STUDENT INFORMATION HANDBOOK v6

STUDENT NAME: ..............................
COURSE: ..............................................

OFFICE HOURS:
Monday-Thursday 9.00am-5pm
Friday 9.00am-4.00pm

103-109 Hare Street
ECHUCA 3564
Phone: 03 5482 4601
Fax: 03 5480 7257
Email: ccae@ccae.vic.edu.au
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A very warm welcome to our College.

We are a small but vital part of the education and training Industry operating in the Echuca-Moama district and we cater for Students who are at least 16 years of age.

This College began with a small group of people meeting in a private house in 1979 and is now home for over 800 students each year studying over 40 courses.

Our courses and training programs are as diverse as the needs of our community, and we pride ourselves as a committed team of qualified educational leaders.
ABOUT OUR COLLEGE.....

OUR BOARD of MANAGEMENT
The operation of Campaspe College is overseen by a Board of Directors. They are volunteers from the local community who are committed to seeing that your needs are met. As of May 2009, the Board Members are:-

Peter Williams (Chairman)  Lindsay Short (Treasurer)  Anne Peace
Glynis Kelly    Merryl Steeper   Brian Piickthall
Gwen Smith

The Board employs a Manager, Mr Richards Francis, who oversees the work of trainers and teachers. All are a team working to achieve successful learning and employment outcomes for our students by following these broad principles:

OUR VISION
To be the leaders in successful learning outcomes in Community, Business and Youth Training and Education. We seek to maximize successful outcomes for:

- young people and adults who have not completed their formal education
- those seeking a nationally recognized training certificate
- the unemployed seeking a return to work
- those with a disability
- Aboriginal people
- older citizens
- members of our community who are functionally illiterate
- those who are marginalized or experiencing social and economic difficulties

OUR MISSION
To be recognized for connecting the community to professional delivery of Community, Business and Youth Training and Education.
OUR VALUES

Clients: We provide quality, customer focused training by highly qualified staff that meet individual needs for skill development and successful learning outcomes.

Community: We promote and facilitate positive relationships through learning and social interaction.

Leadership: The staff and volunteer Board of Management are committed to creating a professional, accountable and socially responsible organization.

Professional Ethics: We provide informative and accurate communication to community, industry and students regarding education and training options supportive of access and equity.

Innovation: We strive to be current, modern and relevant to community needs and service delivery.

ABOUT OUR COMMITMENT TO…..

ACCESS & EQUITY

We are committed to achieving access, equity and excellence in tertiary education and training. All students and staff have a right to study and work in a positive environment that values diversity and protects them from discrimination or harassment.

We strive to reflect the diversity in the community and are committed to making our courses relevant, accessible, fair and inclusive. We undertake to eliminate policies, practices, assumptions and behaviours that may cause disadvantage or discrimination, so that all our clients are made to feel welcome in our Training and Education programs.

YOUR ACCESS TO YOUR INFORMATION and LEARNING OUTCOMES

Under Privacy legislation, an individual has the right, with the approval of the Manager
OUR CONFIDENTIALITY
Student information is kept secure and confidential. Where Campaspe College is required to disclose information about students, the student will be informed.

- Under Government regulations, student personal information is provided to ACFE, VRQA and Skills Victoria for reporting purposes only
- Where another Government agency requires student information the student will be notified that such requests have been made.
- Staff who handle information are required by law to respect student privacy
- If a student needs to access their information, you must contact the manager

CONTINUOUS IMPROVEMENT
Campaspe College is committed to continuous improvement. If you are unhappy with a program or facilities your opinion is encouraged. You can raise the matter with your trainer/teacher or in a more formal manner by use of a grievance form available from the General Office.

Campaspe College will require your participation in formal questionnaires to be completed by you at the 50% and 90% milestone of your course. It is for you to decide if you wish your answers to remain anonymous or not.

COMPLAINTS
We are committed to providing high quality courses led by well-qualified staff with up-to-date equipment in pleasant, safe environments. If, for any reason we fail to meet your expectations, please tell us. All complaints are treated as a Continuous Improvement opportunity and will be dealt with in a constructive, timely manner.

