

Student Information Booklet



Bass Coast Adult Learning
239 White Road
Wonthaggi Vic 3995
Ph: (03) 5672 3115
www.bcal.vic.edu.au

RTO ID: 3720



CONTENTS

INTRODUCTION	3
Welcome	3
<i>Our Vision</i>	3
<i>Our Mission</i>	3
<i>Eligibility</i>	3
ENROLMENT, TRAINING AND ASSESSMENT	4
Training Programs	4
<i>Nationally recognised training</i>	4
<i>Pre-accredited courses</i>	5
<i>Capacity building (NDIS)</i>	5
<i>Lifestyle</i>	5
<i>Partnership training</i>	5
Enrolment Procedures	6
<i>USI number</i>	6
<i>Online booking</i>	7
<i>Enrolment interviews – nationally recognised training</i>	7
<i>Enrolment – pre-accredited training</i>	7
<i>Records</i>	7
Fees, Refunds and Withdrawals	8
Assessment Procedures	8
<i>Pre-accredited courses</i>	8
<i>Nationally recognised training</i>	9
<i>Recognition of prior learning (RPL) and credit</i>	9
Complaints and Appeals	10
Certificates	10
<i>Qualifications</i>	10
<i>Statements of attainment</i>	11
<i>Pre-accredited program participation certificates</i>	11
SUPPORT AND SERVICES	11
Facilities	11
Computers	11
First Aid	12
Childcare	12
Counselling	12
Safety	12
Learners' Rights	13
Learners' Responsibilities	13
Staff and Volunteers' Rights and Responsibilities	14
Discrimination and Bullying	14
Emergency Evacuation Procedures	14
Covid-19 Safety	15
Site Map and Location	16

INTRODUCTION

Welcome

Hello and welcome to the Bass Coast Adult Learning Inc (BCAL)

This booklet was developed to assist you with your studies at BCAL. It outlines a lot of the information you need to know. If you have any questions or concerns, please feel free to approach any BCAL staff member. We are all here to assist your learning.

Our Vision

BCAL aspires to be a vibrant, diverse organisation, offering a wide range of education and training programs, and community development opportunities to adults who live, work and study in Bass Coast.

Our Mission

To provide a flexible, supportive and inclusive adult learning environment, to enable community members from Bass Coast and surrounding areas to study, improve work skills and build social capital.

Eligibility

Some courses have prerequisites, and some courses may attract government subsidies for eligible learners. BCAL staff can discuss these with you. During enrolment, BCAL staff will find out if any subsidies are available to you.

We strive to create an accessible and welcoming learning environment for everyone. We do not see financial, physical, mental or personal difficulty or disability or life status as a barrier to education. We work with all learners to achieve their goals in education, employment and community participation.

Please speak to BCAL staff if you have concerns about your eligibility and to discuss any funding opportunities, we may be able to offer.

ENROLMENT, TRAINING AND ASSESSMENT

Training Programs

Bass Coast Adult Learning offers a range of training programs:

1. Nationally recognised vocational education and training (VET), including VET in Schools (VETiS)
2. Pre-accredited training (Learn Local)
3. Capacity building (NDIS)
4. Short hobby or lifestyle courses
5. Training programs in partnership with other registered training organisations

Nationally recognised training

The accredited training we offer can provide you with nationally recognised, industry-specific qualifications and Statements of Attainment – providing pathways to employment or further training.

National recognition means all other RTOs must accept your qualifications or Statement of Attainment provided by BCAL. In turn, BCAL must accept and give you credit for, any relevant qualifications or Statement of Attainment you have gained at other RTOs.

The qualifications we offer at BCAL usually take 6-12 months to complete. However, we also offer individual units of competency as short courses, and these can take less than one day and up to four days to complete.

BCAL is registered with the Victorian Government as a Registered Training Organisation (RTO). This means we can offer qualifications and units of competency that are recognised and accepted nationally. The accredited training we are registered to deliver can be found at www.training.gov.au – it is in industry areas such as:

- English as an Additional Language (EAL)
- General Education for Adults
- Hospitality and Tourism
- Horticulture
- Applied Digital Technology
- Hairdressing (Salon Assistant)

The Victorian Government funds this training for eligible students under the Victorian 'Skills First' program.

