

# Healesville Living and Learning Centre

R.T.O. No.: 3851 | A.B.N. 78 831 662 475 | Incorporation Number: A2731

Education is our Business

# Trainer Handbook

A Guide for Trainers at  
Healesville Living and Learning Centre

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## Welcome

Thank you for agreeing to join Healesville Living and Learning Centre (HLLC) as one of our trainers.

HLLC is committed to delivering quality skills training and education for all learners in a supportive environment, whilst ensuring the highest possible standard of outcomes for students.

All trainers are engaged on a contractual basis.

This Information Handbook has been designed as a guide to introduce trainers to the systems, standards and policies of HLLC. Throughout your employment with HLLC you will receive emails on up-dates to our policies and procedures to keep, along with this document, to access as a reference. All trainers are required to read this handbook and return any relevant forms to the Manager of Education and Training.

All trainers/assessors can also access the most recent versions of all HLLC's documents on our website [www.healesvillelearningcentre.org](http://www.healesvillelearningcentre.org).

## Who Are We

The Healesville Living and Learning Centre was established in 1979 and is managed by a voluntary Committee of Management. Our aim is to support individuals and groups within the local community in life long pursuits and to enhance their lives. 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. We are a Registered Training Organisation and Adult Community Education provider which operates for the benefit of its members and its community.

HLLC is a member of the Association of Neighbourhood Houses and Learning Centre and Community Colleges Australia.

## 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 may be paid at any time during the year and will expire at the end of the calendar year (December 31st).

## 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.

We are located in Healesville, Victoria.

## Values

We aim to 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

## 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.

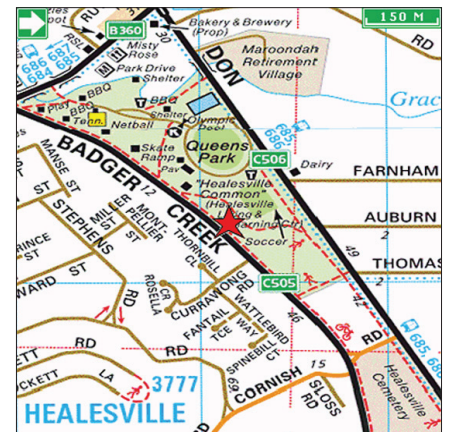
**Address:** 1 Badger Creek Road, Healesville Victoria 3777  
**Postal Address:** as above  
**Telephone:** (03) 5962 5982  
**eMail:** [admin@healesvillelearningcentre.org](mailto:admin@healesvillelearningcentre.org)  
**Website:** [www.healesvillelearningcentre.org](http://www.healesvillelearningcentre.org)  
**Facebook:** [www.facebook.com/HealesvilleLearningCentre](http://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.  
An answering machine operates at all other times so please leave a message.

The Centre is closed for four weeks over the Christmas period.



## Employment

Healesville Living and Learning Centre Inc. (HLLC) is a Registered Training Organisation (RTO). This registration meets the Australian Quality Framework (AQF) this status is of critical importance to the organization and compliance with VET Quality Framework must be observed in all situations.

As a trainer and assessor in nationally recognized training your employment is by Healesville Living and Learning Centre Inc. on a sessional basis and there is no guarantee of work outside the contracted time frame on the Trainer Contract.

As a trainer and assessor in nationally recognized qualifications and units of competence we acknowledge the additional time required for preparation, assessment and completion of documentation required to meet VET Quality Framework.

On matters regarding HLLC, any queries should be directed to the Manager of Education and Training

As a trainer HLLC expects that you will use the most recent version of the Training Package, curriculum and learning resources available.

Current versions of Training Packages can be downloaded from [www.training.gov.au](http://www.training.gov.au)

To ensure compliance with the taxation laws all new employees are required to complete an Employment Declaration Form.

This form is available from:

- HLLC Finance Officer
- Newsagencies displaying "N" and
- The Australian Tax Office in your area.

