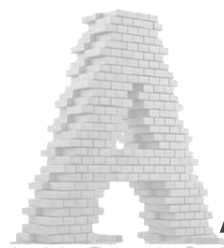


# Student Handbook



Angliss Neighbourhood House

Welcome to Angliss Neighbourhood House (TOID 6389)

Thank you for selecting Angliss Neighbourhood House Centre Inc (ANH) to further your educational pursuits. ANH is a local educational provider located in the City of Maribyrnong. ANH has been providing training for the last 20 years. Your decision to complete Nationally Recognised Training with ANH is an important step in developing and learning new skills and knowledge. We aim to provide a quality learning experience, which meets the needs of all students.

To assist you with your learning we have developed this Student Handbook. Please take the time to read it carefully, and should you require further information contact our staff. Our staff are committed to maintaining our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation. We trust that you will find your learning with ANH a rewarding experience. We look forward to your productive feedback to ensure that our programs meet your expectations.

ANH is a community based organisation that is managed by a voluntary Committee of Management. We are located at 2/11 Vipont Street Footscray and our Office Hours are from 9.30 am to 3.30 pm Monday to Thursday. ANH provide education and recreation programs for a diverse range of groups including; people from Culturally and Linguistically Diverse backgrounds, unemployed, people with disabilities, sole parents, educationally disadvantaged and older adults. Classes and activities are open to all, and are held in a warm and friendly environment. We believe that all people have the right to a high quality, fair and affordable education. We seek to ensure that those who may have missed out in their youth are given the opportunity to experience knowledge, language and learning as adults. For people who speak another language or come from another country and culture, learning the language of the country is very important. It is also important to understand the social practices and history of Australia. Our English as an Additional Language classes are a way for those from another country to learn about, and access the mainstream community. People can learn about language and literacy while also gaining new knowledge about the world they live in.

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### **Code of Conduct**

All people are entitled to an environment that is free from discrimination and harassment. If you have any issues or concerns please talk to your teacher in the first instance, then the Coordinator.

*Everyone using the House has a right to:*

- Be treated fairly
- Be treated with respect
- Be treated with patience and tolerance
- Feel safe
- Be free from harassment and discrimination based on gender, race, ethnicity, religion, size, age, disability or sexual preference
- Be free from physical or verbal abuse
- Have a comfortable and welcoming environment

*Everyone using the House is expected to:*

- Treat each other fairly and equally
- Respect other people's differences

- Conduct themselves in a manner appropriate to the classroom situation - this includes
- Not engaging in any act of plagiarism, cheating and collusion of any form.
- Being on time for class
- Not taking illegal drugs or alcohol
- Letting your teacher know if you are unable to attend class
- Using furniture and equipment carefully

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As a Registered Training Organisation, ANH operates within the Principles and Standards of the Australian Quality Training Framework. All trainers and teachers are sensitive to the needs of the students. ANH complies with relevant Commonwealth and State/Territory Legislation and requirements. Students will be provided with all appropriate information including, course details, assessment requirements, and all relevant policies and procedures. ANH will continually monitor and improve their performance by collecting and acting upon information gathered, including, evaluation, moderation and learner feedback. Students are issued with statements of attainment as well as certificates upon completion of a course. Students enrolling in ANH courses must be interviewed prior to placement. An interview can be arranged by telephoning 9687 9908 Monday to Thursday.

Classes run all year round on a school term basis and if you would like to enrol in English as a second language class you will need to make an appointment for an assessment. All new students need to make an appointment and be interviewed to ensure they are placed in a suitable class. In 2015 accredited courses offered are 22250VIC Certificate 1 in EAL Framework (Access) and 22251VIC Certificate 2 in EAL Framework (Access). At the interview students will be informed of the course outline and units to be studied and be provided with a relevant Training Guide for either Certificate that is to be undertaken. Students will also be informed of their obligations and legal rights whilst undertaking their training.

