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**Healesville Living and Learning Centre**

**Student Handbook**  
**General Information**

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## PREFACE

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This handbook has been prepared to provide information to students undertaking training at Healesville Living and Learning Centre. All students are required to read this handbook and return any relevant forms to their trainer on commencement of class. Students are encouraged to discuss any concerns with their trainer at this time.

### Disclaimer

Healesville Living and Learning Centre makes every effort to ensure that all information provided is current and accurate. Changes may occur over the duration of the course. Students should consult with trainers or the Manager of Education and Training before making decisions that will affect their studies.

### Copyright

This publication is the property of Healesville Living and Learning Centre Inc.

### Contact Information

#### Staff

C.E.O. .... Jenny Branton  
Finance Officer ..... Carol Hoskins  
Technical Resource Officer ..... Jenny Poole  
Course Administrator ..... Dianne Sanders

#### Location

The Healesville Living and Learning Centre is located at 1 Badger Creek Road on the 'Healesville Common'. Parking is available in the car park and along Badger Creek Road.

**Address:** 1 Badger Creek Road, Healesville Victoria 3777  
**Postal Address:** as above  
**Telephone:** (03) 5962 5982  
**Email:** admin@healesvillelearningcentre.org  
**Website:** www.healesvillelearningcentre.org  
**Facebook:** www.facebook.com/HealesvilleLearningCentre  
**Twitter:** @HealesvilleLLC

Melway Reference: 278 E1

#### Hours of Operation

The office is open Monday to Friday, 9:00 am to 5:00 pm except public holidays unless otherwise advised. We are closed on all Code Red Days. and for four weeks during the Christmas break.

Answering machine is on at all other times so please leave a message.

# INTRODUCTION

## Who Are We

We are an incorporated, not-for-profit, community run education provider. We provide quality programs and activities focusing on empowering and supporting people in an environment that encourages Life Long Learning.

## Our Vision

To be the best.

## Mission Statement

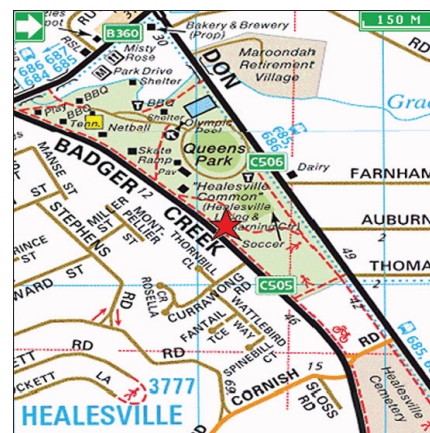
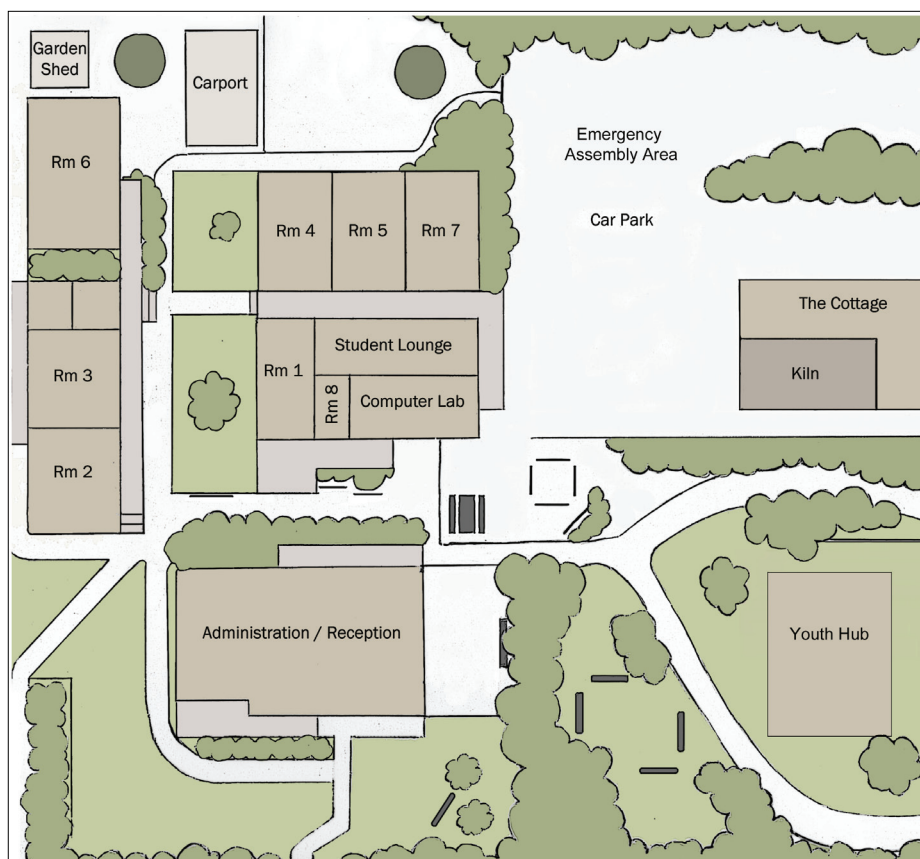
To provide quality adult education and learning to the community.