Wages are paid fortnightly into a nominated bank account on receipt of tax invoice.

## Guidelines

### Trainer Absence or Late Arrival

Please notify the Centre if you are unable to attend a class or if late arrival is anticipated.

### Class Lists

Please note: Only enrolled students can participate. If students are not listed on attendance sheet, please refer them to the office as soon as possible.

### Evening Classes

Please ask student to show their receipt of enrolment in case their name has not yet been added to the class list. Do NOT add names to list. Please check for notes or information.

Please mark the class list each week and return to Reception. A paid student will have a five digit receipt number next to their name on the class list. The class lists are also the way the office communicates with you. The class lists need to be kept at the Centre at all times.

For classes held away from the Centre, a copy of the class list must be collected before the course starts. It will be important that you contact us after each class to update the roll and collect your messages. If you need to contact the VET Manager, please leave a message at the office.

### Use of Mobile Phones

To avoid distraction in class, it is advisable that students are requested to leave their mobiles switched off, and to check for messages during breaks. It is asked that trainers do the same.

### Conflict Resolution

Trainers have the right to ask a student to leave if they are being disruptive. Any incidents should be brought to the attention of the Course Administration as soon as possible. In the event that the Course Administrator is not available, please see the C.E.O.

## Making Your Students Feel Welcome

Some of the ways to do this could be to:

- Ensure all class members are introduced to each other
- Organise with the class members when or if they want a tea/coffee break which allows time for social interaction
- Inform class members where the office, toilets and tea/coffee facilities are
- Go through the Student Information Booklet with the class
- Discuss your expectations of the course and ask for student input
- Give an overview of the assessment criteria and procedure

## Housekeeping

### Keeping the Rooms Tidy

As the rooms are used by a number of different classes please clean up at the end of your class. It is important that students are made to feel responsible for this task, as it is a significant factor in keeping fees reasonable. This means wiping down the tables, putting all the rubbish in the bins, cleaning the white board and removing the coffee cups to the kitchen and washing them. Return equipment to the office.

### Night Access to the Centre

All trainers who use the Centre at night should have keys and a security access code. Please have one of the staff lead you through the process.

## Student and Trainer Safety

For safety reasons it is preferable that all night class participants, including the trainer leave the Centre together. We ask that the last one out please lock the gate.

## Security and Safety

### Security System

If you are conducting a night class you will need to obtain keys and a security code. Please contact the Manager of Education and Training at least one week prior to the course starting to organise this. Do not give your security code or keys to any other person, or store them where others may see.

In the event that the alarm is triggered, continue to follow procedures to key in your code. This will turn off the alarm. If you are not successful, telephone the C.E.O. IMMEDIATELY, to contact security to give authorisation to turn off the alarm. If you do not succeed in turning off the alarm a patrol car will arrive to check on security. Our office staff will instruct you in the use of the security system when you collect your keys, please pay attention and ask questions if you do not understand.

### Emergency Contacts

In the event of an emergency, please contact:

Jenny Branton - (C.E.O.) ..... 0417 532 344

Trainers may like to make note of these after hours contact numbers in case of other situations i.e.: alarm system activated, lost keys or difficulties with participants.

### After Hours Emergency

In the case of an emergency or fire after hours, the trainer is to conduct the safe and orderly evacuation of personnel to the car park or street front. The trainer is to contact relevant emergency services.

### 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 car park.

### Assembly Area

The designated assembly area is in Queen's Park adjacent to the Living and Learning Centre facing Badger Creek Road. Access to the park is via the side gate (near Building Three) and along the volunteer tile path facing Badger Creek Road or via the main entrance gates. Please bring class lists to the assembly area.

## Resourcing

### Equipment Requirements

If you require a TV and VCR, tape recorder or overhead projector, please check that you have been booked in for the term. Equipment used during the day or evening is to be collected by the trainer from the office. Equipment shall be kept near the front desk and must be returned at the end of the class. All equipment MUST be pre-booked.