There is an obligation on the complainant to be fair and firstly raise their concern in a confidential manner with the staff member concerned either verbally or in writing. If the problem remains unresolved, fill in a grievance form available from the office or the College web site and hand it in to the office staff.

Complaints will be recorded in the Continuous Improvement Register by the office staff and the Manager will ensure that the following steps are taken:

- Discussion with relevant persons to establish the facts
- Discussions with the complainant to seek resolution
- Where resolutions cannot be reached, the matter will be referred to the next available Committee of Management meeting for discussion/decision
COUNSELLING SERVICES

People often use counselling services to help with a range of problems that make it difficult to enjoy life as well as difficult to concentrate on their studies.

Counsellors listen respectfully and impartially in order to understand your situation and then help you to work out what is needed to assist you find peace of mind. Many people find that simply talking about something helps them to think more clearly and feel more confident about tackling a situation.

Campaspe College may be able to help you in a number of ways:

• Talk with your trainer/teacher about study issues and strategies such as:
  - Time management
  - Study plans
  - Meeting dead-line dates
  - Learning and Study: methods / strategies / skills.

• Talk with the manager and finance officer about financial issues affecting your study.

• Talk with the Campaspe College Welfare Coordinator, Karen Hagan, for assistance with making a referral to see a counsellor. We can refer you to another service for assistance once we know what the problem may be.

• Talk with a counsellor to help with: your relationships; dealing with a crisis; loss and grief; drug-related issues; stress; anxiety; depression; psychiatric disabilities; developing confidence and self esteem.

• The Campaspe/Murray Family Information Card supplied in your induction kit provides a range of possible sources of assistance for:
  - General family violence
  - Children
  - Police
  - Accommodation
  - Legal matters
  - Financial assistance and material aid
  - Medical
ABOUT OUR COURSES.....

PRE-ENROLMENT PROCEDURES

When you enroll in accredited programs you must complete a Student Data Form and handed it to Reception. This information is entered onto our database. You are enrolled into an Induction unit and given this Student Information Handbook.

You may pay for a Training Program when submitting your Student Data Form or you can delay payment until you attend the Induction unit. Whatever your choice, the course must be paid for in advance or with a 25% deposit and payment plan.

If you are seeking to enroll in the Certificate in General Education for Adults [CGEA], you must be referred by Centrelink and must also complete a literacy and numeracy assessment at the time you submit a Student Data Form.

INDUCTION and ENROLMENT PROCEDURES

The induction is simply a formal welcome and introduction to Campaspe College and our expectations of those seeking to enroll in our courses. Every student who enrolls in an accredited training package must complete the induction unit before they commence their particular training program.

As part of the induction unit you will be asked to complete the Enrolment Application Form as well as a few simple questions to help us provide a better focused learning program that caters to your individual needs and abilities.

If you are eligible for RPL or Credit Transfer we suggest you bring them to our attention at the end of the induction unit.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is simply a process of giving formal recognition to skills acquired from life experiences that can be directly related to an intended training program.

This life skills learning is measured against the course criteria. If relevant, some units of the intended training program will not need to be completed because the life skills are accepted as demonstrating competency in the required industry skill.
CREDIT TRANSFER
If you have previously completed a unit listed in your intended training program, you do not have to do it again if you show the Office Staff the ORIGINAL Certificate, Transcript or Statement of Attainment identifying such units. We record a Credit Transfer for the unit/s involved. You have then completed part of your intended training program.

FLEXIBLE LEARNING and ASSESSMENT
We are committed to learner-centred education and to flexible methods of training and assessment. It is possible, for an additional cost of $500, for students who commence an on-campus program to switch to an off-campus program.

HELP WITH “THE BASICS”
We are here to assist all students achieve their goals. From time to time extra support may be required. Please see your Course Coordinator if you need extra assistance with language, literacy or numeracy, or if you need welfare and guidance support.

EXCURSIONS
Excursions reinforce, complement and extend learning opportunities beyond classroom and College. They are an important aspect of educational programs and help develop an understanding that learning occurs in the real world including via work-placements.