The Healesville Living and Learning Centre is operated by a team of passionate people, dedicated to providing a community-based life long learning opportunities. We are a Registered Training Organisation (RTO 3851) providing vocational training, adult education and recreational programs. All vocational training courses delivered by us are according to the Victorian Registration and Qualifications Authority (VRQA) and Australian Quality Training Framework 2010 standards.

## Values

We practice and promote:

- Respect for each other's individuality
- Respect for the natural environment
- Inclusiveness for all
- Awareness of and responsiveness to each other's needs
- Excellence



### **Adult Education in Community Houses**

Community Houses, sometimes known as Neighbourhood 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 community houses than McDonalds stores in Victoria.

Community 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.

### **Studying at Healesville Living and Learning Centre**

Healesville Living and Learning Centre is registered with the Victorian Registration Quality Authority (<http://www.vrqa.gov.au/>) as a provider of accredited training. This means that the course you complete with HLLC carries the same status as the same course at any other registered training institution, such as TAFE, college or private training organisation. Accredited training delivered by HLLC is recognised Australia wide.

At a Community House we focus on the needs of individual learners, work with smaller class sizes and make a concerted effort to encourage adults who may lack confidence. At HLLC we offer generous terms for the payment of fees, and we are able to refer learners to a wide range of support services in the local community. 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.

Students are reminded not to leave valuables in cars or unsecured in the classrooms.

### **Trainers**

Trainers at HLLC are sessional. If you need to contact your trainer outside of classtime, please leave your details and a short message with administration staff who will forward it. Trainer contact details will not be given out to protect their privacy.

### **Policies and Procedures**

HLLC is a nationally recognised training organisation (RTO) and as such is subject to regular audits of its policies and procedures to ensure that our students receive the best possible outcomes.

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

## GENERAL STUDENT INFORMATION

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### Student Conduct

Healesville Living and Learning Centre is an Adult Education Organisation. Students are expected to observe the following behavioral guidelines while on site:

- To have their privacy respected
- To be treated with respect and to treat others with respect
- To behave in a way that does not threaten the enjoyment of others attending the Centre
- To observe non-smoking areas and to take breaks only specified by your trainer
- To cooperate with trainers' requests
- To be told the reason for any requests
- To dress appropriately for the class in which you are enrolled
- To provide feedback whenever you feel the need
- To have your reasonable questions answered
- To come to class without being under the influence of alcohol or illegal drugs
- To notify the Centre (answering machine message is ok) if you can't come to class for any reason
- To ask for help if you need it
- To tell us if you have any special needs we should be aware of
- To switch off mobile phones and electronic equipment during class times
- To Leave the classroom and the grounds neat and tidy. Litter is to be placed in the bins provided
- To lodge a complaint without fear of victimisation

### Professional Behaviour

The Healesville Living and Learning Centre expects students to maintain a high standard of professional work practices during their time at our Centre. We believe that we are not just training you in your chosen field; we are also preparing you for the world of work. Students will leave their course having developed not just the skills, but also the values and attributes that make them highly employable individuals. These work practices will be monitored through the employability skills detailed below.

### Employability Skills

Employability Skills are skills that apply across a variety of jobs and life contexts.