Pre-accredited courses

The Victorian Government also funds our pre-accredited courses – these are courses specifically designed to provide a pathway to employment or further training. On successful completion you will gain a Certificate of Participation.

Our pre-accredited courses focus on basic skills, such as employability, literacy, digital literacy and numeracy. They also include introductory programs in specific industry areas, such as Horticulture, Hospitality and Hair and Beauty.

Capacity building (NDIS)

Capacity building sessions are open to eligible National Disability Insurance Scheme (NDIS) recipients.

These sessions include interesting and valuable skills in cooking, art, music, leisure, games, photography and fitness. There are also life skills and communication activities such as making appointments, writing a resume and applying for work.

Lifestyle

The BCAL Lifestyle courses may include languages, crafts, special interests and classes created because we have received interest from the public for them.

Partnership training

We also partner with other registered training providers to present work safety classes. These provide licenses and tickets for people working in the trades industry and include Construction Induction Card, Forklift Licence, Traffic Control and many others. This training is usually conducted in one or two day classes.

We are always open to new ideas, and welcome course and training ideas. Please feel free to contact us and we will do our best to help you.

Enrolment Procedures

The first step in enrolling in any training provided by BCAL is usually by telephone, email or in-person (or online for non-accredited programs).



If you see a suitable course, ring BCAL and book into that course. Your name will be placed on a booking list.

Please keep in mind that this is an expression of interest as most of our courses only run if we have sufficient numbers booked. Also, if you no longer wish to continue with your enrolment, please inform BCAL as soon as possible so we can offer that place to someone else.

Some charges may apply if you do not inform us of your cancellation, or if you cancel too late (see 'Fees, Refunds and Withdrawals' below for more detail). You will receive fee information prior to enrolling in your course.

USI number

Since 2015, all students enrolling in nationally recognised training are required to have a Unique Student Identifier or USI number. The USI number is rather like a Tax File Number for education and training, to keep a record of your enrolments and ensure that only eligible people are enrolled in courses.

If you have enrolled in any qualification, accredited course or unit of competency since January 2015, you probably already have a USI. BCAL can assist you to find your USI if you have one but don't know the number. If this is the first course you have enrolled in since January 2015, you can create your own USI at www.usi.gov.au

Or, if you would like BCAL to create a USI for you, you will need to fill in the USI application form and supply 2 pieces of identification from the following list:

- Australian Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

Other forms of identification cannot be used to create a USI. BCAL cannot issue qualification certificates or Statements of Attainment without a valid USI.

Online booking

Another way of enrolling – in pre-accredited and short courses – is electronically, via TryBooking; our Facebook page (bcadultlearning); or our website www.bcal.vic.edu.au

Enrolment interviews – nationally recognised training

For accredited training (training that leads to a qualification or Statement of Attainment), learners will be invited to an enrolment interview. This is to ensure you receive all the information you need for your study, and that we receive enough information to tailor your training to match your needs. This will include a walking tour of BCAL to help you to feel quite comfortable.

During your enrolment interview your training plan will be commenced, using a simple pre-training assessment form, which enables you to be placed in the appropriate training level. As training continues, that plan can be built upon and revised to suit any changing needs or situation. The training plan also outlines vocational and further education pathways resulting from your training.

Enrolment – pre-accredited training

For pre-accredited training, once the course has been confirmed, you will be sent a confirmation notice, enrolment form and payment-due dates.

Records

Enrolment forms and student information are put into BCAL's electronic student management system, and any paper records are filed. Both electronic and paper records systems adhere to privacy legislation, which includes passwords on software, and locked file storage.

You may may access your own records at any time, but anyone else wishing to access records, must have written permission from the student. Records will, however, be available to BCAL staff and to our registering government bodies where relevant.

Fees, Refunds and Withdrawals

BCAL's Committee of Management sets fees based on Government funding body guidelines and local factors. Courses will be cancelled if fees do not cover expenses, and fees paid in advance will be refunded.

Accredited training fees consist of tuition, amenities, resources and other charges as necessary. This breakdown will be included in the information given to you at course commencement *but please feel free to discuss this with any staff member.*

For accredited courses, fees are set by annual Government guidelines, available on the Victorian Department of Education and Training website.

Concessions are granted to all eligible persons holding a Centrelink CRN number, in line with access and equity guidelines. Cards will need to be sighted and details including CRN number recorded. Other concessions may be provided at the discretion of administration.

