

## General Information for Students

Wyndham Community and Education Centre Inc. (Wyndham CEC TOID 4179) is committed to supporting and protecting its learners. The following information is a guide to assist you to succeed in your program.

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*.

### Attendance

Be on time and attend all classes as required. Please phone reception if you will be late or are unable to attend. Messages for your teacher can be left on the answering machine. Clearly state your name, your teacher's name, program name and days or times you will be absent. You should aim for 80% attendance.

### Workload

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

### Medical Conditions

Please inform your teacher 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 kept by your teacher while you are enrolled in your program.

### Student Conduct

All students have a right to learn in a safe and professional environment. You must demonstrate good manners and cooperation to other students and staff in line with the *Student Code of Conduct* (included in your student information package).

Please comply with any organisational requirements regarding health and safety matters.

All work, including assessments, must be your own work.

### Compliments, Complaints and Appeals

All students have the right to make compliments and complaints. Any complaints regarding other student conduct, staff or the course in general will be dealt with quickly and fairly.

Wyndham CEC has a formal process for dealing with complaints and assessment 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 observes State and Commonwealth privacy legislation 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 head office.

### **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.

### **Qualifications & Accredited Courses**

Students enrolled in a nationally recognised qualification or accredited course will receive a Certificate if they have been assessed as competent in all required units. The certificate will list all units successfully completed. For a partial completion of a Certificate you will receive a Statement of Attainment which lists the units successfully completed. Wyndham CEC meets the compliance requirements for the issuance of AQTF qualifications.

Students enrolled in accredited training at Wyndham CEC will have 30 days from the last day of training/timetabled classes to meet all of the requirements of the program they are enrolled in. Wyndham CEC is not obliged to accept any work or assessment beyond this date, unless arrangements have been made under the Special Consideration policy.

### **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 teacher for more information.

### **Non-accredited Courses**

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

### **Recognition of Prior Learning (RPL)**

We recognise 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 all Wyndham CEC qualifications on its scope.

### **Recognition of Qualifications issued by other RTOs**

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

### **Feedback**

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

You can also leave feedback in the suggestion box located in the reception area of our head office.

You may also receive a survey from NCVET, an invitation to participate in a Department of Education and Training 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.

### **Kitchen and Student Lounge Facilities**

At induction you will be shown the location of student facilities including tea and coffee making, microwaves, refrigerators and lounges.

Please ensure you clean up after you have finished using our facilities.

### Photocopy Facilities

Photocopying is available upon request from head office reception at a small cost.

### Telephones

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.

### Wifi

Free wireless internet is available at all Wyndham CEC managed facilities. See your teacher for further information. Students must follow the *Student Code of Conduct* and related policies when using personal devices at Wyndham CEC facilities.

### Fees and Charges

Wyndham CEC follows its *Concessions, Fees, Charges and Refunds Policy and Procedure*. Students may be eligible for Skills First subsidised training and eligibility will be determined at the pre-training assessment interview. See our policy for more information (included in your student information package). Students will not receive a Certificate if they have unpaid fees.

### Refunds

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

*Skills First subsidised training:* Wyndham CEC follows its *Concessions, Fees, Charges and Refunds Policy and Procedure*. Program fees paid in advance will be held in a liability account until commencement. Our policy outlines all details related to refunds for government funded training and fee for service programs.

### Further Program Information

Further program information can be obtained from your teacher/trainer or by contacting your program 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](http://www.wyndhamcec.org.au)

#### Head Office

20 Synnot St  
WERRIBEE 3030

#### Training venue

The Cottage  
4 Synnot St  
WERRIBEE 3030

#### Training venue

Wayaperri House  
106 Duncans Rd  
WERRIBEE 3030

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	Community Support Group South Sudanese Communities (Junubi Wyndham)	Nosh Van (nutrition outreach support)
Justice of the Peace services		
Tax Help		Anne Mitchell Scholarship
Parents Next		Western Chances Scholarships
		Sandy Mein Scholarship

Please see your teacher / trainer or contact our Administration staff at 20 Synnot St 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	8731 1207	Beyond Blue	1300 224 636
AMES HSP Program	13 26 37	Headspace	8001 2366
Foundation House	9389 8900	IPC (formerly ISIS Primary Care)	9296 1200
Werribee Refugee Resource Centre (MiCare)	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	9731 2500
Hobsons Bay Youth Services	9932 4000	DHHS-Centrelink (Werribee)	13 62 40
The Huddle	9320 2400	Federation University	1800 33 3864
Karen Baptist Youth Group	9314 7626	Smith Family	1300 326 459
Kids Help Line	1800 551 800	South West Community Services	8742 4071
		Unison Housing	9216 0300
Spirit West Services	9689 9722	Victoria Police	131 444
School Focused Youth Services	1800 809 834	Werribee Support and Housing	9051 2000
WynBay LLEN	9394 6331	White Lion	1300 669 600
Wyndham Youth Services	9742 0777	Wyndham City Council	9742 0777
Youth Now	8311 5800	Wyndham Interfaith Network	9742 4013
Youth Resource Centre	8734 1355	Salvation Army	13 72 58