All Training Packages have been reviewed to ensure that Employability Skills feature in their units of competency. Defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions", they are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills and transferable skills. Industry's preferred term is Employability Skills. The eight Employability Skills are outlined below. These are included in all new Training Packages.

Communication

Initiative and Enterprise

Learning

Teamwork

Planning and Organisation

Technology

Problem Solving

Self-Management

At the Healesville Living and Learning Centre, we understand how much emphasis employers place on employability skills. We are committed to assisting our students to develop and record these skills during their training with us.

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## Privacy

HLLC believe your privacy is important.

Information that is collected by Healesville Living and Learning Centre 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.

### Information Collection

The reasons for which we generally collect personal information are:

<b>Personal information and health information collected in relation to:</b>	<b>Primary purpose for which information will be used</b>
Students and course participants	To comply with the requirements of government department and agencies funding and service agreements. For planning and course development purposes, and to provide for the needs of all students and participants.
Job applicants, employees, contractors, volunteers and students on placement.	To assess and (if necessary) to engage the employees, contractors, volunteers or students, as the case may be. To administer the individuals employment, contracts or placement of students and volunteers.

You should be aware that under relevant privacy legislation, other uses and disclosures of personal information are permitted, as set out in the legislation.

Disclosure of personal information, including health information.

- We may disclose some personal information, including health information held about an individual to:
- Government departments or agencies including ACFE and DHS as part of our legal and funding obligations;
- Local Government for planning purposes;
- Organizations providing services related to employee entitlements and employment;
- Anyone to whom the individual authorises us to disclose information

### Access to Information

Individuals for whom we hold personal or health information are able to gain access to this information in accordance with applicable legislation. The procedure for doing this is set out in our Privacy Policy, which is available on request.

For information on the Privacy Policy please contact the Centre.

### Student Records

Students may request access to their records while they are attending training at the Centre.

There are two areas of student records that can be accessed by a participant:

1. Student Management System - Student plans generated from VETTrak including assessment results, RPL/RCC outcomes, pre-enrolment Checklist, student pathways planning
2. Individual Student Files - Where classroom-based activities and assessments are stored, student progress etc.

Should you wish to access your records, please submit your request, in person, to the VET Manager. Your request will be logged and recorded for quality assurance purposes and any follow up meeting in regards to the information will be organised through the Education and Training Department.

Students are advised to keep a copy of their assessments and work produced at their expense for their own records.



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## **Grievance Policy**

*Student Grievance Policy - see our website*

The Healesville Living and Learning Centre will deal with any grievances that arise for employees and participants while attending Healesville Living and Learning Centre programs in an efficient and fair manner. It is the objective of this policy to ensure that grievances are resolved by negotiation and discussion between the parties. All employees and participants will have access to a copy of the Grievance Policy and Procedure document that pertains to them, to ensure:

- all disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution;
- all parties have a clear understanding of the steps involved in the grievance procedure, and
- students are provided with details of external authorities if required. All grievances are managed fairly and equitably and as efficiently as possible.

Students may raise any matters of concern relating to assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise.

## **Student Grievance Procedure**

- The issue should be first discussed with the trainer. If it is unable to be resolved, the matter should be referred to the VET Manager.
- The VET Manager will discuss the matter with each party and then if it is unable to be resolved, a meeting with both parties will be arranged
- If the VET Manager is unable to mediate the dispute the grievance should be put in writing and sent to the Committee of Management. Both parties have the right to address the Committee of Management.

## **Academic Grievance**

- In an accredited course if you believe that you have not received a fair and accurate assessment of work undertaken to demonstrate competency in the learning outcomes, then you need to discuss your concerns with your trainer. You have the opportunity to demonstrate competencies of a learning outcome many times during the course.
- If in the initial discussion with your trainer, you still feel that you have met the criteria for the task, then your work should be submitted to the VET Manager, who may then refer to matter to an external moderator.

## **Access and Equity**

We work to make sure that everyone is treated fairly. Everyone is welcome at the Healesville Living and Learning Centre. We believe that all participants should be supported and encouraged in accordance with our access and equity guidelines, irrespective of age, gender, culture, disability, background, financial disadvantage or physical appearance. Please speak to us if you require special assistance.

