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About Echuca Community Education Group [ECEG] Incorporated

Echuca Community Education Group [ECEG] is a small but vital part of the Education and Training Industry in the Echuca and Moama district. ECEG began with a small group of people meeting in a private house in 1979 and is now home for 800+ students each year studying education programs [Certificates in General Education for Adults, Certificates in Foundation Skills] and over 50 nationally accredited industry certificate and diploma qualifications in fields such as:

- Aged Care, HACC, Disability, Community Services.
- Early Childhood Education & Care, Youth Work, Education Support.
- Financial Services, Bookkeeping, Accounting, Management.
- Business, Retail, Information Digital Media & Technology.
- Hospitality, Commercial Cookery, Holiday Parks & Resorts.
- First Aid, CPR, Asthma & Anaphylaxis Management, External Defibrillation.
- Use Hygienic Practices for food safety, Participate in safe food handling practices.
- Responsible Service of Alcohol [RSA—Victoria].

ECEG also provide a diverse range of pre-accredited training such as: MYOB, Creative Art, Welding, Foods, Digital Literacy, Careers, Nutrition and Training Circuits, Tai Chi, Adventure studies, Community kitchen - programs as diverse as our community. We pride ourselves, as a committed team of qualified educational leaders, in tailoring programs to meet the education and training needs of the community we serve.

Since 1979 these programs have been delivered by one arm of the ECEG business: Campaspe College of Adult Education [ECEG]. ECEG has been assisting students, aged 15 years and more, to identify their education and training needs and tailoring programs to deliver those desired outcomes. Occasionally students aged 14 have been able to enroll and undertake education and training at ECEG, but this requires approval of the Victorian Minister for Education.

In 2014, the Board of Management created what it intends to be a second arm of the business: Campaspe Youth Empowerment Services [C-YES]. C-YES commenced operations on Thursday 16th October 2014 and has as its focus, locating and assisting young people aged 15-24 years of age who want to reconnect with education, training and employment. In this program, students aged 14 may be able to enroll and obtain education and case worker assistance with the approval of the Victorian Minister for Education.

ECEG welcomes all students, regardless of sex, race, religious beliefs, ability and age into its programs, provided that they are able to achieve the required course outcomes.

Both ECEG and C-YES strive to create and maintain an environment of openness and tolerance within its student community and is committed to the care, safety and wellbeing of its students.

ECEG is a Registered Training Organisation (RTO) with the Victorian Regulatory and Qualifications Authority (VRQA) to operate in Victoria. We adhere to the Australian Quality Training Framework (AQTF) and conduct a self-assessment audit against these standards annually.

Trainers are expected to be familiar with the requirements of these standards and to operate within their guidelines at all times. Our policies and procedures are mapped against these standards.

ECEG has a Scope of Registration - a list of qualifications approved for delivery. This information is available to the public via the National Training Information Service (NTIS) website www.training.gov.au A copy of the Scope of Registration is displayed on our website: www.ECEG.vic.edu.au
Board of Management
The operation of CCAE is overseen by a Board of Directors. They are volunteers from the local community who are committed to seeing that your needs are met. The Board Members are:-

Peter Williams (Chairman)  Anne Peace  Gwen Smith
Bryan Pickthall  Jodi Spence  Rod Young

The Board employs a Manager, Mr Richards Francis, who oversees the work of trainers and implementation of the policy decisions of the Board. We work as a team to achieve successful learning and employment outcomes for students by following these broad principles:

Our Vision
To be the leaders in successful learning outcomes in Community, Business and Youth Training and Education. CCAE strives to maximize successful outcomes for:
- young people and adults who have not completed their formal education
- those seeking a nationally recognised 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 marginalised or experiencing social and economic difficulties

Our Mission
To be recognised for connecting the community to professional delivery of Community, Business and Youth Training and Education.

Our Unique Selling Proposition
We deliver the best personal, tailored, Community, Business and Youth Training and Education in the Region.

Our Values
Students:
CCAE provides quality, customer focused training by highly qualified staff that meet individual needs for skill development and successful learning outcomes.

Community:
CCAE promotes and facilitates 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:
CCAE provides informative and accurate communication to community, industry and students regarding education and training options supportive of access and equity.

Innovation:
CCAE strives to be current, modern and relevant to community needs and service delivery.
Code of Conduct

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

Respect: Learn It, Earn It.
All persons, employed or learning with CCAЕ, 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 CCAЕ policies in relationships with others

Encouraged Behavioural Habits
ECEG encourages staff and 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 team work, 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].
Plagiarism and Cheating.

*Plagiarism* is using another’s work without appropriate reference or acknowledgment.  
*Cheating* is presenting work for assessment as your own when it has not been independently prepared by you.

Students are often asked to do additional reading and research to develop their own stance on issues. It is expected ideas and beliefs may be influenced by what one has read and seen in research. It is critical when submitting assessable work *that a student can attest it is their own work*, or where they have used someone’s ideas to help form their stance, that they reference appropriately its contribution to their thinking. Failure to do so is a disciplinary matter.

**Disciplinary Action**

Student have responsibilities. Disciplinary action is implemented when behaviour breaches ECEG’s *Good Citizenship* code of conduct and/or if *Plagiarism or Cheating* are involved. Consequences may involve:

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

**Legal Action**

Any behaviour by staff or students deemed illegal or questionable under relevant legislation [drugs, theft, harassment for example] will be referred to the appropriate external authorities.

**Day to Day Operations**

**Class Times & Breaks**

- **Full Day Classes:** 9.00 to 2.30pm or 3.00pm: morning break of about 10 minutes and lunch-time break of 30 minutes.
- **Evening Classes:** 6.00pm to 9.00pm or 10pm:
- No student is required to attend more than 8 hours in any given day.
- Some classes need to finish by 3:00 for parents to be home for school children.
- We have a two staff policy for night classes...please read the requirements of night staff.

**Annual Calendar**

ECEG operates according to Victorian school terms. However, we have an enroll-any-time process, consequently some students will be commencing a program just when other students are completing.