Where BCAL cancels a course for any reason, participants will receive a full refund. Cancellation by the participant will mean forfeiture of full or partial fee if it is within 7 days prior to the course commencing.

You may appeal a decision, in which case you may be granted a full or partial refund or a complimentary enrolment, if your appeal is judged to be valid.

BCAL reserves the right to cancel any enrolments due to the misconduct of that individual. In that case no refund will be offered.

Either during or after the course you may be contacted to participate in the NCVET survey, and/or receive an invitation to participate in a Department endorsed project, and/or being contacted by the Department.

Assessment Procedures

Pre-accredited courses

Pre-accredited courses do not involve formal assessment. However, learners who complete the course will receive a BCAL Certificate of Completion. In these courses, trainers and learners develop activities to monitor progress during the course.

Nationally recognised training

Nationally recognised qualifications, such as AHC30716 Certificate II in Horticulture, all have a unique code and title. Each qualification also includes a set number of core and elective units of competency that are required for the qualification. Students must be assessed, and demonstrate competence, in all of those required units in order to be awarded a qualification.

However, if students don't complete all the requirements for a qualification, but are assessed as competent in individual units, a Statement of Attainment will be issued. This – like a qualification – is nationally recognised. This means that where those units are used in other qualifications, you can gain credit for those units they attained.

Assessments are conducted under national quality guidelines and must be valid, reliable, flexible and fair. This means that BCAL will give you every opportunity to pass your assessments by presenting them in a variety of methods, and if required, a number of times for each task.

Assessment can be in many forms including:

- written test or worksheet
- teacher observation of class
- group work or role-play performance
- practical tasks
- oral presentations
- self or peer evaluation of own performance
- debates, assignment
- online exercises
- poster, journal, diary or logbook.

Discuss with your teacher which forms may best suit you. You will be informed in advance of assessment dates and the unit to be assessed.

Recognition of prior learning (RPL) and credit

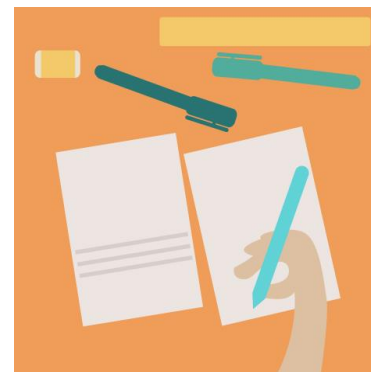
If you have other experiences, such as life experiences, or volunteer work involvement, that you think could be relevant to your course, please speak with your trainer. You might be eligible for an RPL assessment.

If you have any certificates listing any nationally recognised training (such as units of competency), we might be able to give you credit if the units are relevant to the qualification.

Complaints and Appeals

It BCAL's policy that any person has a right to complain about an aspect of BCAL and its operation or appeal any decision made by BCAL, including assessments.

We will ensure that appropriate persons treat all complaints and appeals in a reasonable and fair manner.



*A **complaint** is any issue brought to the attention of BCAL that requires improvement, such as a problem you are having in class or with staff or other students.*

*An **appeal** is the process a person may undergo when they do not agree with decisions made, for example regarding assessments.*

With all complaints or appeals, it is hoped that these can be solved simply and quickly. We therefore encourage all persons to speak to their immediate staff members to resolve their concerns quickly before they have a chance to escalate.



Complaints and appeals will be dealt with under BCAL's Complaints and Appeals Policy, which can be found on the BCAL website.

Certificates

All students will be provided with certificates on completion of their training. There is no charge for these initial documents. Results will also be recorded on BCAL's electronic student management system.

Qualifications

Students assessed as competent in all of the units of competency required for a qualification will receive a nationally recognised certificate giving details of the



qualification attained. The certificate will also include a transcript, listing the units that make up the qualification.

Statements of attainment

Students who complete fewer units of competency than are required for the full qualification, will receive a 'Statement of Attainment' for units they have completed. The Statement of Attainment is nationally recognised, and the units can be used to gain credit into other relevant qualifications.

Pre-accredited program participation certificates

Students completing pre-accredited training will receive a BCAL Certificate of Completion. This records that you have successfully participated in the training and learning described, although this is not nationally recognised.