## **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 participants. Evacuation procedures are in each classroom and the accident book is located at Reception. First Aid kits are located in Reception, the Student Lounge, the welding shed and the woodwork shed.

All accidents should be reported to the office.

## **Student Safety and Security**

The Centre will not require or permit students to attend scheduled classes for more than eight hours a day, or outside the hours of 8:00 am - 10:00 pm.

## **Disability**

The Healesville Living and Learning Centre aims to abide by the Disability Discrimination Act of March 1993, so that all people from all walks of life and with all levels of ability feel welcome and able to participate in our programs.

A copy of these policies and procedures are available on our website.

[www.healesvillelearningcentre.org](http://www.healesvillelearningcentre.org)

## SERVICES AND SUPPORT

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The Healesville Living and Learning Centre provides a venue for support services and community projects. We also offer:

### **Membership**

Being an ordinary member of the Healesville Living and Learning Centre entitles you to participate in our programs and affords you voting rights at Annual General Meetings and special meetings. Ordinary Membership - \$7.00. Membership must be paid at first enrolment for the year, and will expire at the end of the calendar year (December 31st).

### **Computers and Internet Access**

Computer and Internet access is free for currently enrolled students, and is subject to availability. Advance bookings at the office are essential as computers are not available if classes are in progress or are pre-booked by other users.

Computer usage is monitored. Download and installation of unauthorised programs and materials is prohibited and may result in disciplinary action.

Healesville Living and Learning Centre provides students with a centralised storage space for 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 term. It is recommended that students carry a memory stick or portable hard drive to back up their work.

To minimize security risks to our network, use of outside files and programs is prohibited.

### **General Services**

#### **Printing and Photocopying**

**(Available during office hours only. Subject to conditions)**

- Laminating
- Class Supplies - Art supplies currently available at Reception
- Phone - Available during office hours only (Time limit applies)
- Tea and Coffee - Available in the student lounge for currently enrolled students

#### **Career and Course Counselling**

- The Centre is offering one-on-one career guidance sessions if you would like assistance to plan your employment and learning options, contact the VET Manager to arrange an appointment.
- Language and literacy support available for those experiencing difficulties. Speak to the VET Manager.
- Orientation information is presented as part of the first session of your course.
- Computer access is FREE for students. (subject to availability)
- Photocopying available at a reduced cost.

#### **First Aid**

Healesville Living and Learning Centre does not provide painkillers for student use. Band-aids, ice packs and other first aid supplies may be obtained. Enquire at reception.

#### **Evacuation Plan**

In the event of an emergency, all buildings are to be evacuated. The designated staff member will inform all trainers of the situation and students will be asked to move to the assembly area located in the Centre's car park.

## ACCREDITED TRAINING

### A National Course

The accredited training we provide is recognised all over Australia - in all states and territories. A proportion of the training is called Workplace Assessment. This occurs on-the-job under the supervision of a qualified worker. You will be assessed by an HLLC Assessor for the Workplace-based portion of your training.

When you finish your course you will be awarded a certificate which will be recognised Australia-wide. Diploma level certificates may assist if seeking entry into further study at a Higher Education facility.

### Qualifications

The Australian Qualifications Framework (AQF) shows how qualifications issued in Australia relate to each other.

	Competency-based Qualifications	AQF Level	Knowledge-based qualifications
Schools Sector	Vocational education and training sector		Higher Education Sector
		10	Doctoral Degree
		9	Masters Degree
	Vocational Graduate Diploma Vocational Graduate Certificate	8	Bachelor Honours Degree Graduate Diploma Graduate Certificate
		7	Bachelor Degree
	Advanced Diploma	6	Associate Degree Advanced Diploma
	Diploma	5	Diploma
	Certificate IV	4	University Certificate
	Certificate III	4	
	Certificate II	2	
	Certificate I	1	
Senior Secondary Certificate			

### Selection Process

A student selection process may be implemented if student numbers exceed the maximum enrolment limit for the course. Students will need to have adequate literacy skills and a genuine commitment to completing the course assessment requirements. Assistance with return to study skills can be provided upon request.

### Pre-Enrolment Interview

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. All students enrolling in an accredited course will undertake the LLN assessment at the pre-enrolment interview to determine their level of literacy and any need for support.

