



Wimmera Hub Inc.
2009
Student Handbook

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About Wimmera Hub Inc

Wimmera Hub Inc (commonly referred to as Hub) is a community organisation, owned and operated by the Horsham and regional community since 1974. A community Committee of Management, along with employed staff, is responsible for providing quality, relevant adult learning opportunities. Wimmera Hub's guide to adult education and philosophy is encapsulated in the words '*Learning for Life*'

As a registered training organisation, Wimmera Hub has an extensive scope of registration. Its scope can be viewed in the foyer in reception area.

Access and equity

Wimmera Hub recognises that adult education is a need and right of all adults. It exists with a primary commitment to fair access and equity in the provision of its program of courses, irrespective of gender, culture, age, location, disability or disadvantage.

Accidents

Accidents or injuries, no matter how small, need to be reported immediately. An accident report book is housed in the main office for this purpose.

Breaks

Tea and coffee is available for course participants. Please ensure that the student tea area is left clean and tidy after your break.

Child Care

If you are participating in a government funded course, Wimmera Hub may be able to assist with costs associated with accredited child care centres. Please see reception for further details.

Emergency contact

If assistance is required from staff during office hours, phone 5382 5111. For emergency contact outside office hours, phone 0429 825 110.

Facilities and equipment

Participants have available for their use:

- Quiet space for study and small group meetings
- Texts, videos and other course related material
- Computers on site with internet access
- Notebook computers for use off site (Deposit required)
- Texts, videos and other course related material
- Photocopying and printing of course related material (speak to your tutor)

First aid

First aid kits are housed in the main office, and basic items are also kept in the first aid kit in the student tea room. This kit contains items to enable basic first aid to be carried out.

Medication including headache pills will not be given to course participants.

Location of classes

Room allocation will be displayed each day on the whiteboard in the front foyer. If unsure, check with reception.

Mobile Phones

All mobile phones should be turned off in class.

Please talk to your tutor before class if you need to have your mobile on during class in case of an emergency. Your phone should be on silent in this situation. Texting during class during class is not acceptable.

Reception hours

Administrative staff are available from 9.00 am until 5.00 pm from Monday to Friday. Some staff members are part time and are not available at certain times. Reception will be able to assist you. Please contact reception if you need to return course materials or lodge assignments outside business hours.

Toilets

All toilets are located in the corridor towards the rear of the building.

Parking

All day parking is available in the rear yard of the Wimmera Hub building and along the side of the building in the lane way. Other parking is available along Urquhart Street and in Hamilton Street

Participant feedback

Participants will be asked to complete satisfaction surveys on course completion. This is an important document as the feedback received provides information that is used to improve our service

Public holidays

Wimmera Hub is closed on public holidays unless otherwise notified.

Public liability insurance

Course participants are covered by our public liability insurance.

Safety procedures

Each room has a floor plan and fire orders.

Smoking

All classes at Wimmera Hub operate in a smoke-free environment. The veranda and front steps of the building are also considered smoke free zones.

Support services

Tutors, course coordinators and office staff have many years' experience in the education field and can assist participants with matters relating to their course. They also have available information on appropriate other personnel who may be approached for support and assistance.

Wimmera Hub can refer students to a person qualified to assess language, literacy and numeracy levels. Support for students to meet course requirements is available. If you would like to access this support you should approach the tutor who can inform the course coordinator. This needs to be done early in the course so that you do not find yourself so far behind in completing assignments that you are in danger of giving up your course. Participants may be encouraged to enrol in language and literacy classes.

Course Information

Course selection

Wimmera Hub offers a wide variety of courses. It releases a program of courses four times per year. This program gives a brief description of each course. It is advisable to contact staff who can assist you determine if a course will suit your needs. You will also be told if an interview or assessment is required before you can enrol.

Participants are selected for courses by demonstrating a genuine interest in the area and a determination to complete the course. Class sizes are limited so it is advisable to enrol early. Payment is required upon enrolment.

Enrolment and induction

Information on course content and other relevant information is available to potential participants prior to enrolment. Flyers are available in the foyer. Student Information Booklets are available at reception.

Tutors will refer to information contained in the Student Information Booklets. Tutors will also show participants amenities and facilities which are available

Administration Staff will also be able to provide valuable assistance throughout your course.

Grievances and complaints

Wimmera Hub will ensure that course participants receive accurate information about:

- course content, course competencies, tutors, venues, dates and times, fees and charges
- specific units including assessment procedures and tasks which must be completed successfully for a certificate or statement of attainment to be awarded

All participants will be given reasonable and fair time and information on changes in the advertised times, venues, tutors and course content, competencies and assessment procedures.

