

A medical certificate does not exempt the student from undertaking work or activities for that day and additional tasks may also need to be successfully completed to compensate for the absence. The student must accept responsibility for any absence or lateness and do what is necessary to catch up.

Students with an unexplained absence will be reminded of attendance requirements and the need to inform ANH@E if they are unable to attend class.

At times, people experience extreme personal difficulties or illness and consequently their attendance is impacted for an extended period of time. If you find yourself in this situation, it is essential you contact the Further Education Coordinator so alternative arrangements can be made.

## **CERTIFICATES**

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

When you successfully complete one or more units of competency for an accredited course you will receive a Statement of Attainment listing all units successfully completed.

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

A Statement of Attainment will be issued for 22688VIC Course in Initial General Education for Adults and 22693VIC Course in Initial Adult Literacy and Numeracy.

### ***Lost or damaged certificates***

Should a student misplace or damage their Certificate or Statement of Attainment after completing an accredited course or full qualification with ANH@E, a new certificate may be issued by ANH@E. The student should notify the Further Education Coordinator at ANH@E and pay an administration fee of \$30.00 plus postage.

## **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 Tutor 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 tutor.
- 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 Tutor or other students.
- submitting work completed independently or with the support of your Tutor.
- 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.
- Artificial Intelligence (AI) -use of AI, e.g. ChatGPT to develop written text.

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](http://www.theavenue.org.au) or ask a staff member for a copy of the policy.

## CHILD SAFETY

Child Safety Officers: CEO/Manager: Denise Massoud  
Childcare: Nikki Sharp, Jo Plunkett

### *Our statement of commitment to child safety*

The Avenue Neighbourhood House @ Eley is committed to the safety and wellbeing of all children and young people. Avenue Neighbourhood House @ Eley has a commitment to **zero tolerance of child abuse**. We support and respect all children and young people and are committed to providing a child safe environment. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Our *Child Safety and Wellbeing Policy* and *Child Safety Code of Conduct* can be viewed on our website (<https://theavenue.org.au/about/>) or hard copies can be provided to you.

We want all children and young people at ANH@E to be safe, happy, and empowered. We have legal and moral obligations, which we follow rigorously, to contact authorities when we have concerns about a child's safety.

We encourage family/parent/carer involvement and engagement to inform child safe operations and build the capability of children and young people and parents/carers to understand their rights and their responsibilities. We support and encourage children, young people and their families/parents/carers to use their voice to raise and share their concerns with a trusted adult at any time of need.

Please speak with your teacher, youth worker or one of our Child Safety Officers.

## 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;
- implementation of any necessary changes designed to bring about better educational, or administrative outcomes, as appropriate;
- achievement of reconciliation between the parties;
- 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 ANH@E Policy and Procedure for Staff Counselling and Discipline;
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. The policy and procedure is available on the ANH@E website <https://theavenue.org.au/student-info/> or ask a staff member for a copy of the policy.

## COMPUTERS AND INTERNET ACCESS

Computer and internet access is free for currently enrolled students, and is subject to availability. Computers and/or iPads will be provided to students and usage is monitored. Download and installation of unauthorised programs and materials is strictly prohibited and may result in disciplinary action. These devices have restricted access to keep students safe online.

ANH@E provides students with a centralised storage space for computers and their class work. All files stored in this area will be retained for the duration of the course. Files stored on individual computer hard drives will be removed at the end of each year. It is recommended that students carry a memory stick or portable hard drive to back up their work.

## ELIGIBILITY FOR GOVERNMENT-SUBSIDISED TRAINING

As part of the pre-training review process your eligibility for Government-subsidised training will be determined. You are eligible for Government subsidies training if you are;

- an Australian citizen
- a holder of a permanent visa or
- a New Zealand citizen

**and** are **any** of the following:

- under 20 years of age (as at 1 January in the year of commencement of training) and have been formally exited from a secondary school or completed school;

- over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in a Foundation Skills List course
- over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in an apprenticeship (not traineeship);

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through Skills First funding, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

It is also important to note that there are eligibility requirements and evidence of eligibility is required at the time of enrolment. This will be fully explained to you at the time of your enrolment.

## **ENROLMENT ORIENTATION**

There is an 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. After enrolment when a student commences training they will receive 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.

## **EVACUATION**

In the event of an emergency, students must evacuate the House. The designated staff member will inform all Tutors of the situation and students will be asked to move to the assembly area located outside the building. An evacuation plan is on the wall of every class room, students are asked to familiarise themselves with the plan. Students must follow directions from the tutor. No student is to leave the Assembly Area before being marked off on the roll and permission granted by the Warden.