SUPPORT AND SERVICES

Facilities

Bass Coast Adult Learning strives to provide the best facilities possible for the comfort and safety of our students. We provide classrooms that are clean, comfortable and equipped with modern facilities. All students have access to kitchen facilities with tea and coffee and cooking facilities.

BCAL has a fully inclusive policy, and all buildings are ramped for wheelchair access and a disabled toilet is available.

If you as a student at BCAL have any suggestions or concerns about our facilities, please feel free to report these to any staff member.

Computers

Industries require employees to have appropriate digital literacy skills. With ongoing concerns with Covid-19 having digital literacy skill has become even more necessary. Most programs at BCAL require students to access computer programs and web resources for some of the learning activities.

BCAL can provide internet access as well as a set of laptop computers for student use while on site. However, students are encouraged to bring their own laptop computer if they have one.

If you have concerns on using computers than you are encouraged to discuss this with your trainer so appropriate support/training can be organised.

First Aid

BCAL has a fully stocked first aid kit at the front desk in the administration building. Please feel free to access this when needed.

Students need to fill relevant illness/disability details on their enrolment forms and keep their required medication with them at all times.



Childcare

BCAL has no facilities to provide childcare and we ask that learners do not bring children to BCAL during study times. There are two childcare centres in Wonthaggi and one is situated almost directly across from BCAL. We are not affiliated with the childcare centres in any way and all arrangements for childcare with any centre are strictly at the discretion and cost of the student.

A childcare payment is available to students in Adult Migrant English Programs.

Counselling

BCAL does not provide counselling for students. However, staff may give advice and support, for instance on pathways from current study.

Members of staff are not trained to counsel on emotional, crisis or other similar issues but will be happy to assist the student with referral to expert help.

Safety

Learner safety is a priority at BCAL. We do not offer training before 8:00 am or after 10:00 pm. A staff member will be on-site until the last student leaves. BCAL has regular security patrols each night.

BCAL is run under continuous improvement, risk management and occupational health and safety policies and principles. This means that any unsafe practice or environment must be reported immediately. BCAL undergoes regular internal risk audits.

We ask that learner wear clothing appropriate to the environment and their activities.

It is the responsibility of all - staff, students and visitors - to report accidents and incidents immediately. These are reported to any staff member and an incident or accident report form should be filled out at an appropriate time.

Any medical treatment required as a result of an accident should be appropriate and immediate. All medical treatment is the responsibility of the client, BCAL does not take responsibility for any costs incurred during treatment. However, BCAL is fully insured, including public liability.

Students are not permitted to bring or consume alcohol or drugs on the premises. Anyone affected by alcohol or illegal drugs will be asked to leave.

Learners' Rights

BCAL learners have a right to:

- expect a high standard of education for the best chance to complete qualifications
- be trained by fully qualified and experienced staff
- be treated with respect by staff and other students
- learn in an environment free from discrimination or harassment
- be afforded privacy in the collection and storage of personal and training records, and have access to their records when required
- be given information about their training and assessments at commencement of and during their course
- be kept informed of their progress during their training
- learn in a safe, comfortable and fully equipped environment
- have access to all available resources and equipment to assist their study



Learners' Responsibilities

BCAL learners have the responsibility to:

- understand all conditions of their enrolment
- pay all fees and charges related to their enrolment
- attend classes regularly and punctually
- follow the instruction and directions of their trainers

- respect staff, other students, BCAL equipment and environment
- restrict use of mobile phones or other such devices in classrooms during lessons
- behave responsibly, dress appropriately
- not harass others, litter, steal, damage, misuse equipment, cheat, endanger others, drive in the grounds irresponsibly or in any other way endanger others, equipment or the environment
- not attend if under the influence of drugs or alcohol
- not be disruptive in the classroom
- ensure care and security is taken of own possessions during time at centre
- report any perceived risks or accidents/incidents immediately to staff

Staff and Volunteers' Rights and Responsibilities

All members of BCAL staff are expected to behave in a professional and supportive manner, to assist all of our students to meet their learning goals to the best of their ability.

Also, our volunteers are expected to support students and to behave appropriately. These expectations are reflected in our BCAL policies and procedures and duty statements.

Discrimination and Bullying

BCAL has a strong access and equity policy and strives to engender the view that all persons have equal opportunity to education.

BCAL will not tolerate any forms of discrimination or bullying that disrupts a person's education or endangers them in any way.