Excursions are additional to the tuition programs and only students who have displayed sensible, reliable behaviour are invited to participate in excursions. All endeavours will be made not to exclude students simply for financial reasons, but students whose payments have not been finalized at least 24 hours before the departure date will not be allowed to attend unless alternative payment arrangements had been previously organized with the Finance Officer and approved by the Manager.

ASSESSMENT in NATIONALLY ACCREDITED PROGRAMS
Accurate and comprehensive assessment: assists open communication; guides student learning; aids in establishing future direction; helps identify exemplary performance; helps identify those in need of support/assistance. Assessments assist us judge whether you are competent or not yet competent in the performance of employment related skills.

All training programs require assessment of curriculum elements in accordance with the industry standards attaching to each individual accredited unit within a training program.
C = Competent: For nationally accredited training, a student receives a ‘C’ for a unit when they demonstrate competence at least twice to trainer/teacher satisfaction.

NYC = Not yet competent: For nationally accredited training, a student receives an ‘NYC’ for a unit when they are unable to demonstrate competence. They cannot be issued with a Certificate. Instead they receive a Statement of Attainment until ‘NYC’ unit/s are converted to ‘C’. The student may repeat unit/s or undertake new units, but this is at additional cost.

Delay of Completion: Exceptional circumstances may prevent a student from attending their program and/or completing assessments in the normal time frame. In such cases, the student can seek Delay of Completion. Campaspe College reserves the right to delay satisfactory completion decisions and allow a student to complete or submit further work.

This decision is made in consultation between the trainer/teacher, the coordinator of the program and the Manager. Any extension is for a very limited and strictly enforced time frame, the breach of which will result in the Manager directing the relevant trainer/teacher to enter an ‘NYC’ as the final outcome for the unit/s involved.

ASSESSMENT in VICTORIAN ACCREDITED PROGRAMS - VCAL, VET and CGEA

C / NYC / Delay of Completion: These learning outcomes also apply to VCAL, VET, CGEA. In regard to Delay of Completion, the Manager can direct the relevant trainer/teacher to enter an ‘NYC’ against VET components and an ‘N’ for the entire VCAL program where work is submitted after deadline dates without there being exceptional circumstances.

S = Satisfactory: Students receive an ‘S’ for a unit when they demonstrate competence as assessed by the qualified trainers/teachers of the VCAL, VET or CGEA courses in which a student is enrolled.

N = Not Satisfactory: Students receive an ‘N’ for a unit if they have not yet demonstrated competence as assessed by the qualified trainers/teachers of the VCAL, VET or CGEA courses in which a student is enrolled.

WITHDRAWAL

We suggest you discuss any problems you may have with your trainer/teacher in the first instance, so the matter may be resolved without withdrawing from the course. If you
ABOUT OUR CODE OF CONDUCT.....

GOOD CITIZENSHIP - RESPECT: Learn It, Earn It

Our College courses occur in an adult education environment and we expect all students to act accordingly and know the “Good Citizenship” code and culture of the College:

RESPECT: LEARN IT, EARN IT.

All persons, employed or learning with Campaspe College, are expected to show respect for themselves, their classmates and College personnel by:

- Observing equal opportunity: everyone treated equally, fairly, respectfully, courteously
- Avoiding harassment or discrimination and being inclusive of all persons
- Respecting the rights of others and implementing responsibilities at all times
- Respecting property and working together to provide a safe and harmonious environment
- Respecting the right of other people to learn and respecting the opinions of others.
- Promoting learning, personal development, self-esteem and achievement of goals.
- Being punctual, prepared, persistent and completing agreed tasks by their due dates
- Observing confidentiality, privacy and all CCAE policies in relationships with others

DISCIPLINARY ACTION

As a student you have responsibilities. Disciplinary action will be implemented when your behaviour breaches our Good Citizenship Code of Conduct. Consequences may involve:

- A disciplinary interview with your trainer/teacher and/or Manager
- A behavioural contract the breach of which results in expulsion
- The direction of your trainer/teacher, under written instruction from the Manager, to enter a not yet competent in the unit outcome of work that is overdue
- Expulsion from Campaspe College for up to three months
- Expulsion and permanent exclusion from Campaspe College