### Language, Literacy and Numeracy

The Centre recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

We encourage students with language, literacy or numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

### Enrolment

All students enrolling are required to fill out an enrolment form and pay the course fee prior to enrolment. Enrolments are only confirmed upon receipt of completed enrolment form and payment in full and will be processed strictly in order of receipt. Bookings will not be taken by phone. Please check all course information carefully before enrolling.

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## **Payment of Fees**

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 assessed in the workplace, nor be issued with any certificate until fees are brought up to date.

When students receive Credit Transfer or RPL credit for a unit they will have their tuition fee reduced proportionately.

## **Compulsory Student Services and Amenities Fee**

Pursuant to Section 121 of the Tertiary Education Act 1993, HLLC will charge a compulsory student services and amenities fee for the government funded and/or accredited training courses at the Centre.

This fee is charged per student per calendar year, but is subject to change without notice for new courses. Details of the current amenities fee are detailed in the course brochure.

## **Concessions and Exemptions**

Under the current Victorian Government funding agreement, State Government funding is available to people completing a qualification at a higher level than already held. This is usually established at the time of your pre-enrolment interview.

Government funded concessions may also be available on presentation of a health care concession card or pension card.

A concession or exemption may be granted on the compulsory student services and amenities where the Centre considers that collection in full would impose hardship.

## **Refunds**

Course fees will be refunded in full if a course is cancelled by the Healesville Living and Learning Centre.

Once a course delivery has commenced by HLLC, completion is assured. HLLC reserves the right to modify delivery if required.

## **Non Vocational Courses**

A participant may only receive a refund for withdrawing from a course if they do so more than 5 working days prior to its commencement date. A \$20 administration fee will apply for each course withdrawal. Withdrawals under 5 working days we are unable to issue a refund.

## **Accredited and Pre-Accredited Courses**

Student Services and Amenities Fees cannot be refunded. Materials Fees for materials already purchased cannot be refunded. Tuition fees will only be refunded as per our Fees and Charges policy. (available upon request)

## **Withdrawing or Changing a Course**

Please discuss your decision to withdraw with the VET Manager.

A withdrawal form must be completed.

## **Student Fees for Training Courses**

Fees for training vary depending on the course or qualification and whether you are taking up a government subsidised place or a fee for service student. You will need to get information directly from the provider about the fees for your selected course.

## **Rules About Fees**

The rules covering fees for government-subsidised training places are:

Before you enrol in a course, you should expect to be told:

- what you will have to pay, itemised as a list
- about any concessions that may apply and what evidence you need to receive a concession
- about any conditions that may apply to refunds

The guidelines about fees provides a framework for the collection of tuition fees and other fees for government subsidised further education. They also set out financial and accountability requirements with regard to student fees. These guidelines apply to enrolments in Victorian government subsidised training and further education.

Fee schedules can be located on our website.

## **Government Subsidised Places**

If you are eligible for a government subsidised place, some of the cost of the course will be covered by the government and the rest you have to pay. Additional costs, such as student services and amenities fees may also apply.

Providers are able to set fees at a level that they believe the quality, cost and reputation of their training warrants so you should find a course and price that is right for you.

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### **Skills Victoria Funding Eligibility**

A student may be eligible for a government-subsidised place in a course via Skills Victoria Funding. If eligible the government will contribute to the cost of the training. There are various eligibility criteria depending on age, existing qualifications, courses which the student may already be undertaking, and the course they are considering enrolling in. Students can enquire about their eligibility for government subsidy by contacting the VET Manager who will be able to confirm whether or not they are eligible and guide them through the process.

A student may be eligible for a government funded place if they are:

- not enrolled in more than 2 government funded courses at any one time in 2017
- enrolled in a Foundation Skills course (unless they have a Diploma + qualification)
- under 20 years of age (proof of age required)
- over 20 years of age and enrolled in VCE or VCAL
- over 20 years of age and undertaking a course that is at a higher level qualification than the highest qualification they have achieved to date.

It is important to note that where a student accesses their Victorian Guarantee entitlements, this may impact their access to further government subsidised training in the future, either with HLLC or with another RTO.

The VET Manager will check an applicant's eligibility prior to enrolment and discuss all matters relating to this.