## **FEES**

Fees payable will be discussed with students at the Pre-Training Review. The fees payable include tuition fees and an amenity fee and are calculated and payable each year a student is completing training with ANH@E. For students commencing after the annual commencement date a pro rata rate will be charged. For students completing certificates over more than one year, they will receive a re-enrolment confirmation letter which details fees payable for the forthcoming year. Details regarding fees are also available on our website [www.theavenue.org.au](http://www.theavenue.org.au)

### ***NDIS course fees and education material costs***

The NDIS will not fund any course fees or education materials associated with education and training when students are enrolling to complete Nationally Recognised Training qualifications or skill sets.

### ***Payment of fees***

Prompt payment of fees would be appreciated. Course fees can be paid in full or by instalments. If you are paying your course fees by instalments, these are payable according to the fee payment schedule authorised. Students with outstanding fees will not be issued with their Certificate or Statement of Attainment upon completion of the course until fees are brought up to date.

### ***Concession fees***

This is available to students and their dependents and dependent spouse who hold a:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card
- Disability Support Card

To receive a concession, the card must be presented and a copy will be kept on file.

## **Refunds**

Avenue Neighbourhood House maintains and promotes a fair and just refund policy.

- ANH@E will issue a full refund if:
  - the course is cancelled;
  - the student was not able to be given a place in the course due to the maximum number of places being reached;
  - the course is rescheduled to a time unsuitable to the student.

*Note: Students are entitled to transfer to a re-scheduled course if the course fees are equivalent. If course fees for the transferred course are not equivalent, the differing amount is to be paid by the student or difference refunded if fees already paid are more than cost of transferred course.*

- If a student wishes to change their enrolment to another course, the fees paid will be transferable to the new course.
- Students who notify Avenue Neighbourhood House @ Eley Inc, that they are withdrawing from a course
  - With more than 4 weeks to commencement date, will be entitled to a full refund.
  - With less than 4 weeks to commencement date, will be entitled to a refund of fees paid, less 10% of the amenities fee for Nationally Recognised Training courses.
  - After commencement date no refund will be given.
- If the student does not formally notify Avenue Neighbourhood House that they are withdrawing no refund will be given.
- In the event of unforeseen circumstances, preventing a student from formally withdrawing, e.g. emergency hospitalisation. The House Manager will determine the refund amount.
- Amenity and term fees to be reviewed annually by the House Manager.

**This Refund Policy is also available on our website [www.theavenue.org.au](http://www.theavenue.org.au) Or if you do not have access to a computer, please speak with a staff member who will provide a copy.**

## **Ancillary fees / Materials fees**

Students may also be charged for materials or other items. This covers materials that you will keep as your personal property. It may also cover things like excursions, utilising our community bus or field trips.

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

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. RPL Fee is on application.

## **Credit Transfer**

There are no fees associated with the Credit Transfer or the National Recognition process.

Further information on RPL and Credit Transfer is provided under *Recognition of Prior Learning* in this handbook on page 15.

## **Certificates/Statements of Attainments**

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) for the reissue of a lost Qualification Certificate or Statement of Attainment. Re-issued Certificates or Statements of Attainment will be finalised or posted within 7 working days following receipt of payment.

See *Avenue Neighbourhood House @ Eley Course Fees and Charges* link on our website <https://theavenue.org.au/student-info/>

## **FIRST AID**

ANH@E does not provide painkillers for student use. Band-aids, ice packs and other first aid supplies may be obtained under the guidance of the First Aid Officer. Enquire at the office.

Medical expenses incurred as a result of student injury, including transport costs such as ambulance or air ambulance costs will be borne by the student and/or parent/guardian.

## **HARASSMENT AND BULLYING**

Avenue Neighbourhood House @ Eley is committed to providing an environment free from all forms of harassment and bullying.

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.

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. Please ask a staff member for a full copy of the policy.

## **LANGUAGE, LITERACY, NUMERACY & DIGITAL IT (LLND)**

As part of the enrolment process in your course of study, you will be asked to complete an Australian Core Skills Framework tool to assess your learning, reading, writing, oral communication and numeracy skills. 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, numeracy or digital IT concerns that may inhibit your participation or progress in the course, please let your tutor 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 LLND 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 LLND service includes, but are limited to:

Victorian Adult Literacy, Numeracy and Basic Education Council [www.valbec.org.au](http://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 2010 (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 tutor 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, 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 tutor 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. Suggestions are encouraged from all members of staff and students. Evacuation procedures are located on the wall in each classroom and an incident folder is located at Reception. First aid is located in the kitchen and the administration office. All accidents should be reported to the office.

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 tutor 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), which is supported by the Occupational Health and Safety Regulations 2017 (Vic) and the Occupational Health and Safety (Psychological Health) Regulations 2025, 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.

The House is a modern facility equipped with smoke detectors portable fire extinguishers and exterior security lighting. Portable electrical equipment is tested and tagged.