If a participant feels these statements have not been achieved, he/she may lodge a complaint:

- Wimmera Hub will issue a copy of the organisations Complaints Policy and Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement

- Any written complaint will be documented in the Complaints Register and the problem will be resolved fairly and equitably within 21 days of application
- If the complaint is unable to be resolved, the staff member will arrange for the Executive Officer to intervene.
- If the issue continues to remain unresolved, the Executive Officer will arrange for the chairperson of the committee of management to act as mediator between the parties. If the issue is still unable to be resolved an independent person will be brought in, normally from another RTO or a Training Recognition Consultant.
- If a complaint is associated with assessment results, the Executive Officer, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.
- All applicants shall be given the opportunity to formally present their case
- The applicant shall be notified in writing the outcomes of the complaint

Assessment for accredited courses

Participants in accredited courses are required to undertake a range of assessment tasks in order to display competence. Tutors will have an outcome sheet to record results:

- Competent (CY)
- Competency not achieved (CN)
- Withdrawn (W)
- Not complete (NA)

Wimmera Hub will ensure that assessment processes:

- recognise the principles and proper operation of Recognition of Prior Learning/Recognition of Current Competency (RPL/RCC)
- allow credit transfer when properly documented
- allow accelerated progress towards completion of assessment tasks and demonstration of competency when required by participants are relevant, appropriate, fair, flexible and recognise the requirements of the participant and the national training recognition system

Assignments are one method tutors use to assess competence. Assignments may be handed in to the tutor directly or may be handed in to reception. Assignments handed in to reception will be dated and signed for by the staff member receiving them and logged in to the assessment log book. All assignments must have an assignment coversheet attached.

Penalties will apply if plagiarism is detected in assignments.

A student who is dissatisfied with an assessment result, may appeal the decision. To appeal, the following steps occur:

- If the appeal is in respect of an assessment, a reassessment is conducted within 21 days by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case
- Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register.

Certificates/Statements of attainment

Certificates are issued by the Records Officer on completion of accredited courses.

Statements of attainment are issued on successful completion of accredited units. For non accredited courses, certificates of participation may be issued if the participant has attended all sessions.

Certificates will not be issued until full payment of the course is made and all units are completed (including practical placement if applicable)

Reissue of certificates or statements of attainment cost \$15.00 each

Code of conduct

All participants at Wimmera Hub have the rights of adults as learners in a mature age relationship between tutors and other learners and as a consumer of a high quality commercial product. As such, adult learners have both rights and responsibilities.

Participants can expect that they:

- will receive high quality customer service from staff and high quality teaching from tutors
- will be treated with respect as adults by tutors and other course participants
- have access to a proper process for the resolution of grievances if dissatisfied with any aspects of the administration or teaching of the course
- have the right to a course refund in accordance with the fees and charges policy.

Participants have a responsibility to:

- pay course fees on enrolment
- observe the Wimmera Hub code of conduct which includes respecting the rights of other course participants to a pleasant, mature and undisturbed (including mobile phones) learning environment
- care for the facilities and property involved in the provision of the course
- attend all timetabled sessions

Fees and charges

Conditions of funding apply to vocational and access courses, which, in any calendar year, are either partly or completely government funded through a Regional Council of ACFE, the ACFE Board or similar authority.

The general rule is that the fee payable is \$1.37 per student contact hour with a minimum fee of \$55 and a maximum fee of \$877 for all courses in any year.

Not more than \$55 may be charged to certain participants including:

those enrolled in access courses:

- literacy and basic education, English as a second language and general preparatory courses which have a primary emphasis on literacy and basic education or English as a second language

- The following target groups: Aborigines and Torres Strait Islanders, women (where the program is designed to redress past disadvantage in relation to education, training and employment), people who have been unemployed for the past 12 months, aged pensioners and people with disabilities and those in receipt of specified Commonwealth government benefits

Fee structure – government funded courses

The fee structure is based on the nominal student contact hours of a course or unit. It is at the rate of \$1.37 per student contact hour or \$55 plus an amenity charge calculated at \$0.30 cents per nominal student contact hour.

Eligible participants enrolled in Austudy approved courses pay half the normal fee.

Participants may pay for lengthy courses in instalments over the duration of the course.

Conditions are that:

- Wimmera Hub determines to which courses this applies
- payment arrangements must be made prior to commencement of course
- 50% of the course fee is to be paid on enrolment,
- Students wishing to repay their fees over a period of time will be required to register with Ezi Debit (forms available from course coordinator), and pay the outstanding amount back in regular instalments
- All course fees must be paid before 30th September 2009

Certificates will not be issued until full payment has been received

Language, literacy and numeracy support

Wimmera Hub acknowledges that all vocational education and training includes language, literacy and numeracy tasks. Our tutors provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. Tutors also provide opportunities for repeated and supported practice.