### **Concession Fees**

This is available to people in the following groups:

- Commonwealth Health Care Card holders and their dependant children and dependant partners
- Pensioner Concession Card holders and their dependant children and dependant partners
- Veteran's Gold Card holders (but not their dependants)

To receive a concession, the person enrolling must either have the card or be able to show that they are a dependant of a card-holder.

Under an Indigenous Completions Initiative, the minimum or concession tuition contribution is also available to Indigenous students.

### **Ancillary Fees / Materials Fees**

Providers may also charge for materials or other items. This covers materials that you will keep as your personal property, such as equipment or printed notes. It may also cover things like excursions or field trips.

Prior to enrolment, you will be provided with an itemized list of all fees and materials required.

### **Financial assistance offered through Student Services**

Financial assistance may be available to you in cases of extreme financial difficulty which could result in an installment scheme being offered. Participants will need to apply in writing to the VET Manager, stating the reason for the difficulty to pay up front.

Financial assistance can also be discussed at the pre-enrolment interview.

### **Attendance**

We recommend an 80% attendance rate to ensure time to gain competencies. If you are unable to attend the course at any time, please contact the Centre and give the Receptionist your name, the name of your class, and your trainer'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.

If you are having difficulties in attending class please make an appointment with the Manager of Education and Training who is able to discuss any problems with you and work out solutions that meet both Centre's and the student's needs.

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## **Student Placement**

Where industry placement is listed as part of a course, students are required to attend the work placement in line with days and times negotiated between the student and the host employer.

If the student is unable to attend a placement day, the student must contact the host employer and let them know. The student must also let the Course Administrator know. Students need to attend the full number of placement hours.

It is the student's responsibility to ensure that all industry placement hours are signed off by the work supervisor.

Whilst on industry placement students are required to act in a professional manner, and in line with the policies and procedures of the host employer.

If a student is deemed Not Yet Competent after completing a placement, they will be required to repeat any additional hours set by the HLLC assessor, or may be required to repeat that placement in full. If a student is deemed not yet competent a second time, they will be withdrawn from the course. In line with Australian Quality Framework standards (2010) there will be no right of appeal against this ruling.

If a host employer requests that a student be removed from their placement, the student will be automatically deemed not yet competent for that placement, and the full hours for that placement will be required to be repeated at an alternative venue.

A Work Placement Agreement form is required to be completed by the student, the host organisation and returned to the Course Administrator before placement commences. This is a Department of Education and WorkCover requirement.

## **Course Assessment**

Students will develop a body of work that reflects their competence in the learning outcomes within the module they are studying. Assessment may take place in group activities, in pairs or individually. Please refer to the Assessment Guidelines for further information about competency-based assessments.

If your course is competency-based you will be assessed on your ability to meet the performance criteria. You will be given tasks that directly relate to the learning outcomes in the curriculum. You will be notified of these assessment tasks in plenty of time by your trainer. If you are not happy with your assessment, and you would like to be re-assessed, please contact the Manager - Education and Training or your trainer. Please refer to the Grievance Policy or the Student Assessment Guidelines for further details. Assessments are graded as "C" for competent or "NYC" for not yet competent.

## **Plagiarism**

HLLC regards plagiarism and cheating as serious offences. Students using answers or work other than their own will not be granted competency and may face disciplinary action. It is your responsibility as Trainer/Assessor to ensure students are advised of this, and they understand the consequences. Trainer/Assessor's are required to report any plagiarism concerns to the Manager of Education and Training.

## **Feedback on Assessment**

When you submit your assessment on time you can expect to receive oral and/or written feedback within four weeks of submission unless otherwise negotiated.

## **Special Consideration**

In the event that a student's results have been adversely affected by personal circumstances and illness, they may be entitled to special consideration being granted. A special consideration may be granted in writing stating reason no later than 7 days after due date for assessment.

## **Appeals Process**

Contact the Manager - Education and Training if you are concerned about the outcome of an RPL / CT application. They will try to resolve any issues you may have. If a suitable resolution cannot be found, you can submit a written appeal. An appeal process will be initiated at the request of the applicant if RPL / CT is denied and will be conducted by an independent facilitator.