Incidents observed should be reported to staff members immediately.

Persons who discriminate and/or bully at this centre will be dealt with very seriously. This could include actions such as being asked to leave, having disciplinary measures taken and/or having enrolments cancelled.

Emergency Evacuation Procedures

The emergency assembly point for BCAL is the car park in front of the (yellow/orange) administration building, just off White Road.

All rooms will have an evacuation plan placed near the doorway. This shows the quickest and safest path of travel to the assembly point in the event of an emergency requiring evacuation.

These notices will also have the telephone contact numbers for emergency services.

Once again, if there is an incident requiring evacuation, it should be reported in the incident report book.

Covid-19 Safety

BCAL is committed to the health and safety of all staff, students, volunteers and visitors to our site.

Specific response to safety measures implemented in response to the COVID-19 Pandemic applicable to students are as follows:

- Classrooms and learning spaces have been measured for appropriate class sizes to comply with social distancing.
- Alcohol sanitiser stations have been set up throughout the site and include two automatic dispensers in our high traffic areas and smaller, individual plunger bottles in offices and teaching spaces.
- Government issued posters related to COVID-19 covering issues such as effective hygiene practices (hand washing, wearing a correctly fitted face mask) and social distancing requirements have been posted throughout the site.
- Independent cleaning contract has undertaken COVID-19 specific cleaning training.