**Student/Staff Café**

Tea, coffee, milo, milk, sugar, fridge, microwave, sandwich toaster, hot water together with tables, chairs/couches for student use. *It is expected that food and drink will be consumed in the café area. In classrooms, only bottled water is permitted.* Please keep the café area and classrooms clean and tidy.

**State of the art Training Facilities**

CCAE has state-of-the-art internet connected training facilities within its historic buildings with: classroom electronic touch screen boards; internet connected flat screen TV’s; Desktop and laptop computers.

- Industrial Kitchen and Restaurant for patrons.
- Workshop fully fitted for materials: wood; metal; arc, mig, tig welding and ceramics.
- Classrooms for fashion design and creative arts [oil, water color, pastels, charcoal, digital].
Car Parking – Day and Night-time
There is off-street parking available for staff in the rear compound of the College. It is well lit with security lighting at night and the College has a two staff policy for night classes.

ECEG is unable to provide off-street parking for students. Metered all-day parking is available in the streets around the College. At nighttime, we recommended students’ park on Hare Street which is well lit by street lights and College security lighting. Please ask your students to consider leaving the College via the front door in pairs or small groups for their general safety and convenience at night.

Smoking, Alcohol and Drugs
In common with all Victorian facilities used for education, smoking is prohibited in ECEG grounds, buildings and on the verge in front of the College. Both staff and students, if they wish to smoke, may do so at the rear of the property in the Council car park or in the Alton Reserve. If you are found to have brought onto CCAE premises, alcohol, illegal drugs or drug paraphernalia the police will be immediately informed and other consequences may follow.

Littering
Staff, students, visitors or guests who litter will be required to clean up the area. Cigarette butts are legally considered litter and must not be discarded anywhere on CCAE grounds or you will be required to clean up the area. A cigarette butt container is provided in the smoking area at the rear of the property in the Council car park and in Alton Reserve.

Satisfaction Surveys
ECEG is proud of its quality education and training provision. Satisfaction Surveys provide a means to monitor the quality and content of a course, suitability of venues, equipment provision and identify problems, where learners may not feel able to raise them directly with a trainer.

For most courses the Satisfaction Survey will be issued at the completion of your course unless otherwise advised by your teacher. The Surveys can be completed anonymously.

Dress Code
Personal hygiene is expected to be a priority of all students. CCAE expects clothing, footwear and jewelry to be safe, practical and comfortable at CCAE and on work-placement. In the Workshop and Kitchen/Restaurant, enclosed footwear is required by law.

Your choice of clothing must allow ease of movement and in no way hamper interactions or work with other students/students. It should not be at risk of getting caught in equipment or machinery. Inappropriate clothing includes:

- shoe-string straps on tops, plunging necklines and/or bare midriffs
- thongs or slides
- short skirts or short shorts
- dangly jewellery
- long hair will be tied back or netted where required
Children in Class or on Premises
ECEG is an adult education provider catering for people 15 years of age and older. Adults enrolling in our classes expect to be in child-free zone. Children are not permitted to be in attendance at classes, nor left unsupervised outside a class or anywhere on ECEG property.

For ESL and CGEA classes an exception to rule is made. Students with children who are not crawling or walking are encouraged to attend with their child but must be in care and supervision of their child at all times. Once the child is crawling/walking, the student must find appropriate day care. ECEG is not a day care facility. We have baby changing/walking, the student must find appropriate day care. ECEG is not a day care facility. We have baby changing facilities located in the disability toilet.

Student Support Services
People often use counselling services to help with a range of problems that make it difficult to enjoy life and/or concentrate on studies. Counsellors listen respectfully and impartially to understand your situation and help you to work out what is needed to assist you find peace of mind.

Please note: Where support services are accessed or provided, CCAE asks that you complete a short feedback form to help us refine the provision of these services for future students.

Students are encouraged to talk with their 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 Welfare Coordinator for assistance in making a referral to see a counsellor. We can refer you to another service for assistance once we know the issue of concern.
- Talk with a counsellor to help with: relationships; dealing with a crisis; loss and grief; drug-related issues; stress; anxiety; depression; psychiatric disabilities; confidence & self esteem.

ECEG provides 1:1 and small group support to those with identified learning difficulties.

Mobile Phones
All mobile phones must be turned to silent or vibrate mode during classes. Students should inform the trainer if an important call is expected. Phone calls must only be answered outside of the class room. Mobile phones and other portable equipment such as iPods are not to be used in the classroom except with the permission of the trainer.

Visual Perceptual Irlen Dyslexia Referral Service for CGEA/FSK students
ECEG provides a free Irlen referral service for all Certificate in General Education [CGEA] and Certificate in Foundation Skills students. For some people, a particular ‘colour’ in the spectral light sensitivity range interferes with the transmission of visual information between the eye and the brain making it difficult to see printed text or diagrammatic information.

It is a physiological issue and once identified, it is within the power of the person to overcome this. Once the visual processing is physically adjusted, either by changes to the learning environment or through the acquisition of spectral filtered lenses in glasses, the person can read and interpret diagrams just as well as a person who does not have Irlen Dyslexia.
Confidentiality
Confidentiality of workplace observations, interactions, debriefing and class discussions are fundamental to the integrity of ECEG programs.

Being critical and raising criticisms is essential for learning. However, comments must remain restricted to the trainer/teacher/workplace supervisor and fellow students in the class. They are not to be repeated in the public domain. Class notes and/or Reflective Journals must not identify names of students, carers, nor fellow students. Proven breaches of confidentiality will result in:

- Termination of a employment with ECEG.
- Possible legal action being initiated by ECEG against the staff and student[s] involved.
- Possible legal action being initiated by person’s affected by the published comments.

Emergency First Aid Stations
Information is located in all rooms in the ECEG building. Please take the time to familiarise. First Aid Kit locations are:

- Workshop – near power board
- Kitchen – near hands-free hand basin
- Hall way – outside Room 2

Trainers should ensure their class is aware of evacuation procedures. An evacuation drill may be held at any time.

