

General Information for Participants

Wyndham Community and Education Centre Inc. (Wyndham CEC) has an obligation to support and protect its learners, the following information is a guide to assist you in succeeding in your course.

Workload

Be on time and attend all classes as required. It is your responsibility to catch up on work missed, including obtaining handouts. Complete all class, and homework tasks, by the due date. Avoid leaving homework until the last minute. If you are having any difficulties with your course or your ability to complete the required tasks, please discuss this with your trainer as soon as possible.

Attendance

Please be punctual to all classes and phone reception if you will be late or are unable to attend. Messages for your trainer can be left on the answering machine. Clearly state your name, your teacher's name, course title and days or times you will be absent. You should aim for 80% attendance AT LEAST.

Feedback

Towards the end of your course, you will be asked to complete a course evaluation form. The responses to this evaluation will be kept confidential and provide an opportunity to let us know your opinion of the course content and structure. Information gathered is presented to the Board of Management and is used to improve the courses we offer. We always appreciate constructive feedback.

There is also a suggestion box, in the reception area of 4 Synnot Street, where you can leave feedback.

You may also receive a survey from NCVER, an invitation to participate in a Department endorsed project, an invitation to participate in the Department's annual student outcome survey or be contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Medical Conditions

Please inform your trainer of medical conditions or health issues that may affect you whilst in class. At enrolment you will be asked for emergency contact details that will be held by your trainer for the duration of the course.

Accredited courses

For a full certificate award, you will receive a Certificate that lists the units for which you have been successfully assessed. For a partial completion of a Certificate, you will receive a Statement of Attainment, which lists the units you have successfully completed. Both are nationally recognized. Wyndham CEC meets the compliance requirements for the issuance of AQTF qualifications. Wyndham CEC will not consider any work submitted by students for assessment beyond one month of the last day of training.

Wyndham CEC is responsible for the quality of the training and assessment provided to you and complies with the VRQA Guidelines for VET Providers, the AQTF Conditions & Standards and the Skills First Quality Charter.

Non-accredited courses

For non-accredited courses, you will receive a Participation Certificate that lists the course you participated in.

Recognition of Prior Learning (RPL)

We recognize that education can come from life experiences, formal education and other courses, training in a work environment and work experience. Recognition of Prior Learning is available for accredited courses.

Recognition of Qualifications issued by other RTOs

Wyndham CEC will recognize qualifications and statements of attainment issued by other RTOs in accordance with its policy.

Student Conduct

All students have a right to learn in a safe and professional environment. You are required to demonstrate, at all times, basic courtesy, consideration and cooperation to other students and staff in line with the Student Code of Conduct that is included in your student information package. Please comply with any organizational requirements regarding health and safety matters.

Complaints and Appeals

Any complaints regarding other student conduct, staff or the course in general will be dealt with quickly and impartially. Wyndham CEC has a formal process for dealing with complaints and appeals that is included in your information package. Students have the right to access their own file by completing an application request to view own file.

Privacy

Wyndham CEC will observe State and Commonwealth privacy legislation (as applicable) and other related legislation when collecting, using, storing, securing or disclosing personal information about a student. See our privacy trifold and the Australian Privacy Principles summary document for more information.

Policies & procedures

Upon enrolment your student information package will contain the policies and procedures relevant to your study at Wyndham CEC, these policies and procedures are also available on our website. All Wyndham CEC policies and procedures are available on request from our Main Office.

Kitchen facilities

At Induction you will be shown the location of kitchen facilities including tea and coffee making facilities, student microwaves and refrigerators
Please ensure you clean up after you have finished using our kitchen facilities.

Photocopy and Facsimile Facilities

Facilities are available upon request from Main Office reception at a nominal cost.

Telephone

Wyndham CEC telephones may only be used in an emergency.

Use of computers

Computers are to be used for educational, job seeking and training purposes only.

Student Support Services

Wyndham CEC can assist you to access a range of services through referral, depending on eligibility. A list of these services can be found below and are also listed on our website.