Wimmera Hub staff can refer you to a person qualified to assess language, literacy and numeracy levels. Support for students to meet

course requirements is available. If you would like to access this support you should approach the tutor who can inform the course coordinator. This needs to be done early in the course so that you do not find yourself so far behind in completing assignments that you are in danger of giving up your course. Participants may also be encouraged to enrol in our language and literacy classes.

Materials and amenities

Participants will be charged a fee to cover materials and amenities. In 2009, the charge will be thirty five cents per nominal student contact hour. The advertised course fee will be inclusive of the materials and amenities charge.

Mutual recognition

Qualifications issued by Wimmera Hub will be nationally recognised. Wimmera Hub recognises the AQF qualifications and statements of attainment issued by any other registered training organisation.

Skills recognition

Wimmera Hub recognises that participants may be able to demonstrate some or all of the defined competencies of the course for which they have enrolled. This competency may have been gained through previous learning, through work and life experiences, through employment experience and/or previous formal education and training.

Wimmera Hub endorses the policy of formally recognising and giving credit for the satisfactory demonstration of specific competencies in those modules through credit transfer, completion of assessment tasks or RPL/RCC.

If a participant applies for RPL/RCC, charges apply.

All applications must be made via the course coordinator which can be done through reception.

Plagiarism

Plagiarism is a form of cheating. To ensure you do not plagiarise someone else's work, you must declare the sources from which you derived material or ideas. The penalties for plagiarism are severe and may result in a fail grade being awarded.

Policies

For a full policy document, please contact Reception. Policies include

- Privacy
- Code of Conduct
- Fees and Charges
- Access and Equity

Practical placement

Practical placement is structured workplace learning that helps prepare you for the workforce. It may be part of your course, and is designed to help you better understand what you have learned by putting it into practice in the workplace.

Most students find their own placements. When selecting your placement you need to take into account the skills that you need to acquire for your course and the skills that the work placement can offer.

During the placement, you will be expected to behave like an employee, following the rules of the workplace and the directions of the workplace supervisor and other employees.

Students may be required to undertake a police check at their own expense prior to participating in practical placement. The course coordinator will provide the appropriate forms to participants.

Privacy

Information privacy is important. As a requirement of some funding bodies and for our own purposes, Hub staff request personal information from participants in our courses.

The information collected and stored includes:

- Name and address
- Date of birth
- Employment status
- Education achievement
- Ethnicity

This information is required as a condition of government funding. When that information is sent to funding bodies, it is done in a format that deletes the participants' names and addresses.

Wimmera Hub will use a participant's name and address for communication purposes. This may be to send information about your current course, other courses which we offer or to send

your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business. Wimmera Hub understands that privacy is a right and staff endeavour to respect that right.

Refunds for non accredited courses

Refunds will be made in full if Wimmera Hub has to cancel a course. Requests for other refunds must be received 5 working days before a course commences. An administration fee of up to \$20 will be charged.

Wimmera Hub is not responsible for changes in a participant's circumstances and therefore refunds once a course has commenced are usually not made. If a participant experiences exceptional circumstances, written application for a refund may be made. Such refunds will be given at the discretion of the organisation.

An application for a refund must reach reception within 10 working days after course commencement. The applicant will be notified of the outcome within another 10 working days.

An administration fee of up to \$20 may be charged for refunds not caused by Wimmera Hub. If Wimmera Hub is acting as an agent for another organisation, Wimmera Hub's refund policy will apply.

All refunds will be made by cheque. Credit is not provided.

Refunds for accredited courses

In order to withdraw from an accredited course, students must apply in writing and complete a withdrawal form. This is the responsibility of the student. These forms are available from Reception and must be signed by yourself and your tutor. Verbal notification of withdrawal will not be accepted.

If a student withdraws, by written notice, at anytime up to 4 weeks after the scheduled commencement date of the course, Wimmera Hub will issue a full refund of the tuition fees paid, less the minimum charge and any units that have been attended, paid by or on behalf of the student. Note: The 4 weeks period is calculated from the date of the student's first class.

If a student withdraws, by written notice, anytime up to 4 weeks after the scheduled commencement date of class, to take up another place at another institution, Wimmera Hub will refund the full tuition contribution and any other fees and charges paid by or on behalf of the student, less any units attended. A copy of your letter of offer or receipt is required to be attached to your withdrawal.

A student who withdraws after 4 weeks of the scheduled commencement date of class will not receive a refund. However, if a student is able to demonstrate that changed circumstances have created the need to withdraw they may apply in writing for a refund and their request will be considered on an individual basis..

Students who do not attend class for 4 weeks and do not complete a withdrawal form within this period, will not receive a refund.

For accredited courses of less than one month's duration, Wimmera Hub cannot be responsible for changes in a participant's circumstances and therefore refunds are usually not made. Refer to point 2 of this policy.

If a student withdraws from part of and accredited course the course, Wimmera Hub will refund the portion of the tuition contribution and materials fee applicable to that part of training. A refund will not be issued for any part of the training that has been delivered.