Student Attendance
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. **No student will be required to attend for more than 8 hours on any given day.** Students are required to:

- attend ALL classes wherever possible
- If unable to attend, contact the General Office with an apology and valid reason
- Maintain a minimum attendance level of 80%

Consequence of Non-Attendance
Failure to attend class without an excuse for 2 days consecutive scheduled days will result in the student being contacted by Office Staff. A subsequent failure to attend class without a reasonable excuse will result in the student being invited to a meeting with administrative staff to explain why they should not be withdrawn from the course. Failure to attend this meeting will result in an automatic withdrawal and voids the possibility of a refund.

Victorian Student Number [VSN]
The Victorian Government has legislated and implemented a Victorian Student Number (VSN) for students in Victoria.

The VSN will be assigned by the Department of Education and Early Childhood Development (DEECD) to all students in government and non-government schools, and to students up to the age of 24 undertaking Vocational Education and Training with a TAFE, Registered Training Organisation or Adult and Community Education (ACE) provider (referred to collectively as VET Providers).

The VSN is unique to each student and will be used as a key identifier on a student’s records. It will remain with the student throughout their education. The VSN will provide the capability to accurately detect patterns of student movement through, and departure from, the education and training system.
**Unique Student Identifier [USI]**
From January 1st 2015, the Commonwealth Government has legislated for the implementation of a Unique Student Identifier (USI). Permission will be requested at the time of enrolment for ECEG staff to apply on the behalf of a student.

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

**Sexual Harassment**
ECEG desires an environment which is free from sexual harassment and where all staff, students and volunteers are treated with dignity, courtesy and respect. *Any unwanted or uninvited behavior of a sexual nature, which makes a person feel humiliated or offended*, will be considered sexual harassment and should be immediately reported to the Manager for the matter to be referred to the Police.

Sexual harassment is against the law and will not be tolerated. Legal action may be taken against an employee, student or volunteer who breaches the relevant laws and ECEG’s own policy.

**Equal Opportunity**
Access and Equity in an underpinning philosophy of ECEG’s operation as a not-for-profit community based RTO. We endeavor to ensure that our students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or ability.

**Emergency Evacuation**

**Code Red Bush Fire Policy**
If a Code Red Bush Fire Day [the highest alert warning of the CFA] is declared in Northern Country, Campaspe College will be closed. *No staff or students are to attend.*

Ahead of a Code Red Fire Danger Rating Day, an immediate warning will be issued to staff and students located in identified high-risk regions where Echuca CCAE has a campus. If a Code Red Rating is applied on the CFA website by 2pm for the following day to any of the following Fire Danger Ratings Regions: Central, North Central and Northern Country CCAE will be closed. Should the CFA downgrade the Code Red rating after 2pm CCAE will remain closed.

It is the responsibility of the student to be aware that a Code Red day has been declared for the Northern Country. This is particularly important for those with Saturday classes.

**Evacuation of College Campus**
In the event of a fire, medical, or other potentially threatening scenario, please remain calm. Your teacher has been briefed on CCAE’s emergency procedures.

Emergency evacuation maps are located in each classroom, office, and toilet areas.

If necessary, *or immediately upon hearing the fire horn*, evacuate the building via one of the marked exits and *make you way to the assembly point in Alton Reserve*. Leave all classroom materials in the classroom.

Trainers are to ensure that: all windows are closed; all fans and air-conditioners are turned off; all lights are turned off; that all students have exited the room; that the classroom door is closed but not locked. At Alton Reserve all trainers and their class group should reassemble for roll check.
Policies and Procedures

As an RTO, ECEG has a range of policies and procedures that are mapped against VRQA, AQTF, HESG and SVTS guidelines, conditions and standards. All policies are displayed on our website: [www.ECEG.vic.edu.au](http://www.ECEG.vic.edu.au)

Staff can access copies of all policies and all procedures via ‘S’ drive at: ECEG Staff docs/ECEG policies and Procedures PDF. The following is a table of contents for policies and procedures published on web site.

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Education & Training Programs

Adult, Community & Further Education (ACFE)
ACFE funding is for pre-accredited training programs which are written up using the A-Frame. The aim is to engage students and start them on a pathway to a vocational qualification. Programs must be written up and submitted by early November each year to the ACFE Loddon-Mallee Regional Council to apply for funding. Approval is received before the end of the year for delivery in the following year. Funding is paid quarterly up front.

Commercial Services
 Program Coordinator is: Richards Francis
Qualifications from a range of Training Packages are delivered either with Skills Victoria Funding or as fee for service. Short courses relevant to this vocational area can also be developed. Qualifications involved:

- Business, Business Office, Management
- Financial Services, Bookkeeping, Accounting
- Holiday Parks and Resorts
- Hospitality, Kitchen Operations, Commercial Cookery
  Short courses relevant to this vocational area are offered on a regular basis including:
  - Responsible Services of Alcohol [RSA – Victoria]
  - Use Hygienic Practices for Food Safety
  - Participate in Safe Food Handling Practices
  - Espresso Coffee
  - Introduction to bar work
- Information, Digital Media and Technology
  Short courses relevant to this vocational area are offered on a regular basis including:
  - Digital Photography
  - Digital Video Making
  - Digital Presentations
  - Spread-sheeting
  - Web Design and Management
  - Office-Secretarial Work
- Retail Management

Community Services
 Program Coordinator is: Karen Hagan
Qualifications from the Community Services Training Package are delivered either with Skills Victoria Funding or as fee for service. Short courses relevant to this vocational area can also be developed.

- Aged Care, Home and Community Care, Disability
- Early Childhood Education and Care
- Community Services, Community Services Work, Youth Work
- Educational Support
- First Aid, CPR, Asthma & Anaphylaxis Management, External Defibrillation
- TAE 40110 Training and Assessment
- Work Preparation (Community Services)

Migrant Services
 Program Coordinator is: Richards Francis
This program provides a variety of services to those who are not native English speakers.

- English as a Second Language classes – students are funded through an ACFE pre-accredited program and all students have a $50 annual fee to join the program.
**Education Services and Campaspe Youth Empowerment Services**

**Program Coordinator is:** Robert Foran

These programs support young people under 20 years of age who are enrolled at Campaspe College, particularly those who have not completed Year 12 in the traditional secondary school system.