At the interview your current level of English will be assessed using the Foundation Skills Learner Assessment. You will have a short, conversation about where you've learnt English in the past, where else you've lived, family, work etc. Then you will be asked to complete a piece of writing, do a reading task and complete an enrolment form and a Learning Plan as part of the assessment process. Course fees can be paid at this time or prior to your first class. Proof of eligibility for government funded training (eg. A green Medicare card) needs to be sighted at this interview.

### **Assessment Procedures**

Students are assessed regularly throughout the year. Each course has its own assessment procedures. Your teacher will explain the ways in which you will be assessed when you enrol in the course. There are four key principles of assessment which we use. It should be valid, reliable, fair and flexible.

Assessment is:

1. **Valid** when it assesses what it claims to assess.
2. **Reliable** when it is consistent in all situations and with all learners.
3. **Fair** when it places all learners on equal terms.
4. **Flexible** when it can accommodate all delivery modes and the needs of learners.

There will be a number of Assessment Tasks for each Unit. Each assessment task measures the required aspects of that unit.

Assessors will use a combination of assessment methods depending on the needs of the student and the requirements of the course.

These may include:

- Demonstration
- Observation
- Written / oral tests
- Role-play
- Skills /Challenge testing

If a student wants to access their Student Records, including participation and assessment Records, then please ask the Further Education Coordinator.

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### ***National Recognition of Qualifications & Credit Transfer***

A National Recognition of Credit transfer recognizes a person's skills and knowledge gained through education, life experience, work experience and training. It measures a person's skills and knowledge against the specific knowledge/skills/attitudes required in a course.

If a person can present evidence that they already have the knowledge and skills of a specific subject, they will be exempted from studying that subject. ANH will recognise the qualifications and statements of attainment issued by all other RTOs and an agreed amount of credit for formal qualifications obtained from previous learning which is considered to be equivalent in content and learning outcomes to a nominated new course of study.

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### ***Student Pathways***

At your initial interview and in an on-going manner, your teacher or the Education Coordinator will discuss the options available to you to continue learning. This includes the learning pathways you can take both within the Centre and onto other Community Education Providers as well as Tertiary Education and other Further Education.

### ***Course Dates***

The term dates follow the Victorian School calendar and we break for school holidays.

### ***Description of Course***

You will be given a course description at your interview.

### ***Scope to Deliver***

ANH delivers the following accredited certificates:

- 22259VIC Course in EAL
  - 22250VIC Certificate I in EAL (Access)
  - 22251VIC Certificate II in EAL (Access)
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### ***Student Safety and Welfare***

ANH has an OH&S policy which is available and can be provided upon request.

Please remember that safety and well-being is everyone's responsibility.

Be aware of any potential hazards in your classroom environment and report any hazards you identify to your teacher.

If you or any colleague or student is injured in the workplace or class environment, ensure that you complete a report.

Make sure you are aware of where the First Aid Kit is.

Upon commencement of a new class your teacher will run through all safety issues:

- Make sure you are aware of fire exits and evacuation procedures.

- Ensure that you take adequate breaks.
- As safety is everyone's business, ensure that you behave appropriately in the classroom environment and report any breaches of behaviour of your colleagues to your teacher.

ANH offers a warm and friendly environment for the classes to be conducted in. Staff will attempt to offer support to students in most cases, however, students will be referred to other more appropriate agencies when the need arises. ANH has extensive networks into the community and can provide you with information and referrals to other services and agencies. Please feel free to talk to your teacher or the Coordinator if you need any assistance in areas such as:

- Health
- Housing
- Legal
- Financial counselling
- Other community and education services

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### ***Confidentiality***

ANH collects personal information solely for the purpose of operating as an RTO under the Australian Quality Training Framework and will remain confidential. The release of your personal information will only occur for the purposes of audit.

### ***Fees and Charges***

Please ask the Further Education Coordinator for the most up to date Fee Guide. Fees and Charges will be dependent on eligibility.

### ***Statement on Fees***

All courses have a standard unit hourly rate of \$1.39. The concession unit hourly rate is \$0.28 (20%). There are no other fees charged. (i.e. materials, amenities, etc.)