ATTENDANCE

Your participation in class activities and discussion is a major part of your course, as is the completion of tasks set to be done outside class. Students are therefore required to:

- attend ALL classes wherever possible
- If unable to attend, contact the General Office with an apology
- Maintain a minimum attendance level of 90% in all VCAL programs
- Maintain a minimum attendance level of 80% in all other accredited programs
ENCOURAGED BEHAVIOURAL HABITS

We encourage our students to practice the following ‘Habits of Highly Effective People’. These were developed by Stephen Covey and are summarised below:

Be Proactive – accept responsibility and do not cast blame for your behaviours and consequences. You have the ability to choose a moral/socially acceptable response. Behaviour is a conscious choice: act responsibly.

Begin with the End in Mind – have a clear understanding of your long term vision, direction, destination. Each day work in a meaningful way on the short term steps to this long term vision you have for your life as a whole.

Put First Things First – organise and manage time and events to do those things you find most worthwhile doing to provide the greatest personal benefit to you achieving your long term desired vision, direction and destination.

Think Win/Win – maintain personal integrity. Consider the feelings and convictions of others. Live cooperative relationships: a compromise is not seen as weakness, but as a mutually satisfying and beneficial accommodation.

Seek First to Understand, Then be Understood – listen empathetically to understand, but not necessarily agree with, another’s viewpoint, then express your own opinion. Focus debate on issues, merits. Be open to compromise.

Synergise – value differences between people and through team building, and teamwork, harness the creativity that different perspectives bring to a relationship. Two people, creatively cooperating, usually produce better results than either one working in isolation.

Sharpen the Saw – care for yourself through reflection. Balance 4 areas of life to provide a vision, passion and a sense of adventure to life. These are: physical [nutrition, exercise, rest], social/emotional [key personal relationships], mental [learning via communication and thinking] and spiritual [literature, the arts, prayer, meditation, enjoyment of nature].

YOUR CONFIDENTIALITY RESPONSIBILITIES
ABOUT OUR ADMINISTRATIVE MATTERS.....

COURSE FEES FOR ACCREDITED TRAINING
As from 01 July 2009 all government funded training will levy student TUITION fees and charges in accordance with the following Enrolment Course Category. Please enquire at the General Office about the relevant tax deductable TUITION fee you will be required to make toward your own education.

Enrolment Course Category
Skills Foundation: Pre-accredited and CCAE Pathways programs
Skills Creation: Certificate I / II
Apprenticeship, Traineeship Training Program [ATTP] and Priority Education and Training Program [PETP]
Skills Building: Certificate III / IV
Skills Deepening: Diploma

Campaspe College levies an administrative fee as outlined below. This fee is as published from time to time. However, we suggest that you confirm fees with our office staff when you enroll. We reserve the right to change course schedules, fees, trainers/teachers where necessary.

<table>
<thead>
<tr>
<th>Administrative Fee</th>
<th>Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Support Services</td>
<td>reception, induction program, welfare, student report/record/archiving</td>
</tr>
<tr>
<td>Student Facilities</td>
<td>IT facilities and associated utilities, student lounge, toilets, maintenance</td>
</tr>
</tbody>
</table>

ENROLMENT CONDITIONS and REFUNDS

- enrolment occurs upon payment of course fees
- cancellation from a course within 5 working days will attract an administrative fee.
- classes will run as listed as per our “no cancellation policy” except in the most extenuating circumstances.
- entry to class is by receipt issued by the office.

CHANGE OF ADDRESS/PHONE NUMBERS
We may need to contact you urgently, for example, regarding your class times. So
CAR PARKING
We are unable to provide off-street parking for our students. Metered parking is available in the streets around the College.

CHILDCARE
This is only available for accredited training courses. Campaspe College will pay 50% of your childcare fees if you need to use childcare when you are attending ACFE funded courses. Please check with Office Staff when enrolling for eligibility.