Students have an enrolment and LLN assessment interview with the program Coordinator. If they have not completed Year 12 or an equivalent, an enrolment is into one of 3 **Certificates in Foundation Skills (FSK)** or one of 5 **Certificates of General Education for Adults (CGEA)** is most likely subject to the LLN assessment.

Vocational programs at Campaspe College or other providers may be available if timetables can be matched and the student can afford the costs involved. Qualifications in this area are Victorian registered and are not training packages. They contain accredited modules and units imported from relevant training packages to meet the varying needs of our students.

**Education and Training Staff**

**Executive Team**

The ECEG Board of Management appoints the Manager for three year terms. The Manager is authorized to employ personnel to deliver the Board of Management’s Business Plan. The Education and Training Staff, Case Workers, Office staff and volunteers are managed by the Manager with the assistance of ECEG’s Second-in-Command [2IC], the **Systems Assurance Personnel Support [SAPS] Officer**.

They are in turn supported in their role by:

- **Reception**
- **Statistical Officer**
- **Marketing Officer**
- **Existing Working and RPL Officer**
- **Commercial Services Coord.**
- **Education Services/C-YES Coord.**
- **Community Services/Welfare Coord.**

The Manager, together with the 2IC as minute secretary, reports to the ECEG Board of Management.

The **SAPS Officer’s** primary role is Quality Assurance of all accredited education and training programs. Their secondary role is to assist reception operations, enrolments, enquiries, and organize volunteers to complete work, including computer processing and photocopying for training staff where the training staff have organized for such one week in advance.

As part of Quality Assurance the **SAPS Officer** liaises with **Reception, Education Services/C-YES Coordinator** and the **Statistical Officer** to ensure accurate recording of student data into VETtrak, including fees/charges/invoices, training outcomes, withdrawals, and the creation/processing of certificates and statements of attainment.

The **SAPS Officer** and **Statistical Officer** also support trainers wanting to learn more about VETtrak, produce class rolls, record comments/reports.

The **Manager** liaises with the **Marketing Officer**, **Reception** and **Trainers** to ensure the marketing of programs is ethically and legally compliant yet communicating to potential customers programs that meet their needs whilst at the same time supporting the needs/desires of the trainers.

The **Manager** liaises with the **Community Services** and **Educational Services/C-YES Coordinators** to ensure programs are operating effectively and are addressing the education and training needs of the students undertaking the courses and the businesses requiring trained employees.

The **Manager** liaises with the **Welfare** and **Educational Services/C-YES Coordinators** and **C-YES Case Workers** ensure programs are operating effectively and are addressing the social/emotional needs of the students undertaking counselling, mentoring, education and training.
Trainer Qualifications
The minimum qualification for trainers is set down in the AQTF standards as a Certificate IV in Training and Assessment TAE40110 and a qualification relevant to the vocational area in which they are training.

Trainers must map skills and experience contained in their resume directly against competencies they are delivering in the Trainer Qualifications Matrix. A trainer who has the experience but not the qualification is required to complete a Recognition of Prior Learning process to gain the qualification.

Anyone without the TAE40110 Certificate IV in Training and Assessment can be employed on the condition they complete the qualification. Unqualified staff will be mentored by a supervisor and will be supported to gain the required qualifications. ECEG will organise the required TAE40110 training.

Within the General Education area normal primary/secondary school qualifications are suitable. The Victorian Institute of Teaching registration is not a requirement but is noted. TAE40110 is the requirement.

Working with Children Check and Police Check
ECEG requires all staff have a current Working with Children Check (WWCC) and recent Police Check (PC). If not held at time of employment new employees must gain both in the probationary employment period and give to the Manager for Quality Compliance and entry into ECEG Organisational Checks Register.

Staff members must monitor currency of these checks and update as required. It is recommended the PC be updated with renewal of the WWC. Currency in both is required at annual performance appraisals.

Industry Award and Progression
ECEG is a signatory to the 2007 Neighbourhood House and Learning Centre Agreement. The award has a classification from Level 1 to Level 7 defined by type of work and three salary bands within each level.

Subject to continuing satisfactory conduct, diligence and performance, and acquisition and utilisation of skills, knowledge and experience, an employee can progress from one band to the next within a Level on completing a year of full-time or equivalent part-time experience and satisfactory performance appraisal.

To progress from one Level to the next requires an employee taking on more planning, coordinating and decision-making responsibility – a new position description and new key performance indicators [KPI’s]. Performance appraisal is conducted in the last term each year. Position descriptions for program coordinators, trainers and admin staff are located on ‘S’ drive and they set out the KPI’s for each position.

Time Off In Lieu (TOIL) and Annual Leave
Permanent employees can accrue TOIL during terms and have paid time off in Victorian school holidays. TOIL returns to zero hours at start of each term. Unused TOIL is paid out. Annual Leave must be taken in a contract period. 17.5% loading is paid on the first pay in December. Exceptions to these must be approved.

ECEG Incorporated is closed for 4.6 weeks [23 days] over the Christmas/New Year period: 20 days which equates to 4 weeks of annual leave plus 3 days of public holidays. Public Holidays are:

- Christmas Day
- Boxing Day
- New Year’s Day
- Good Friday, Easter Monday, Easter Tuesday
- Anzac Day
- Queen’s Birthday
- Melbourne Cup Day [with Melbourne Cup Monday a ECEG Board approved holiday]

Some trainers and office Office staff are required to be available in January to conduct student interviews and enrolments. Specific days are subject to negotiation.
Roles and Responsibilities of Staff

The following table is a brief guide to the unique and complimentary skills sought by ECEG in engaging staff for various roles within the organisation. Given the nature and size of ECEG, many employees are required to multi-task and consequently interpersonal skills are highly regarded and valued.