For any other required equipment, please speak to the VET Manager.

### Photocopying

Photocopying budgets are set when courses are costed and are based on your recommendations. Each course is associated with a unique code. If you need help with the photocopier, Reception staff can help you between 9:00 am and 5:00 pm Monday to Friday (opening hours).

### Stationery Requirements

Where possible, let the office know in advance of your stationery requirements so that the cost may be included in the course fees. Whiteboard markers have a habit of walking, so please keep yours with you. Whiteboard markers and erasers can be collected from the office.

### To be Returned at the End of the Term

- Keys (night trainers)
- Whiteboard markers
- Whiteboard erasers
- Any other unused stationary or equipment

## Documentation

### Course Documentation

All trainers are required to supply course documentation. You will be provided with the appropriate paperwork before class commences. Trainers are required under AQTF to produce a course overview, session plans, assessment records upon course completion and moderation/validation cover sheets. Please speak to the VET Manager if you do not have a copy of these documents.

### Student Satisfaction Surveys

A student satisfaction survey will be conducted at the conclusion of every course. The surveys are located in the course folder. All students must complete a survey and return same to the office, or to the student satisfaction survey collection box located in the student lounge.

### Certificates

Certificates are issued for some classes. The Centre will produce certificates for all accredited courses. If you would like to present a certificate to students, please contact the Course Administrator to arrange for these to be printed at least a week prior to your final class.



## Invoicing Procedure

This document is to provide information that Healesville Living and Learning Centre would like trainers to include on their invoices. This will assist in the smooth processing of payments, and is essential for us to identify key details that are needed to process the payments.

The following information needs to be included on the invoice:

- 1 **Course Code**  
A course code needs to go onto the invoice so we know what area of our funding this payment will be made from.
- 2 **Name of the course**  
A course name helps to know what program you are teaching.
- 3 **Dates of the classes**  
The class dates that you are claiming payment for must be listed on the invoice.
- 4 **Rate of pay**  
The rate of pay per teaching hour must be placed on the invoice.
- 5 **Preparation Time**  
If you are entitled to claim preparation time you must show this separate from the teaching rate.
- 6 **Reimbursements**  
Prior approval must be obtained before purchasing materials for reimbursement.

If you are invoicing for more than one course then you must separate the information not place it all together. Invoices should be submitted at least once per calendar month so our financial records reflect accurate expenditure for your course.

Invoices should also include:

- Your complete details including business name.
- Your A.B.N.
- Whether you are G.S.T. registered
- What G.S.T. you are including / charging
- Bank Account details

Please make sure you check all details before sending an invoice to HLLC as failure to do so may delay payment.

## Class Induction Session

The following is a guideline for an introduction and welcome for you to use at the beginning of the course. It can be changed and adapted as necessary.

- Ensure your name and course title is written CLEARLY on the whiteboard.
- Welcome everyone to your course.
- State your name as the trainer of this course
- Explain the length of the course, the starting and finishing times, breaks that you will be having eg school holidays, also any other information relevant at this stage.
- On behalf of HLLC thank the students for their support in participating in this course.
- Supply some general information on the organisation ie, it is a Registered Training Organisation (RTO) with Australian Quality Framework providing accredited vocational education training.
- If the course is accredited then give a brief explanation as what this means for students which includes that:
  - An accredited course is one which is endorsed by industry and by the accrediting body VRQA.
  - The course credential issued for successful completion will be recognised at a national level
  - Every Registered Training Organisation (RTO) must recognise this qualification
- For accredited courses explain the paperwork requirements for the course. Distribute and collate all necessary paperwork Explain the assessment method of the course that is applicable. Dates that assessment tasks are due for assessing after the completion of the relevant unit.
- Advise students that as per the Student Handbook, they are encouraged to keep a copy of their own work and assessments for future reference.
- Inform students of the facilities of the organisation - describe the location of the toilets, kitchen and refreshment facilities, disabled toilet and smoking areas.
- Please advise your students of the fire evacuation procedures
- At any time during the course, inform your students they should feel free to ask any questions or make relevant comments.
- Proceed with an ice breaker. This could be a small game or a handout which will 'break the ice' and lead into an introduction of each student. Acknowledge your student's introduction, try to find a supportive comment for each student which will acknowledge any existing experience and encourage their new learning undertaking. Thank them individually as they finish their introduction, use their name and then thank the class as a group for their participation in that activity.