## **Unsatisfactory Academic Progress**

In the event that a trainer observes that a student's academic progress is unsatisfactory affecting their final outcomes, the student will be referred to the Manager of Education and Training to discuss the issue and develop strategies to address them.

## **Students at Risk**

In the event that a trainer observes behaviour indicative of issues that may prevent the learner from active participation and/or successful completion, they will be referred to the Manager of Education and Training.

## **Certificates**

Certificates and Statements of Attainment will be issued upon successful completion of the course. Statements of Participation are available upon request for pre-accredited programs only. Lost certificates can be replaced for an additional charge.

Healesville Living and Learning Centre is approved to deliver the following recognised training:

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## **Competency-Based Training and Assessment Process**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of the learners and industry.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work-based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

## **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long you've spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainment that have been issued by any other Registered Training Organisation (RTO) will be recognised by Healesville Living and Learning Centre. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the Healesville Living and Learning Centre. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Manager Education and Training by following the "Complaints and Appeals Policy and Procedure".

## **Costs**

### Recognition of Prior Learning (RPL)

- Charges levied for this type of application will include an administration fee and an assessment fee to be paid by the student.  
The fee will be \$50.00 for the first unit and then \$20.00 for each subsequent unit.

### Credit Transfer (CT)

- There is no fee applicable for this type of application.

Application forms for RPL and CT will be provided at the pre-enrolment interview.

### Surveys

Many students studying at HLLC receive funding support from various Government Departments. As part of this opportunity, HLLC is required to collect data and regularly survey students on different aspects of their experiences at HLLC. To this aim you will be required to participate in surveys from time to time. Government Department surveys may be conducted after completion of your study and you may be contacted by an authorised representative to participate in a survey or department-endorsed project. We thank you in anticipation of your cooperation and participation.

Some survey information focuses on the quality indicators for RTO's and is used by HLLC to support our continuous improvement endeavours for further delivery of training and assessment.

### Training Evaluation

Healesville Living and Learning Centre fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at the midpoint of your studies and also on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

You will receive an AQTF learner questionnaire on completion of your accredited course to provide continuous improvement feedback to our training services. This survey is confidential and will only be used for quality improvement.

You may also receive an NCVET (National Centre for Vocational Education and Research) survey to provide feedback to the National Student Outcomes Survey.

### Photographs

Throughout a student's time at HLLC, photographs may be taken for course evidence, promotion or as a general record of participation. Students are required to provide their consent to participate in a photo shoot for the purposes of collecting photographic images or videos for use by Healesville Living and Learning Centre Inc. If you do not wish to participate in the photo shoot, it is your responsibility to remove yourself from the area of participation.

Students understand that:

3. The images and sound recording will be used to gather evidence of student competence by some trainers.
4. The images and information collected may be used for the promotion and endorsement of HLLC, associated organisations and funding bodies in printed or electronic form.
5. Collected information - images and first names - will be used solely for the purpose described above.
6. Images taken for assessment evidence purposes will record full names for authentication.
7. If a student is under 18 years of age at the date of enrolling with HLLC, a parent or guardian must counter sign their consent to the form.

### What to expect on your first day

In the first session trainers will work through this handbook to ensure all students understand and are familiar with all aspects of the course and what will be expected of them. This discussion will include course content, assessment methods, rights and responsibilities of the student, attendance, behaviour and other relevant matters.

Trainers will also answer any questions or concerns at this time.

### Get Help

Students experiencing difficulties are encouraged to discuss the matter with their trainer. If a resolution can not be reached, students are encouraged to contact the Manager - Education and Training.



## SCOPE TO DELIVER

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### Qualifications

<i>Code Title</i>	<i>Course Title</i>
SHB20116 -	Certificate II in Retail Cosmetics
HLTAID001 -	Provide cardiopulmonary resuscitation
HLTAID002 -	Provide basic emergency life support
HLTAID003 -	Provide first aid

### LEGISLATIVE COMPLIANCE

Healesville Living and Learning Centre adheres to and abides by all relevant legislation including:

- Age Discrimination Act 2004
- Competition and Consumer Act 2010
- Copyright Act 1968
- Disability Act 2006
- Fair Work Act 2009
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Education and Training Reform Act 2006
- Working With Children's Act 2005
- Equal Opportunity Act 2010
- Occupational Health and Safety Act 2004