<table>
<thead>
<tr>
<th>Coordinators</th>
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</thead>
<tbody>
<tr>
<td><strong>Management Skills</strong></td>
</tr>
<tr>
<td>• Manage own time by setting priorities, planning, organising own work</td>
</tr>
<tr>
<td>• Able to exercise initiative, innovation and creativity in the position</td>
</tr>
<tr>
<td>• Able to achieve objectives within the prescribed time frame</td>
</tr>
<tr>
<td>• Able to accommodate peak work loads</td>
</tr>
<tr>
<td>• Demonstrate well developed analytical and numeracy skills</td>
</tr>
<tr>
<td>• Provide support and communicate effectively with the team for smooth delivery of quality training/assessment</td>
</tr>
<tr>
<td>• Ensure that the team meets reporting deadlines</td>
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<tr>
<td>• Able to conduct periodic supervision meetings with a group or individually and provide constructive advice on areas where improvement is required.</td>
</tr>
<tr>
<td>• Ensure all team members participate in moderation and validation each year</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Trainer/Assessor /Office Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Management Skills</strong></td>
</tr>
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<td>• Manage own time by setting priorities, planning and organising own work</td>
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<td>• Able to accommodate peak work loads</td>
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<tr>
<td>• Demonstrate well developed analytical and numeracy skills</td>
</tr>
<tr>
<td>• Ensure training ‘currency’ is maintained in industry skills via volunteer or paid employment in industry settings. [This applies to trainers/assessors]</td>
</tr>
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<table>
<thead>
<tr>
<th>Coordinators/Trainers/Assessors/Office Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interpersonal skills</strong></td>
</tr>
<tr>
<td>• Highly developed oral and written communication skills</td>
</tr>
<tr>
<td>• Able to gain co-operation and assistance from a broad cross section of individuals, groups and staff</td>
</tr>
<tr>
<td>• Able to discuss and resolve problems</td>
</tr>
<tr>
<td>• Able to work harmoniously in a team environment and promote a team approach to work practices</td>
</tr>
<tr>
<td>• Able to lead others in the completion of approved programs and tasks and demonstrate initiative.</td>
</tr>
</tbody>
</table>
Budgets and Funding

As an RTO we report all training delivery to DEECD-Skills Victoria-SVTS via the creation of files from our Student Management System (VETtrak). These files are defined in AVETMISS which is the basis for the Victorian Vocational Education & Training (VET) Student Statistical Collection Guidelines. These guidelines are revised each year and published on the DEECD-Skills Victoria SVTS website.

Each data element is defined and acceptable responses are recorded. Office staff monitor changes and ensure that enrolment forms and all other documents are kept up to date. Most enrolment form questions are dictated by the requirements of statistical collection and mandatory, particularly those that allow us to check a student’s eligibility for government subsidised training.

Adult Community and Further Education [ACFE]

ACFE provides a majority of pre-accredited program funding and approximately 15% of ECEG revenue.

Higher Skills Education Group [HESG]

HESG provides the majority of accredited program funding and approximately 65% of ECEG revenue.

Fee-for-Service [FFS]

FFS occurs in pre-accredited & accredited programs and provides approximately 20% of ECEG revenue.

Program Budgets

The Manager oversees the budget. Coordinators will be given budgets for resource and professional development. However, cash flow must be checked with Manager before a major purchase is made.

Students are charged for resources. This is allocated against the respective program area. Students must pay for resources before they are handed out. Students are NOT charged an Amenities Fee.

Petty Cash

Petty cash is available at Reception and must be signed for. Trainers should check with their Program Coordinators to discuss resources for their particular class. Depending on how much cash is actually needed you may need to order it in advance. Receipts must be retained and returned with any change.

Use of College Vehicle

The College car is available for staff use for work purposes. Reception maintains a booking diary. If the College car is needed out of hours it should be booked in advance and can be garaged at the employees home address overnight, but must be returned to ECEG fueled and ready for other staff to use by 8am. The Manager will make a decision if there is a conflict in bookings.

The train is a good option for Melbourne meetings. Drive to Bendigo where V-Line operates hourly services both ways. Approval for the use of your own car (and therefore re-imbursement for kilometers travelled) must be obtained before the trip. Approval will not be given if the work car is available.

Re-imbursement of Expenses

Prior approval for expenditure must be obtained from the Manager. Receipts must be submitted to the Manager attached to a request re-imbursement. This is normally done by direct payment into the employee’s nominated bank account. Log onto ‘S’ Drive for a ‘Request for Cheque Form’
Communications

College Buzz - Publication
Monthly newsletter that keeps everyone in touch at ECEG. Everyone is encouraged to contribute. It helps to keep other parts of the organisation informed about what is going on. It is prepared by the Community Services students and distributed by email and hard copy format, usually early each month. Contributions can be sent to peterm@ccae.vic.edu.au and printed copies are available from reception.

Education & Training Meetings
A schedule of meetings is available in ‘S’ Drive and on the staff room noticeboard. Notes from all meetings are available on ‘S’ Drive.

It is important you attend scheduled meetings and have your say in the day-day working of ECEG. The College has a program of continuous improvement. Improvement only comes via the identification and discussion of concerns, and development of plans to resolve them.

Email
New trainers at ECEG are allocated a work email address and several computer access accounts.

Accessing Workplace Forms, Policies and Procedures
“‘S’ Drive” is a storage system used to manage and access policies, procedures and forms. Routine access to ‘S’ Drive is a requirement in the Trainer’s Position Description so take the time to locate and read relevant policies, procedures and forms relating to your work. If you are not sure which policies, procedures or forms relate to your work, please discuss them with your Coordinator.

The Statistical Officer does not record individual passwords. If you forget your password the Statistical Officer will have to reset your information and you will require a new password to access the system.

Computer Access and Printing
You will have two computer log-on accounts to access the computers at ECEG. One is for the classroom computers and the other is for computers in the staff areas.

Your “work account” lets you access drives that store Office & Staff Folders and files, whereas your staff account gives access to the areas that students can access.

Staff and students are responsible for managing their own passwords and must not share their computer access.

NOTE: Please remember to “log off” your computer after you finish and remind students to “log off” if they forget. It is important to remember that no one should log on to more than one computer at a time with the same account.
Computer Network

**ECEG documents**: Provides storage for units and project folders. You can store documents here **BUT** they **MUST** be filed under the course/program area and not under a folder with your name. The purpose is for others to be able to find and access them.