## Workplace Health and Safety

The Healesville Living and Learning Centre Inc. policy is to ensure, as far as practicable, the health, safety and welfare of all staff, employees, students and volunteers within the college environment.

Trainers/ Assessors are required to:

- Be responsible for their own personal property whilst delivering training
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing.
- Ensure all students follow safety directions and request they think about their own actions so as not to endanger the safety of others.
- Be informed of WH&S matters and follow WH&S required and adhere to directions given by staff.
- Ensure the Manager of Education and Training is aware of issues relating to WH&S regulations or any practices you believe to be unsafe
- Abide by WH&S rules
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.
- Be sure to grab the attendance sheet prior to exiting to enable you to conduct an accurate head count at the designated evacuation area.

HLLC is required to:

- Provide an environment that ensures staff, employees, students and volunteer's health and safety is not affected by anything occurring or not occurring within the college environment.
- HLLC will ensure all staff, employees, students and volunteer's has access to First Aid equipment within the college environment in accordance to WH&S Act.

An incident book is kept at the administration office in all locations of HLLC.

All incidents/accidents must be recorded as soon as practicable with:

- Date and Time
- Location
- Description of the incident/accident and immediate action taken
- If First Aid required
- Any further action taken

### **Grievance Policy**

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.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Healesville Living and Learning Centre will encourage all parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

It is recognized that from time to time individual employees/volunteers may have grievances which need to be resolved in the interest of good relationships.

An employee will have the right for a grievance to be heard through all levels of line management. Workplace Agreement or Industry Award procedure to take preference.

In recognition that there will be times when participants may be unhappy with our service and to ensure that the Centre has a quality improvement system in place, we undertake to deal with complaints in a timely, friendly and confidential manner.

Grievances occurring between members of the Association will be dealt with in accordance with Section 21, Disputes and Mediation, of the Healesville Living and Learning Centre's Constitution.

## Copyright

HLLC observes the requirements of the license for copying documents under Copyright Act, and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for student or staff) and not supplied to anyone for profit, a person may make multiple copies of:

- The whole or part of a single article, or a number of articles on the same subject from a newspaper or periodical.
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than ten (10) pages in length.
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of text books for students and 30 days in the case of other works) at a nominal commercial price.

## Intellectual Property

Training resources, templates, administration forms, assessment tasks are all the property of HLLC and it is expected Trainer/assessors will only use them in the course of their work with HLLC and not make them available for use by any other person or organization without written permission of the RTO CEO.

## Quality Assurance

Healesville Living and Learning Centre Inc. (HLLC) is a Registered Training Organisation (RTO) and we are committed to excellence and consistent standards of service. We embrace quality assurance and support the process of continuous improvement. Should you or your student's identify an opportunity for improvement we would appreciate your feedback by:-

- Record your feedback on Satisfaction Survey
- Provide feedback to the Manager of Education and Training
- The Manager of Education and Training will record on electronic register and action
- The Manager of Education and Training will forward to the C.E.O.
- The C.E.O. will forward to the Management Committee

## Mobile Phones

Unless for emergency reasons, trainers/assessors and students are requested to turn mobile off.

## Smoking Policy

Healesville Living and Learning Centre is a smoke free workplace. Smoking is not permitted in any buildings. Smoking is permitted in designated smoking areas outside the building.