Ample parking is available on site. Evening class students are advised to turn on mobile phones before leaving the building, walk in groups to parked cars when leaving, ensure that all cars start before leaving and someone stays with a student if they are waiting for a taxi. Please inform your tutor or member of staff immediately if you observe any safety risks so that appropriate action can be taken.

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 tutor 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**

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

## **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 tutor.

## **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.

## **PRE-TRAINING REVIEW**

All students will attend an interview before 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. Associated fees and charges will also be covered at this time. A student enrolling in an accredited course will have to undertake a language, literacy, numeracy and digital IT assessment at

this interview. This will determine the level of literacy and any support requirements (please see Language, Literacy, Numeracy and digital IT on page 13).

## 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 on your enrolment form to acknowledge your agreement. A copy of our Privacy Policy is available on our website [www.theavenue.org.au](http://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 <https://theavenue.org.au/student-info/>

**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.

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.

**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.

If you think that you might be able to apply for CT or RPL, see The Further Education Co-ordinator, 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, Snap Chat, 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. 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 tutor 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, 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](http://www.theavenue.org.au) or ask a staff member for a copy of the policy.

## STUDENT CODE OF CONDUCT

A student code of conduct is a set of rules and regulations that outlines the expected behaviour of students in an educational class. The code of conduct is designed to promote a safe and conducive learning environment, uphold academic integrity, and ensure mutual respect among students and staff.

Core elements of student code of conduct:

- Academic honesty: Students are expected to maintain academic integrity by avoiding plagiarism, cheating, and other forms of academic dishonesty.
- Respectful behaviour: Students are expected to behave in a respectful and courteous manner towards their peers, volunteers and staff. This includes refraining from any form of discrimination or harassment.
- Attendance and punctuality: Students are expected to attend classes regularly and be punctual.
- Use of technology: Students are expected to use technology responsibly and adhere to the Avenue Neighbourhood House's policies regarding the use of electronic devices and internet access. The use of personal mobile phones in class is at the discretion of staff.
- Substance abuse: Students are expected to refrain from the use of illegal drugs, alcohol, and tobacco products on site or during school-related activities.
- Safety and security: Students are expected to ensure the safety and security of themselves and others by adhering to safety protocols and reporting any suspicious activity to the authorities. All students are expected to stay on site throughout the duration of class time.

If a student breaches the code of conduct or their behaviour causes substantial concern or problems for other students or staff, the following steps will be implemented:

1. An initial verbal warning by individual tutor.
2. If this does not improve the situation, I will be asked to leave the classroom.
3. I can return to the class when I have modified my behaviour and am prepared to cooperate and behave in an appropriate manner.
4. If the behaviour or situation reoccurs the following steps will be taken.
  - I will be asked to leave the premises.
  - Parent/Guardian will be contacted and informed of behaviour or situation.
  - CEO/Manager will be informed of behaviour or situation.
  - I will not be able to return to that class until I have discussed the behaviour or situation with the tutor concerned and/or Avenue House Manager.
5. If the previous steps have been implemented and the problem behaviour continues, I will not be able to attend that class until I have met with the tutor to develop an individual contract.
6. If the behaviour or situation continues, I acknowledge that I may be exited from the program at Avenue Neighbourhood House @ Eley.

## STUDENT RIGHTS

ANH@E recognises that all 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 tutors 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;
- be safe, happy and empowered;
- Be listened to and respected;
- Have concerns about safety heard and acted upon promptly and respectfully;
- 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	110 Church Street, Richmond 03 - 8413 8413
Gamblers Anonymous	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.

## **SURVEY PARTICIPATION**

We are committed to continuous improvement for future delivery of training and assessment and as a result ask our 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.

## **UNIQUE STUDENT IDENTIFIER (USI)**

All students enrolled in nationally accredited training for the first time, need a USI. A student who is continuing study is a student who has already commenced the course in a previous year but not completed it.

### **How to apply for a USI?**

Use the link below to create your Unique Student Identifier.

<https://www.usi.gov.au/>

Once your Unique Student Identifier has been created it must be provided on the 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

<https://www.usi.gov.au/help>

## **SUSPENDING OR WITHDRAWING FROM COURSE**

Students can suspend/defer or withdraw from training at any time. Please discuss this you're your tutor and/or the Further Education Coordinator. Further information on suspending or withdrawing from the course can be located on our website <https://theavenue.org.au/student-info/>

## STUDENT ACKNOWLEDGEMENT

I ..... have read the student handbook and fully understand the expectations of undertraining training at Avenue Neighbourhood House at Eley.

I fully agree with the Student Code of Conduct and understand my Student Rights. I understand that I am 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

Student signature: .....

Date: .....