If Wimmera Hub has to cancel a course a full refund of all fees paid will be issued via cheque. Credit will not be issued.

Reissuing of certificates

Misplaced certificates can be reissued on request. A fee of \$15 GST Inc will be charged.

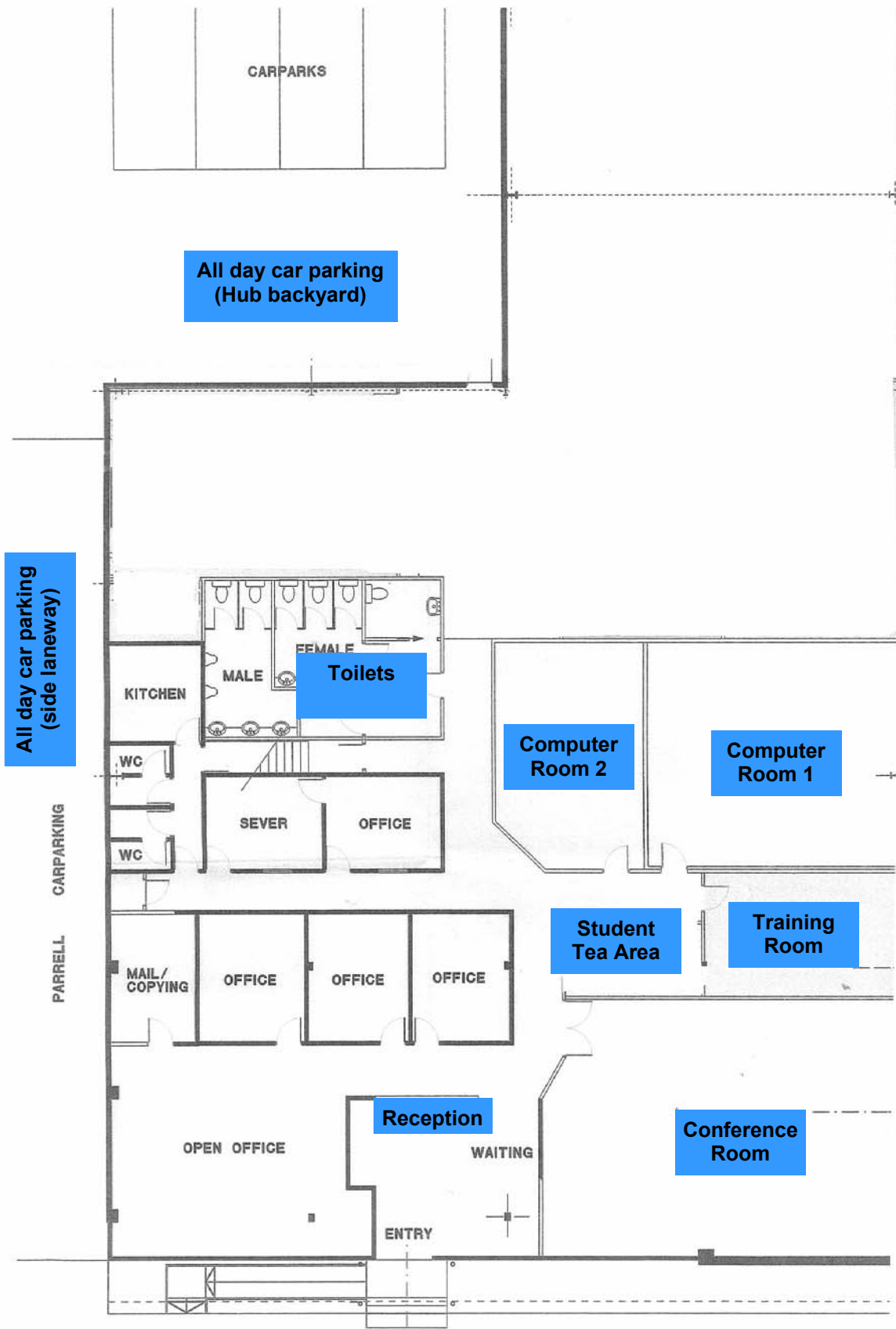
Withdrawal from courses

In order to withdraw from an accredited course, students must apply in writing and complete a withdrawal form. This is the responsibility of the student. These forms are available from Reception and must be signed by yourself and your tutor. Verbal notification of withdrawal will not be accepted

Accessing Student Records

All students are entitled to access their student records. Students wishing to access their record must fill out a Request to Access Student Record form, available at reception. A copy of photo ID must also be shown at this time.

Student files are not permitted to leave the Wimmera Hub premises. A small charge may be incurred by students wishing to copy some or all of their record.



**Plan of Wimmera Hub Building
39 Urquhart Street, Horsham**