The folder ‘**Education and Training**’, is a vital resource. You will find many resources relating to the courses delivered such as forms, plans, record keeping docs, classroom resources, etc. Your Coordinator will walk you through but it is important to take some time to familiarise yourself with this area.

**Transfer on end server**: This server is accessible to all who log onto the classroom computers. Students make a folder for themselves and save their work in this area and trainers can make folders for the students to access also. Make sure you familiarise yourself with the areas on this drive. It is advisable for anyone that uses this drive to back up their work to a USB drive. **NB. Folders on this drive are accessible to everyone so privacy and tampering can be an issue.**

**Resources on end-server**: This area is accessible to all who log onto the classroom computers. It is mostly data files which students access as part of their study. These files are normally saved as **read only** files which students then save into their own folder to save the work that they do on them. Trainers who want additional files loaded into this area should talk to our IT Support staff.

**Printing using Konica Minolta and HP2055dn**
We operate a network. Therefore you will likely be connected to several printers with different capabilities. Please check your selection before printing.

**Instructions for using the Konica Minolta**
The main printer/copier is a Konica Minolta. It prints B & W, Colour, send/receive faxes, individual scans or scans into sets. All staff computers have direct access to this Machine. This printer should be used if you need to print multiple copies, colour, back to back, documents stapled, hole punched, folded, in booklets etc. Include all the instructions of what you want, copy numbers, stapling, folding etc and the code to which the job will be allocated. Hard copies for photocopying also work on this same system.

**Instructions for using the HP2055dn Laserprinter**
This printer only prints B & W. All staff computers have direct access to this Machine. This printer should be used if you need to print multiple copies, B&W, back to back.

**Problems/Issues with computers**
- Ask another staff member in case it is just something that you do not know about our systems.
- Send an email describing your problem to our IT support staff. It helps if you can give an idea of the urgency of the issue and when your computer is available for IT support staff to work on.
- If your email is the problem then write a note – do not just speak to IT support staff.

**Computer Access Information provided to students**
- Students will be issued with a Student Number and Password.
- It the student’s responsibility to keep the computer access details confidential and not let others access their account. Sharing an account can result in access being suspended.
- At the start of the year students are credited a $ amount for internet access and for printing.
- This credit is monitored by IT support staff and should also be monitored by the student.
• The credit is used when viewing internet pages, printing or downloading files or email.
• Once the credit runs out the student cannot access the internet or print using the account. Trainers will explain how to access the credit balance via an icon on each computer.
• If a student’s usage is reasonable for the courses enrolled in, then the $ amount will be topped up by ECEG. If the usage has been largely for the student’s own social and recreational purposes, instead of program related, then a student will be expected to pay (at least $10 at a time) to maintain access to the system.
• Network storage areas where provided will be treated like school lockers. Network Office may access and review files and communications to maintain system integrity and ensure that users are using the system responsibly.
• Students are asked to respect the Internet policy at ECEG that forbids the access of pornographic or offensive websites. ECEG’s IT department is able to track all internet use.
• Transmission of material in violation of state, federal or international law and/or regulation is prohibited. This includes, but is not limited to; copyrighted material, threatening, harassing, obscene material, pornographic material, or material protected by trade secret.
• All students enrolled at ECEG are entitled to computer access when computer rooms are not in use for another class. However, students must always check with Reception for permission to access a computer room and leave the room in a clean and tidy state, with machines, lights, heaters and fan shut down upon departure. Failure to do the latter may result in denial of future access.

Record Keeping Requirements

Trainers must maintain and regularly present the following records:
• A student attendance record signed by the trainer.
• A course plan.
• A course delivery plan.
• A diary for each class delivered documenting content covered in the class on the day (dot point notes) – this can be your handwritten annotations on the delivery plan.
• Assessment record for each unit for each student, complete with the unit code, the completion date, the students’ and your signature. Results include “competent”, “not yet competent”, “withdrawn” etc.
• Samples of student work relevant to the assessment of the unit must be attached to the assessment record.

Samples of student work must be photocopied and originals returned to the student. Photocopies can be reduced in size – eg 2 x A4 pages can be printed on one page allowing you to fit 8 sheets of student work onto one sheet of paper.

Training plans
All students must have a training plan. Refer to the Skills Victoria Minimum Performance Standards for basic requirements. Students should be encouraged to monitor their plans on a regular basis (once each term) to help keep track of their progress or highlight lack of progress. Program Coordinators and trainers should assist students to identify issues that are hindering progress and address these.

ECEG staff has created many documents to keep track of our record keeping requirements. Please discuss this with your Coordinator if you feel you need further assistance or are unsure in this area.
Privacy and Student information

If a student has obligations to Centrelink and/or JSA as part of a course in which they are enrolled, they are advised that ECEG is obliged to pass on certain information. Information is also released to Skills Victoria and other government departments that provide funding for programs. Students consent to release information when they sign the enrolment form.

Information may include:
- Details of attendance at classes, including dates and evidence of reasons for non-attendance (Centrelink)
- Details of courses and units including start and finish dates
- Information on progress with the course (normally to an agency that is paying the course fees)
- Other information if appropriate. ECEG would normally discuss this with the student first before providing the information

Record Storage on VETtrak

ECEG Student Management System is a computer program: VETtrak. This is in two parts:

1. **VETtrak** is a yellow icon accessible from all staff computers and reception computers. We have four (4) licences that allows it to be open on only four computers at a time. This is the program most trainers use. All student personal information, occurrences, details of the qualifications students (except trainees) are enrolled is available here. Student attendance and results can be entered. All trainers have access. ECEG Office staff is available to show you how to use the program.

2. **Trakker Plus** is a red icon. We have two licences for this version for setting-up of qualifications, units, modules, hours etc. Trainee contracts are also created in Trakker Plus. This program allows us to create files that report our training activity on a monthly basis to Skills Victoria to generate payments (monthly in arrears). We do a monthly download and upload of files to report on and generate Victorian Student Numbers for clients under 25 years of age.