### ***Refunds***

Fees are fully refundable if you withdraw, the course is cancelled, the ANH closes, etc.

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### ***Policies and Procedures***

ANH has many policies and procedures in place to ensure students are provided with the highest quality service. If you would like further information about our organisation you are welcome to have a look at all our policies which are located at the ANH office.

Policies include:

- Privacy
- Student Safety and Welfare
- Complaints, Compliments and Appeals
- Cultural Diversity
- Fees, Charges and Refunds
- Student Conduct
- Training and Assessment
- Disability Action Plan
- Continual Improvement

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### ***Legislation***

Students must be aware of and follow the provisions of relevant legislation that relates to their position at ANH. These include:

- The Charter of Human Rights and Responsibilities
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Act 2006 – VIC
- Racial and Religious Tolerance Act 2001 – VIC
- Sex Discrimination Act 1984
- Occupational Health and Safety Act 2004
- Information Privacy Act 2000
- Equal Opportunity Act 2010
- Competition and Consumer Act 2010
- Privacy and Data Protection Act 2014
- Public Authorities (Equal Employment Opportunity) Act 1990
- Education and Training Reform Act 2006 and Education and Training Reform Amendment (Skills) Act 2011

### **Guidelines**

Students must be aware of and follow the provisions of relevant guidelines that relates to their position at ANH. These include:

- The Australian Quality Training Framework (AQTF) is the national set of compliance Standards and Essential Conditions that the VET training provider must meet to become a Registered Training Provider (RTO). National guidelines, handbooks and guides are readily accessible through [www.nssc.natese.gov.au](http://www.nssc.natese.gov.au).
- The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training. To contact the VRQA please use their online enquiry form; or call them on 9637 2806 [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

### **Complaints, Compliments and Appeals procedure for students**

We try to deliver the very best courses and services that we can in the most professional manner but sometimes things go wrong. You may have a problem with another student, a teacher or the course you are studying. If you are unhappy about something the best thing to do is:

#### **Try talking to your teacher or supervisor**

Be clear about what you are unhappy about. Suggest some ways that we can help.

#### **If you are still unhappy make an appointment to speak to the Coordinator**

Explain why you are unhappy with the way your teacher dealt with the problem.

Be clear about what you are unhappy about. Say what you think could help solve the problem. Be prepared to try different options.

#### **If you are unhappy with the coordinator's suggestions or actions**

Put your problem or concern in writing and send it to the Coordinator. If you are still unhappy send your concern to the Committee of Management, addressed to the Chairperson. You will receive a written response.

#### **If you are unhappy with the Committee's response**

You can appeal and have external assistance. At this stage a meeting will be scheduled. You may wish to bring a friend, advocate or translator to help support you. An independent representative will be present. Any decision that is reached at this meeting will be final and binding. If you are not satisfied with the processes followed by the ANH in relation to their complaint or appeal, you are advised to request mediation through an independent external body such as the state registering body (VRQA) or the National Training Complaints Hotline. Ph 1800 000 674.