COMPUTERS
Our college is well-resourced with modern computers using VISTA Office 2007 and XP Pro Office 2007. We prefer only students who have completed Certificate 1 in Information Technology, a course readily available at this college, use them.

DRESS CODE
Personal hygiene is expected to be a priority at all times. We also expect clothing, including jewellery and footwear to be safe, practical and comfortable whether at college or on workplacement.

Your choice of clothing must allow easy, quick movements, in no way hamper interactions or work with other students/clients. It should not be at risk of getting caught in equipment or machinery. Inappropriate clothing includes:

- shoe-string straps on tops
- bare midriffs
- thongs or slides
- short skirts or short shorts
- dangly jewellery
- plunging necklines
- It is expected that long hair will be tied back or netted whilst on placement.

MOBILE PHONES
We know how important mobile phones have become in everyday life. However, the random use of mobile phones in classrooms can have a huge impact on the learning environment and each student’s right to uninterrupted learning.

We have negotiated the following policy with past students:

- Mobile phones must be switched off or on silent mode during class times.
PHOTOCOPYING
Personal photocopying will be carried out for you by office staff provided sufficient notice has been given. Costs are available from office staff.

REFRESHMENTS
Tea, coffee, water and soft drinks are provided in the student lounge. Please keep this area clean, neat and tidy for all to use.

SMOKING
In common with all public places, smoking on these premises is prohibited by law. Those wishing to smoke must exit the college buildings and grounds completely. You are NOT to stand on the street outside the front of the College and smoke.

COMPLIANCE WITH GOVERNMENT LEGISLATION
We have initiated procedures within the College so that we fully comply with the following Acts or Parliament:
- Sex Discrimination Act (1984)
- Disability Discrimination Act (1992)

STRUCTURED WORKPLACE LEARNING ($WL)
WHAT IS STRUCTURED WORKPLACE LEARNING?
It is structured on-the-job training during which you are expected to master a designated set of skills and competencies related to the course you are studying.

WHO NEEDS TO DO IT?
It is normally a compulsory element of Certificate 3, 4 and Diploma programs. It can also be an optional element in Certificate 2 programs.

HOW MANY HOURS WILL I NEED TO DO?
It will depend on the course you are enrolled in, your work history & your individual assessment needs. This can be discussed with your course coordinator or the college SWL coordinator during your classes.

WHAT IF I AM UNDER 18?
WHAT ARE MY RESPONSIBILITIES?

- Participate in pre-placement activities to optimize your safety & achievement during your workplace learning opportunity and be aware of your rights and responsibilities and emergency contact arrangements if needed.
- Perform your duties during the Workplacement to the best of your ability, support occupational health and safety in the host workplace and comply with all reasonable directions of the host employer and their employees.
- Inform both the host employer and the SWL coordinator as soon as possible if you are unable to attend the workplace and inform your Supervisor & SWL coordinator promptly of any injury, accident or incident that has occurred.
- If you have access during placement to information which is private and confidential, you must not convey to any person outside the host employer’s workplace knowledge or information of this kind.
- Attend at the workplace on each day at the agreed time.
- Dress appropriately for the workplace—(see Dress Code Page 13)
- You must have completed the occupational health and safety program that is part of the accredited course of study that you are undertaking.

WHAT PRE-REQUISITES DO I NEED?

- You will need to finish the required units of your course.
- Aged Care & HACC: Personal Care & OHS
- Children's Services: OHS & Participate in the Work Environment
- Welfare: OHS
- Complete a National Police Check
- Complete a Level II First Aid Certificate/CPR
- Provide an up-to-date resume
- Children’s Services & Welfare: complete a “Working with Children” check.

HOW DO I ORGANISE IT

About the time the required units have been delivered, the SWL coordinator will visit your class and explain the following process:
- You complete a preference form for providers and the dates you are available.
- You provide us with your original police check, First Aid Certificate, up-to-date Resume and Working with Children Card if required.
- The SWL Coordinator organizes a placement or part placement for you.
- A SWL Calendar is made for you with all your placement dates and information required including assessment dates.
- You have an initial meeting with the SWL provider before starting, where all paperwork is completed. (This needs to be returned to the college)