Archives: Student information:

- Current year’s student enrolment forms are archived in filing cabinets in reception.
- **Aged Care, HACC and Disability Room 7**: These VET programs are stored in filing cabinets with the current year’s student evidence of completion, withdrawal, not-yet competent outcomes.
- **Archive Room 1**: Located beside disability toilet. VET programs are stored in compactus with the current year’s student evidence of completion, withdrawal, not-yet competent outcomes.
- **Archive Room 2**: Located opposite Rm8. CGEA programs are stored in filing cabinets/boxes with the current year’s student evidence of completion, withdrawal, not-yet competent outcomes.
- **Container**: Immediate past year student evidence and enrolment data, including all financial data, is archived in filing cabinets and boxes in the blue container at the rear of the JAB.
- **Shed 109**: Student evidence and enrolment data, including all financial data, of two or more years is archived in Shed 109 on the Northern Highway.

Individual trainers maintain all records relating to their current classes. Trainers operate with current units stored in filing cabinets near their work station with completed units archives as stated above.
These documents create the course records associated with proof of delivery and either competent or not-yet-competent outcomes that must be stored by ECEG for 7 years.

ECEG is also required to keep evidence for 30 years that will allow the re-issue of certificates.

Trainers must hand in all the required information at the end of the delivery of each course. Trainers are NOT required to store this information themselves. If you need to access anything from a previous year, ask Office staff and they will help you to find what you need.

**Archives: Financial and staffing information:**
- Current year’s and immediate past year’s financial information, including staff active/inactive files are archived in filing cabinets in the Manager’s Office.
- Financial and staff inactive files of two or more years is archived in filing cabinets and boxes in the container at the rear of the JAB. Financial and staff records of previous years are being retrieved from Shed 109 located on the Northern Highway and relocated into the container at the rear of the JAB.

**Document disposal – Professional Shredding**
If you need to dispose of documents with personal/confidential/sensitive information, there is a yellow lid document disposal bin near the photocopier. It is shredded by a local business.

For the occasional document that needs to be disposed of with sensitive information, there is a confetti shredder located in the Manager’s Office for this purpose.

*Never dispose of documents contain private or sensitive information in the normal red or yellow lidded garbage bins located around the college or at home in your garbage/recycle bins.*

Please remember we support recycling. Bins are placed around the college to cater for different forms of rubbish. If you have large amounts of paper that needs to be sorted for recycling/shredding, you can leave it with Office staff who will allocate the task to a volunteer.

**Resources**
Please ask if there is something specific that you are looking for and add any resources you find helpful to the ECEG collection. Documents used at ECEG must be saved in the appropriate location on ‘s’ drive. Please check that documents have the file name, file path and version number added in the footer.

Check with the relevant coordinator for any videos/DVDs. Office staff are able to copy material from one format to another if something in an old format is still relevant.

**VET Guides and Statutes**
The hutch located within the staff work area houses all the VET program outlines offered by ECEG and all statues that apply to RTO operations. This is updated continuously.

Staff must keep abreast of changes in their respective area of expertise and be able to give clients accurate and reliable information upon which to make education and training decisions.
IT Resources
ECEG has internet access either via cable or wireless. If you find there is a blind spot in wireless reception it is vital IT support staff are informed so it can be remedied.

Located behind the Statistical Officer are the following IT resources. These can be borrowed and must be returned at the end of the sessions booked for other staff to access the equipment.

- Digital projectors
- Digital Cameras
- Digital Video recorders

ECEG has two laptop trolleys each with 14 laptops located in Archive Room 2, directly opposite Room 8. IT support staff ensure laptops are charged. Trainers must ensure laptops are properly closed at the end of their session and all components returned to the trolleys before students are permitted to leave.

ECEG has several rooms established with desk-top computers:

- Room 04: 06 Computers + 1 printer
- Room 05: 14 Computers + 1 printer
- Room 09: 13 Computers + 1 printer [2 are for use by students of other classes]

ECEG has a small internet café are for student use. These machines can be used by the students for their social media life, but are still subject to the same rules regarding inappropriate access and use.

- Internet café: 04 Computers [no printer assess].

Staff Workstations
Reception: 02 Computers one with MYOB + Shared Printer

Manager: 02 Computers + access to staff room computers
Manager with MYOB [laptop]
SAPS + MYOB [desktop]

Staff Area: 09 Computers + access to staff room computers
Statistical Officer [not a hot desk – has VETtrak files]
All other desks are regarded as hot desks for use by other staff when the person who normally uses the desk is absent. Please leave desk tidy for someone else.

Useful Websites
www.acedisability.org.au Your One Stop Disability Resource for Adult Community Education (ACE) in Victoria

The ACSF provides:

- A consistent national approach to the identification of the core skills requirements in diverse personal, community, work and training contexts
- A common reference point for describing and discussing performance in the 5 core skill areas.
**http://www.skills.vic.gov.au/learnlocal-acfe**   **Adult Community & Further Education website.**  ACFE is currently part of the Department of Education & Early Childhood Development. ACFE provide funding for our pre-accredited courses and some special projects. The current branding is *Learn Local.*

**www.aesharenetwork.com.au**  resource sharing website

**http://www.aqf.edu.au/**   **The Australian Qualifications Framework** (AQF) is a quality assured national framework of qualifications in the school, vocational education and training (VET), and higher education sectors in Australia.

**www.blueprint.edu.au**  **The Australian Blueprint for Career Development** is a framework for designing, implementing and evaluating career development programs for young people and adults. At its core, the Blueprint identifies the skills, attitudes and knowledge that individuals need to make sound choices and to effectively manage their careers.

**www.cca.edu.au/**  **Community Colleges Australia** (CCA) is the peak body representing not-for-profit community owned providers of adult and youth education, training and learning in a local environment. Membership comprises long established learning organisations located in metropolitan, regional and rural locations. The colleges are strategically placed to provide a focus on student welfare with commitment to employment outcomes and personal development of individuals. ECEG is a member.  *https://secure.otte.vic.gov.au/deltarto/mainpage.asp*  **Delta database** which has all the details about traineeship and apprenticeship contracts. E&T Office access this site regularly to check for any new trainees wanting to use us as their RTO. We also update the site with traineeship completions. Only accessible by password.