## Language, Literacy and Numeracy

HLLC recognises that all vocational training includes language, literacy and numeracy tasks and all HLLC trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- Clear models of the language/literacy/numeracy task.
- Opportunities for repeated and supported practice.
- Opportunities for independent practice.
- Accesses to LLN Practitioners to assist the student obtain their learning goals.

## **Delivery**

HLLC ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

HLLC affirms that it has in place and applies the following resources:

- Delivery by Trainers with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.
- Work placement and Training Facilities environments are safe and provide suitable support for all students.

Delivery strategies utilised by HLLC are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

## **Client Welfare, Guidance and Support Services**

All clients of the HLLC are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

HLLC does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

Trainers/Assessor's should speak with the Manager of Education and Training or C.E.O for further assistance in referring students.

## **Human Resources Training and Development**

All employees and volunteers within the organisation are to be given the opportunity to access professional development programs to improve their professional and teaching qualifications.

The Conditions of Employment should clearly state the arrangements and conditions of professional development subsidies, time off and any other entitlement.

Trainer/Assessor's are responsible for maintaining their own Professional Development and Training and Assessing Currency.

## **Professional Development**

All contracted trainers will be responsible for their own professional development.

HLLC will support this by ensuring the PD opportunities available will be referred to them.

Trainer/Assessor's are responsible for maintaining their own Professional Development and Training and Assessing currency.

## Trainer/Assessor Code of Conduct

Trainers are required to -

- Treat each student with dignity and fairness. Recognise we are all different and have different views on politics, religion and matters of community interest. Acknowledge the adult environment and the experience and life skills which adults bring to the class. Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.
- Wear clothing that is clean, tidy and appropriate for the type of course, including occupational health and safety requirements if necessary, and in keeping with the image of the College. Smoking is not permitted during class time.
- Prior to course commencement Trainers will supply to HLLC a timetable for the delivery and assessing of each unit in the qualification.
- Be prepared for each class with adequate copies of notes and/or resources.
- At the first session discuss the proposed course outcomes with the students and seek their input to the program to ensure they achieve the desired learning outcomes.
- Discuss with the Manager of Education and Training any resources which are required for the course in sufficient time for such resources to be obtained.
- Arrive at the class prior to the advertised starting time to ensure the room is ready for the class.
- Commence the class on time; because some students are late the rest should not miss out on scheduled time.
- Complete the class roll each session and sign and return it to the Course Administrator at the completion of the each unit of competency.
- Be watchful for any student being harassed by another. Any such incidents are to be reported immediately to the Manager of Education and Training.
- In the event of an unresolved grievance with a student, advise the Manager of Education and Training who will mediate the issue
- Do not sell, or allow for sale within the class time, products, services, raffle tickets or other fundraising activities not authorised by HLLC.
- Do not sell or promote the sale of materials during class time without prior thorough discussion with and permission from the coordinator
- Advise the Manager of Education and Training as soon as possible verbally, and follow up in writing, any incidents and/or potential hazards that have occurred or could occur involving staff or students.
- In the event of an unresolved grievance with the Manager of Education and Training, the trainer may seek a resolution to the matter with the C.E.O. and if still not resolved may refer the matter to the Committee of Management in writing.

The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

## Policy

We recognise adults bring to their learning a wide variety of experiences and all students of accredited VET courses are advised of the availability of Recognition.

Assessments for Recognition will be made against the learning outcomes and assessment criteria specified in the accredited course curriculum or nationally endorsed training package.

We recognise the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

We will provide credit transfer for any qualifications/statements of attainment (SOA's) that a client has undertaken which have the exact competency code/s.

HLLC reserves the validate all qualifications/statements of attainment with the issuing RTO.