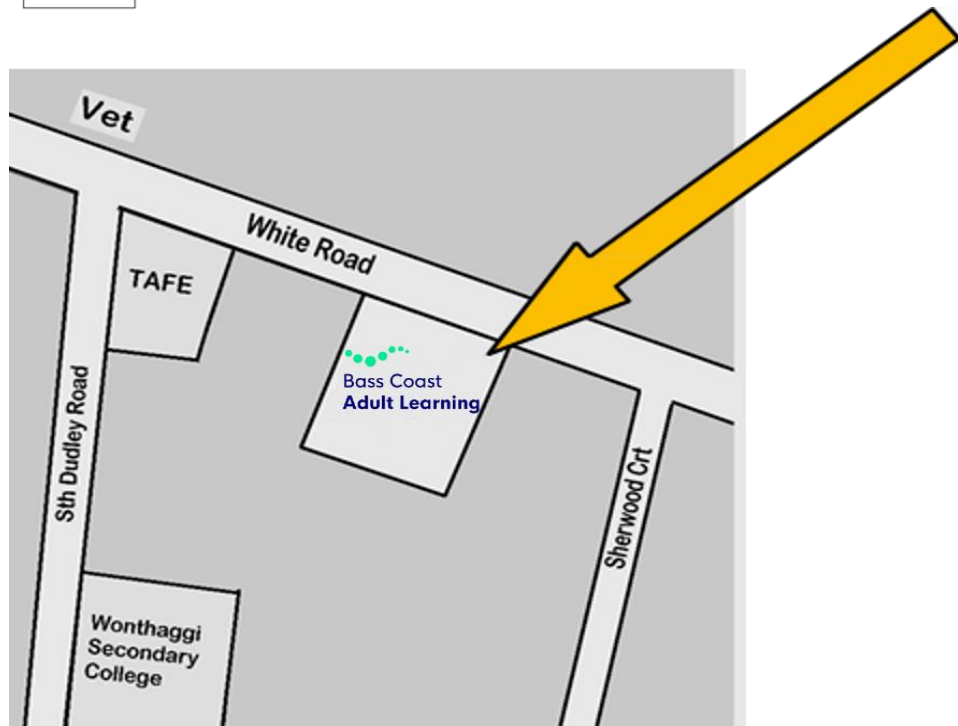
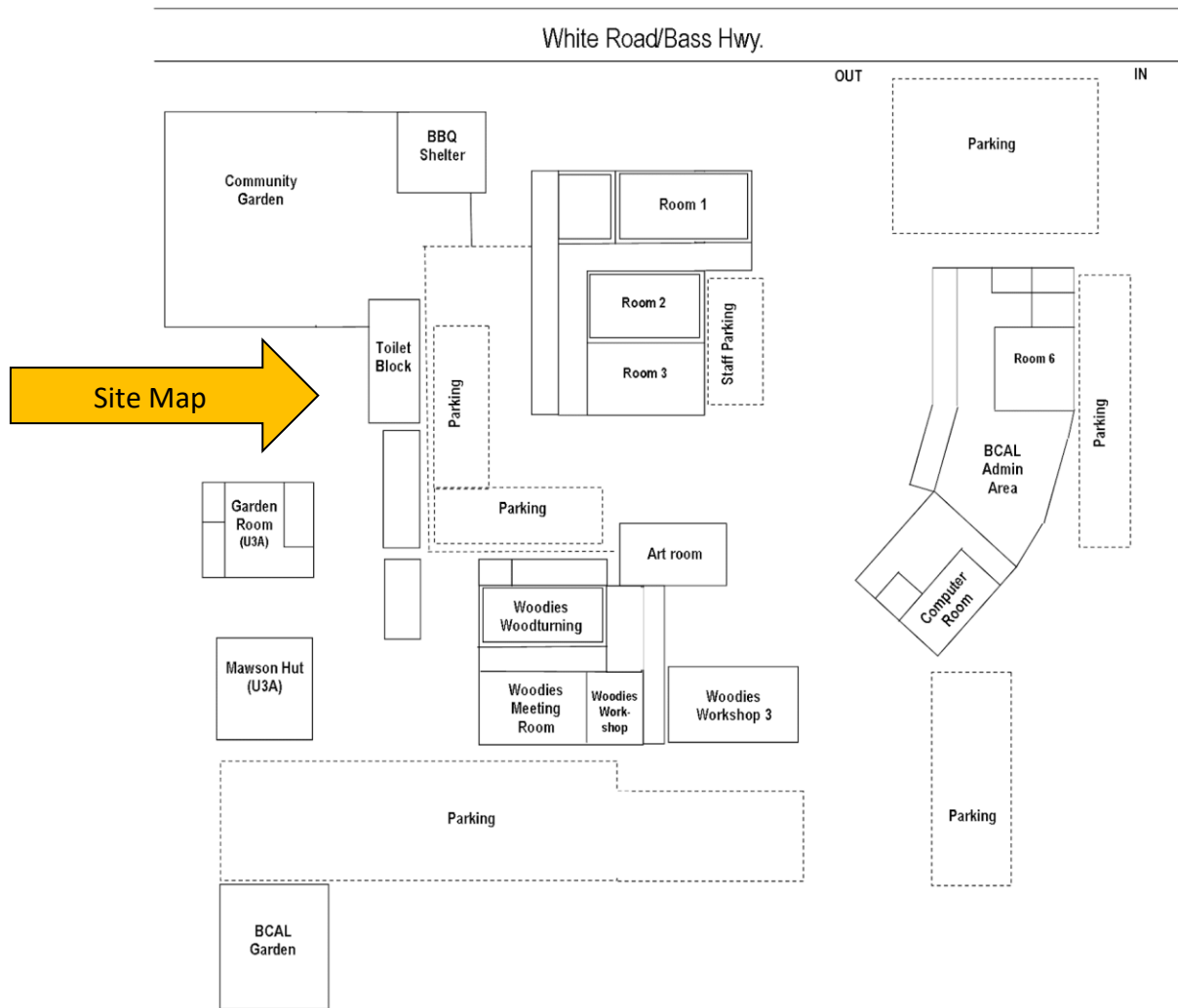
If a student shows symptoms of COVID-19 they must inform the Centre Manager or a staff member and then attend one of the testing sites in Bass Coast- listed below.

Wonthaggi Bass Coast Health Drive Through
75 McBride Avenue, North Wonthaggi. Open 9:00 am-4:00 pm, 7 days a week.

Wonthaggi Respiratory Clinic - Variable times: Bookings required. Phone 0492 036 568.

All affected students will be given special consideration and support for any class time missed due to isolation.

Site Map and Location



We hope you enjoy your time with us!

Please discuss your learning journey with our staff at any time.

Phone 03 5672 3115 or info@bcal.vic.edu.au

Bass Coast Adult Learning
239 White Road (PO Box 322)
Wonthaggi Vic 3995
Ph: 03 5672 3115
Email: info@bcal.vic.edu.au
Website: www.bcal.vic.edu.au
RTO No. 3720 Inc No. A0017261Y

And, don't miss our quarterly Course Guide
with our training schedule for each term.



If you don't receive one in your mailbox
ask to be placed on our mailing list.