### **If the complaints process doesn't go to your satisfaction**

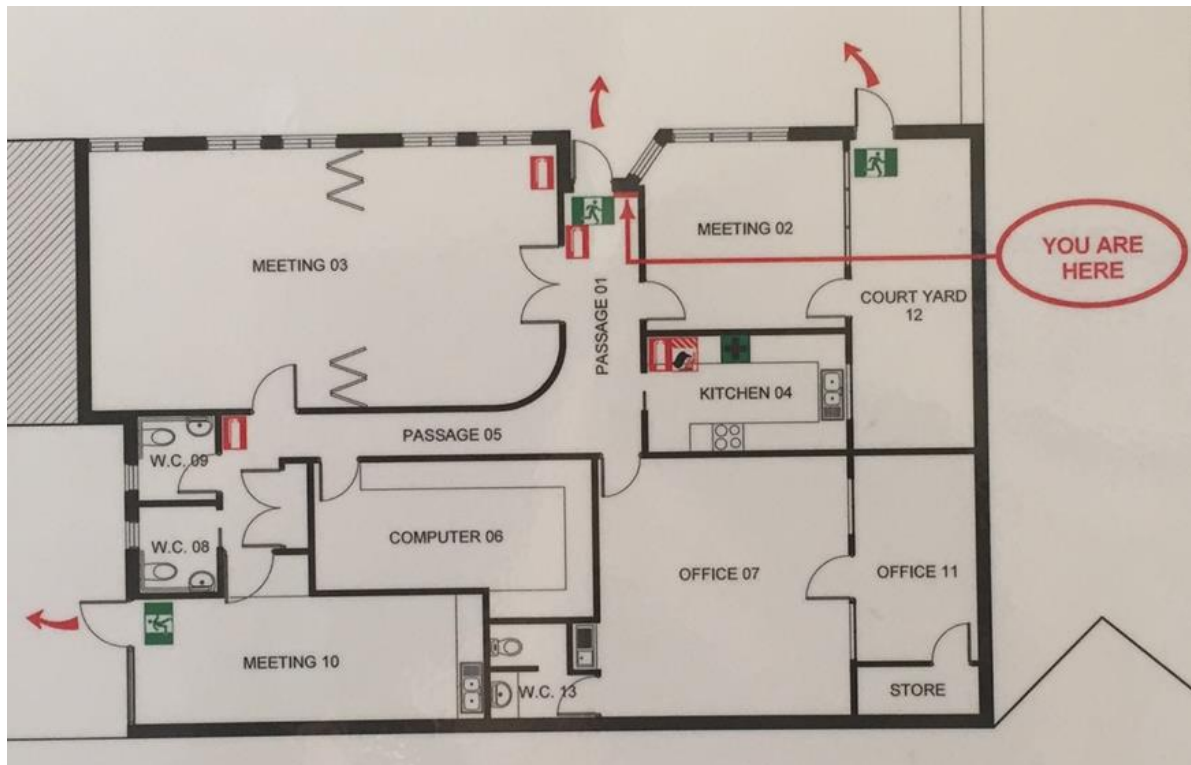
If you feel you can no longer continue studying with us; we will endeavour to assist you in finding a suitable course of study elsewhere.

**You can access the Complaints and Appeals Form and Guidelines from the ANH Office**

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### **Fire Exits**

Make sure you are aware of fire exits and evacuation procedures at the ANH location.



Name (not compulsory).....

Question	1	2	3	4	5	Please rate from 1 – 5 1 = Strongly agree 5 = strongly disagree
1. The course I am undertaking is meeting my expectations						Additional Comments
2. The course is accurately described in the program						Additional Comments
3. The content of the course is relevant and appropriate						Additional Comments
4. The course is taught by staff who are good teachers						Additional Comments
5. Allows me to participate fully						Additional Comments

Facilities / Resources - surveys

Question	1	2	3	4	5	Please rate from 1 – 5 1 = Strongly agree 5 = strongly disagree
1. The room used is suitable for this course						Additional Comments
2. I have access to materials / resources that are relevant to this course						Additional Comments
3. The house / room is kept clean and tidy						Additional Comments
4. I have sufficient access to computers if required						Additional Comments



Administration - Surveys

Question	1	2	3	4	5	Please rate from 1 – 5 1 = Strongly agree 5 = strongly disagree
1. Information about enrolling in this course / program is easy to access						Additional Comments
2. The enrolment process is efficient and straight forward						Additional Comments
3. My questions about the course / program have been answered and any issues are resolved						Additional Comments

Other – Surveys

Question	1	2	3	4	5	Please rate from 1 – 5 1 = Strongly agree 5 = strongly disagree
1. I am happy with the overall programs and services provided						Additional Comments
2. I find the house a friendly place to be						Additional Comments
3. The house staff are approachable and helpful						Additional Comments

Have your Say Section

Please let us know if there is any area of the house's programs, services, facilities that you think needs to be improved

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