## Student Rights and Responsibilities

Healesville Living and Learning Centre Inc. requires that:

1. Students recognise other peoples' human worth and dignity.
2. The student's right to learn in an appropriate environment and that all people using the HLLC service have a right to be free from any form of harassment and/or discrimination.
3. Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
4. Students should come to class sober and drug free and smoke only in designated areas away from other people.
5. Students with a disability have a right to access HLLC programs and activities without discrimination, however they also have a responsibility to disclose their disability to ensure their learning needs known and addressed by the organization. HLLC's website for Policy and Procedures and forms for Policy on Disabilities [www.healesvillelearningcentre.org](http://www.healesvillelearningcentre.org).
6. Students pay all fees and charges associated with the course. Should this cause hardship, the student can discuss the matter with the Manager of Education and Training where other payment arrangements may be possible.
7. Unless otherwise stated, the course fee will include all learning resources, text books and workbooks. If a student misplaces or damages any resource which has been supplied, and requires replacement, HLLC reserves the right to charge the cost of replacement to the student.
8. Students have the right to expect a competent trainer and achieve the expected course outcomes.
9. Students have the right to be re-assessed if the competency is not achieved first time
10. Students are responsible for personal possessions while attending the course.
11. Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying.
12. Students have the rights to normal privacy afforded all citizens in personal matters. Refer to HLLC's Privacy Policy or website.
13. Students have a right to a prompt refund of course fees in accordance with the refund policy.
14. Students should report all injuries or incidents of harassment by another student or tutor promptly to the Manager of Education and Training to allow a written report to be entered in the incident record book and further action undertaken.
15. Students have access to IT facilities at no cost while they are training and by arrangement with the Manager of Education and Training.

## 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 cabinets are located in Reception, the Student Lounge, the welding shed and the woodwork shed.

All accidents should be reported to the office.

## 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.

## Disability Support - Rights and Responsibilities

### Staff

All staff take responsibility to ensure equity for students with disabilities and discharge their duties in a non-discriminatory manner.

### Staff rights

Staffs have a right to expect that students seeking reasonable adjustments to the learning program will be willing to discuss their specific requirements (with assistance if required) and share responsibility in negotiating solutions.

### Staff responsibilities

Staff are encouraged to undertake development activities which ensure they become familiar with the general requirements of students who have disability.

Staff are affirming of and value students and creates a climate that encourages students to approach them to discuss issues impacting upon their studies that arise from their disabilities.

While many students with disabilities may work through the Manager of Education and Training at HLLC, others may approach teaching staff directly.

All staff can demonstrate their willingness to make adjustments for students by inviting them to discuss their particular requirements in private at a subsequent time. HLLC requires that any arrangements made for reasonable adjustments are formally notified to the Manager of Education and Training.

Teaching staff and trainers need to respond to the particular requirements of students who have a disability by making reasonable adjustments within a flexible curriculum. Trainers and staff need to understand and constructively manage behaviour arising from disability which impacts upon others in the class.

Students with disabilities have the right to:

- Equitable access to courses, programs, services, activities and facilities at the College
- Reasonable and appropriate accommodations, academic adjustments, and/or additional support services
- Confidentiality of information pertaining to their disability
- Information to be made reasonably available in accessible formats
- Be treated with dignity and respect.
- The institution will establish an inclusive educational environment
- They can undertake their studies free from discrimination and harassment
- Staff will anticipate their need for reasonable adjustment, invite them to discuss their requirements, and treat the request promptly and seriously
- Their views will be sought in the development and review of institutional policies, procedures and practices affecting their lives at the tertiary institution
- Where required, they may be assisted by independent advocates
- Staff will be given appropriate training to become familiar with good practices for meeting the requirements of the students
- They will be given the opportunity to develop skills which will enable them to obtain maximum benefit from available services.



Students, and where applicable, prospective students with disabilities, have a responsibility to provide information which assists HLLC in the timely planning and implementation of appropriate services by:

- Identify themselves at enrolment as an individual with a disability when seeking an adjustment or service on the basis of their disability
- Provide documentation from an acceptable professional source that verifies the nature of the disability and impact on access to the learning environment and/or experiences
- Follow the procedures for obtaining reasonable services as outlined in student handbook
- Treat staff at HLLC with dignity and respect.
- Notifying and verifying their requirements to the extent necessary to ensure an appropriate response
- Being proactive in advising HLLC of the difficulties they encounter in accessing aspects of the life at HLLC, and how to overcome those difficulties.
- Ensuring that specialised services provided are utilised in a fair and effective manner
- Respect the efforts of others, observing conditions placed on adjustments made
- Advising absences to obviate.