**www.flexiblelearning.net.au/**  **E-learning can transform your training delivery. Explore this site to discover the Australian Flexible Learning Framework, its products and services, and how it can assist you to embed e-learning and be part of the wider e-learning community.**

**www.ncver.edu.au/**  **The National Centre for Vocational Education Research** is Australia’s principal provider of vocational education, training research and statistics  **www.nqc.tvetaustralia.com.au/**  **The National Quality Council (NQC) is a Committee of the Ministerial Council for Tertiary Education and Employment (MCTEE), and oversees quality assurance and ensures national consistency in the application of the Australian Quality Training Framework standards for the audit and registration of training providers.**

It has specific decision-making powers in relation to the endorsement of Training Packages and other aspects of the quality assurance under the National Skills Framework.

The National Quality Council has a key role in bringing together the major players in the vocational and technical education sector - industry, unions, governments, equity groups and practitioners - to oversee and support the current and future quality of vocational and technical education across Australia. It is also critical to ensuring the successful operation of the National Skills Framework – the system’s requirements for quality and national consistency in terms of qualifications and the delivery of training.

**training.gov.au**  is the national training information service. This gives the Scope of Registration and contact details for all RTOs in Australia. It also has information about all the training packages and the units they contain. The current training packages relevant to the qualifications delivered by OCC are downloaded and are stored on Office Server 2.
www.returningtoearning.com.au/ this website provides Victoria works for parents returning to work grants directly to eligible parents to return to work after an absence of caring for children. Grants of up to $1000 are available. The money can be used to cover any costs associated with approved training, such as books and materials, course fees, transport and childcare (Conditions apply). Batches of grants are released at intervals. A number of OCC students have been able to get one of these grants which have been available for several years. The student applies on line and prints out a Stat Dec which they have to complete and send in.

www.atpl.net.au/ Training Products Australia is the custodian of all nationally endorsed Training Packages and quality teaching and learning resources to support delivery of Vocational Education and Training.

www.gcflearnfree.org/ free online learning classes

www.licensinglinenews.com/ Licensing Line News is Australia's leading source of information on occupational licensing and its intersection with vocational education and training

www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/ The Settlement Grants Program (SGP) is a Federal Government grant program which provides funding to organisations to help new arrivals settle in Australia

www.skills.vic.gov.au Skills Victoria supports and facilitates access to training and tertiary education opportunities so that Victorians can acquire higher skills that are utilised by, and contribute to the success of, Victorian businesses. This website will help you find information on training courses, education and employment outlooks. If you are looking for corporate-specific information such as our directions and priorities, support to providers, TAFE and university appointments, and programs and initiatives, visit Skills Victoria Corporate.


https://secure.otte.vic.gov.au/SVTS/ Registered Training Organisations use this website to submit their monthly training activity data securely to the Skills Victoria Training System (SVTS). It is only accessible by password. E&T Office access this site regularly and forward memos etc to relevant staff.

http://www.business.vic.gov.au/BUSVIC/STANDARD/PC_62573.html Skills for Growth: the Workforce Development Program is a Victorian Government initiative dedicated to working with small and medium-sized businesses to explore training and education opportunities that will benefit the business and develop the skills of their staff.

www.surveymonkey.com/ We are currently (2011) registered with Survey Monkey so if you wanted make use of it you could – ask the MANAGER for our log on details.

www.tpatwork.com Training Packages @ Work (TP@Work) is a national communications project funded by the Commonwealth Department of Education, Employment and Workplace Relations and managed by the Queensland Department of Education and Training. It provides specific information and resources for vocational education and training (VET) practitioners who work in the sector or who are new to the sector. It also provides general information to help individuals better understand the Australian VET system and in their dealings with VET practitioners.
The Training Support Network (TSN) website is a service provided by the Victorian Government to Registered Training Organisations (RTOs). You can find the curriculum for Victorian Registered courses (CGEA). We also download the Victorian Purchasing Guides for all the training packages we deliver. These documents contain the nominal hours allocated to all the units which are used for funding purposes.

Victorian Registration and Qualifications Authority. The role of the Victorian Registration and Qualifications Authority (VRQA) is to provide regulation that ensures quality in education and training in Victoria, and promote informed choice when it comes to your education and training decisions.

Victorian Curriculum and Assessment Authority. We provide high quality curriculum and assessment programs for Victorian students. We are also developing the Early Learning and Development Framework 0–8 with our partners, the Department of Education and Early Childhood Development.
### ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ACFE</td>
<td>Adult Community &amp; Further Education</td>
</tr>
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<td>ACSF</td>
<td>Australian Core Skills Framework</td>
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<tr>
<td>AMEP</td>
<td>Adult Migrant English Program</td>
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<tr>
<td>AMES</td>
<td>Adult Education institution specifically to provide English language training and CALD employment and settlement services in Victoria.</td>
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<tr>
<td>AQTF</td>
<td>Australian Quality Training Framework</td>
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<tr>
<td>AVETMISS</td>
<td>Australian Vocational Education and Training Management Information Statistical Standard</td>
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<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
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<tr>
<td>CGEA</td>
<td>Certificates in General Education for Adults</td>
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<td>DIAC</td>
<td>Department of Immigration &amp; Citizenship</td>
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<td>MIPS</td>
<td>Managed Individual Pathways Plan</td>
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<tr>
<td>MPS</td>
<td>Minimum Performance Standards</td>
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<td>NCVER</td>
<td>National Centre for Vocational Education Research</td>
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<td>NQC</td>
<td>National Quality Council</td>
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<td>RTO</td>
<td>Registered Training Organisation</td>
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<td>Settlement Grants Program</td>
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<td>Skills Victoria Training System</td>
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<td>SWLLEN</td>
<td>South West Local Learning and Employment Network</td>
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<td>Victorian Assessment Software System</td>
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<tr>
<td>VCAL</td>
<td>Victorian Certificate of Applied Learning</td>
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<tr>
<td>VRQA</td>
<td>Victorian Registration and Qualifications Authority</td>
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