Special Consideration

The purpose of Special Consideration is to give a student, whose work for a particular piece of assessment has been adversely affected by exceptional circumstances beyond their control, a further opportunity to demonstrate their ability. An application form is available for special consideration. Please see the policy or your trainer for more information.

Fees and Charges

Wyndham CEC follows the 'Skills First - 2019 Guidelines about Fees'. Skills First eligibility will be determined at the pre-training assessment interview. See our policy for more information (included in your student information package).

Refunds

Fee for Service: If you want to withdraw from a course, we require 5 working days' notice prior to the course starting. A refund will be made less a \$50 admin charge. If a course is cancelled a full refund will be made. No refunds are given after a course starts.

Skills First Subsidised Training: Wyndham CEC follows the 'Skills First - 2018 Guidelines About Fees'. Course fees paid in advance will be held in a liability account until the course commences. Our 'Concessions, Fees, Charges and Refunds Policy & Procedure' outlines all details related to refunds for government funded training and fee for service courses.

Further Course Information

Further course information can be obtained from your teacher/trainer or by contacting your course coordinator. They will provide you with details regarding content, resources and assessment requirements.

Further details can be obtained by phoning 9742 4013 or by visiting the website

www.wyndhamcec.org.au

Main Office

20 Synnot St
WERRIBEE 3030
Ph: 9742 4013
Fax: 9749 8400

Training venue

The Cottage
4 Synnot St
WERRIBEE 3030
Ph: 9742 4013 Fax:
9749 8400

Training venue

Wayaperri House
106 Duncans Rd
WERRIBEE 3030
Ph: 9742 4013
Fax: 9749 8400

Other training venues
to be advised

Student Support Services

Wyndham CEC Support Services

Wyndham CEC has a range of in-house support services that students may access or be referred to including:

General	Migrants & refugees	Youth
Jobs Victoria	Settlement services	Youth Worker
Centrelink outreach	Patronato Acli	Breakfast Program
Emergency relief		Nosh Van (nutrition outreach support)
Justice of the Peace services		
Tax Help		Anne Mitchell Scholarship
Broadband for Seniors		Western Chances Scholarships
Tenants Advice Service		Sandy Mein Scholarship

Please see your teacher / trainer or contact our Administration staff at Princes Highway for more information.

External Support Service

Wyndham CEC networks and links with many services that students may access or be referred to including:

Refugees		Health	
Australian Karen Organisation	0419 313 047	Beyond Blue	1300 224 636
AMES HSS Program	13 26 37	Headspace	8001 2366
Foundation House	9388 0022	IPC (formerly ISIS Primary Care)	9296 1200
New Hope Foundation	9974 1700	Lifeline	13 11 14
South Sudanese Community of Australia	0431 192 266	Mental Illness Fellowship	8486 4222
Western English Language School	9311 9325	Orygen Youth Health	1800 888 320
Wyndham Humanitarian Network	9742 4013	Werribee Mercy Hospital	8416 7777
Westgate Baptist Church	9314 7626	Women's Health West	9689 9588
Youth		Other	
Centre for Multicultural Youth	9340 3700	Anglicare	9798 1400
Hobsons Bay Youth Services	9932 4000	DHS-Centrelink (Werribee)	9731 5247
The Huddle	9320 2400	Federation University	1800 33 3864
Karen Baptist Youth Group	9314 7626	Smith Family	1300 32 6459
Kids Help Line	1800 55 1800	South West Community Services	8742 4071
Spirit West Services	9689 9722	Victoria Police	9742 9444
School Focused Youth Services	1800 80 9834	Werribee Support and Housing	9742 6452
WynBay LLEN	9394 6331	White Lion	1300 66 9600
Wyndham Youth Services	1800 96 8844	Wyndham City Council	9742 0777
Youth Now	1800 96 8846	Wyndham Interfaith Network	9742 4013
Youth Resource Centre	1800 96 8844	Salvation Army	13 72 58