Healesville Living and Learning Centre has the responsibility to:

- Ensure that our courses, facilities and activities are designed to be accessible to students with disabilities.
- Provide to students with disabilities information regarding policies, procedures and services and ensure their availability in alternative formats where required.
- Assess students on their abilities, not their disabilities.
- Provide reasonable and appropriate accommodations and services for students with disabilities.
- Offer a range of services in keeping with the provisions and responsibilities outlined in the Disability Discrimination Act(1993) and relevant College policies and procedures.
- Assist students to inform staff within the College regarding the impact of the student's disability and arrange appropriate services and accommodation.
- Maintain appropriate confidentiality of personal, health and disability information provided to the service by students.
- Inform students of College policies and procedures relating to students with disabilities where required.
- Seek feedback from students regarding the services being provided, work toward continuous improvement of services and respond appropriately to difficulties where they arise.
- Provide students with disabilities information about complaints processes where required.

### **Assessment Process for VET**

Healesville Living and Learning Centre Inc undertakes to ensure at all assessments and evaluations of students in accredited VET courses will be completed in accordance with the criteria laid down in the course curriculum, or if a training package, the assessment component of the training package.

All assessment and evaluations will recognise equity issues without compromising the integrity of the assessment or evaluation.

### **Procedure**

Assessment may take place at any time, including at the beginning of a course. Some students/clients may enroll for assessment only.

Assessment will be provided when the student/client feels he/she is ready for the assessment.

Assessment will be undertaken in an environment as close as practical to the normal work environment.

Wherever possible, assessment of competence will be carried out in the workplace whilst the candidate performs an actual job or task as appropriate to the level of development.

Assessment-only candidates will be informed of the criteria for assessment and the appeals process prior to the assessment event.

All requirements of the Training Package for assessment will be observed.

Students/clients wishing to appeal any assessment decision have the right to the VET Assessment Appeals Procedure and the Complaints Procedure.

Information on assessment decisions is only released to stakeholders with the written permission of the client.

## **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.

## **Recognition Policy**

### **Definition**

Recognition is the term that covers Recognition of Prior Learning, Recognition of Current Competency and Skills Recognition. All terms refer to recognition of competencies currently held regardless of how, when or where the learning occurred.

Under the AQF, competencies may be obtained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to grant recognition the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in the AQF accredited courses.

The evidence may take a number of forms and could include certification, references from employers, testimonials from clients and work samples.

The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

## Services and Support

The Healesville Living and Learning Centre provides a venue for support services, community projects and private program providers. 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. Membership fee - \$7.00. Membership may be paid at any time during 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)
- Class Supplies - (Art supplies and Hairdressing mannequins currently available at Reception)
- Fax and Phone - (Available during office hours only. Time limit applies)
- Tea and Coffee - (Available in the student lounge for currently enrolled students only)
- Laminating

### 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 under the guidance of the First Aid Officer. Enquire at the office.

## Scope of Registration

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

### Qualifications

<i>Code Title</i>	<i>Course Title</i>
SIB20111 -	Certificate II in Hairdressing
SIB30111 -	Certificate III in Hairdressing
22237VIC -	Certificate II in General Education for Adults
22238VIC -	Certificate III in General Education for Adults
BSB30412 -	Certificate III in Business Administration
ICT20111 -	Certificate II in Information, Digital Media and Technology
ICT30111 -	Certificate III in Information, Digital Media and Technology
LMT31407 -	Certificate II in Applied Fashion Design and Technology
LMT21707 -	Certificate III in Applied Fashion Design and Technology
SIB20110 -	Certificate II in Retail Make-up and Skin Care
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