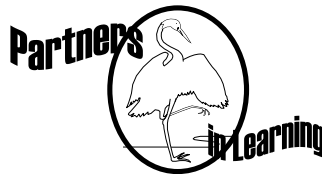


**CORANGAMITE DISTRICT ADULT EDUCATION GROUP INC  
STUDENT HANDBOOK**

# STUDENT HANDBOOK

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2011



**CORANGAMITE DISTRICT ADULT EDUCATION GROUP INC**  
(A0006446U)

**124 Manifold Street, Camperdown**  
**Tel: 5593 2920 Fax: 5593 2531**  
**Email: [cdae@bigpond.com](mailto:cdae@bigpond.com)**

**Registered Training Organisation No: 03734**

**CORANGAMITE DISTRICT ADULT EDUCATION GROUP INC  
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# CORANGAMITE DISTRICT ADULT EDUCATION GROUP INC STUDENT HANDBOOK

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## **Our History**

The Corangamite District Adult Education Group had its origins in Terang in 1984. It started as an 'off-shoot' of the Warrnambool TAFE Adult Literacy Program and at that time our sole function was to provide one-to-one tuition in reading and writing.

Before long it became obvious that the local need was substantial so a separate group was established. In 1985, the community-based and run group was incorporated and after considerable research and discussion was named the Camperdown and District Adult Literacy Group, although there was no office or centre in Camperdown. In 1987, a part-time co-ordinator was appointed and a centre was established in the Corner Room, Theatre Royal Complex, Camperdown (then known as the Community Centre) and was originally the Mechanics Institute.

In 1994, we became known as the Corangamite District Adult Education Group, Inc., and we moved quickly to establish the facilities to enable us to offer the full range of Adult and Further Education programs including user-pays leisure programs, general education, labour market programs as well as vocational education and training, while at the same time, maintaining our commitment to basic education.

CDAEG Inc., continues to fill the local gap in Adult Education and Training by providing opportunities for adults to return to study, improve their literacy and numeracy skills, gain qualifications in specific occupations, enhance their employment prospects and construct pathways for further education and training. The programs offer life-long learning and skills enhancement in the community. Future developments will bring opportunities for education and training partnerships with local government, employers and other program providers operating in the district.

## **Adult Education Centre**

Our centre is located at 124 Manifold Street, Camperdown. Students enrolled in courses are welcome to utilise resources available or to discuss training options available to them.

## **Resources for students on the website**

CDAEG Inc's website is a great place to start if you have questions about the programs that we offer and staff contact details. Students can also access the latest information on enrolment procedures, timetables, student resources, online learning. Our website address is <http://www.cdaeg.com.au>

## **Enrollment Procedures:**

Prior to enrollment in courses conducted by Corangamite District Adult Education, prospective students require support in determining with confidence that any course they undertake will meet their individual learning needs. The prospective student requires sufficient information and appropriate guidance in making this decision.

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### **Interview:**

Prospective students will participate in an interview, either conducted personally or by telephone, whichever is the initial form of contact to ascertain the suitability of the learning outcomes of any proposed education and training program to meet the individual learning needs of the students. The interview should also ascertain the appropriateness of any such education and training program with regard to entry requisites and/or prior knowledge of the course learning objectives.

- Inform prospective student of interview process
- Discuss learner needs and personal expectation of the proposed course of study
- Make clear reference to availability of course information and where this information can be accessed (course brochures, pamphlets, website)
- Provide this information and/or arrange to forward information to the prospective student at the earliest possible convenience but that it be received by the student within ten (10) working days from the date of initial contact
- Determine if the course seems appropriate in meeting the learner needs of the prospective student
- Ascertain previous skill/knowledge that would be of specific benefit towards achieving the competencies required of the course and determine if there is any RPL possible.
- Where entry requisites appear to be absent, discuss alternative learning pathways and refer prospective student to alternate courses, as appropriate.

### **Information Sessions:**

In most cases prospective students for accredited courses, particularly those courses from training packages, will be offered the opportunity to participate in an information session. Information sessions will be conducted prior to commencement of the course, where possible, or as part of the introductory sessions of any such course.

The major objective in conducting information sessions is to detail to prospective students:

- how the course is to be delivered (teaching/delivery strategies) and student options
- course timetable
- relationship to industry standards within accredited courses and training package courses
- assessment strategies
- requirements and responsibilities of students (attendance/assessment requirements)
- fees including course fees, administration and/or amenities fees, material costs and costs of course manuals required to complete the course
- payment terms including the timing and amount of fees to be paid and any non-refundable deposit/administration fees
- the nature of the guarantee given by CDAEG Inc to complete the training and/or assessment once the learner has commenced study in their chosen qualification or course
- the fees and charges for additional services including such items as the issuance of a replacement qualification testamur and the options available to learners who are deemed not yet competent on completion of training and assessment, and

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- CDAEG Inc's refund policy

and to ascertain:

- the suitability of the learning outcomes of any proposed education and training program to meet the individual learning needs of the students
- entry requisites and/or prior knowledge of the course learning objectives with a view to initial assessment through our Recognition of Prior Learning (RPL) process.

### **Meeting the Specific Enrollment Outcomes for Students with Language & Literacy Issues**

Prior to enrolment in courses conducted by Corangamite District Adult Education, prospective students require support in determining with confidence that any course they undertake will meet their individual learning needs. Particularly within adult literacy and basic education programs, prospective students may require special attention and appropriate guidance in making this decision.

### **Interview Process for Adult Literacy and Basic Education Students**

It is sometimes difficult to provide all of the required information prior to commencement and/or enrolment in the case of adult literacy and basic education students. In order to facilitate an equitable process, students will participate in an interview, conducted personally by tutors as soon after commencement as possible to ascertain the suitability of the learning outcomes of any proposed education and training program to meet the individual learning needs of the students. The interview should also ascertain the appropriateness of any such education and training program with regard to entry requisites and/or prior knowledge of the course learning objectives.

- Discuss learner needs and personal expectation of the proposed course of study
- Make clear reference to availability of course information and where this information can be accessed (course brochures, pamphlets, website)
- Provide this information and/or arrange to forward information to the prospective student at the earliest possible convenience but that it be received by the student within ten (10) working days from the date of commencement of the course
- Determine if the course seems appropriate in meeting the learner needs of the prospective student
- Ascertain previous skill/knowledge that would be of specific benefit towards achieving the competencies required of the course

Where entry requisites appear to be absent, we will undertake to discuss alternative learning pathways and refer prospective student to alternate courses, as appropriate.

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## Enrollment Forms

All students must complete an Enrollment Form to enter training and further education programs with the Corangamite District Adult Education Group.

## Fees

It is our aim at the Corangamite District Adult Education to keep fees to an absolute minimum to ensure accessibility to training for adults. Our fees for government funded training places are in accordance with the government directives on fees and charges, as applicable. While many of our programs are government funded, many of our other programs are not. For eligible students, government supported places mean affordable access to training. Some other government funded courses may become available from time to time. Other courses, not government funded, require a fee structure designed to cover costs of the course. For these 'user-pays' type courses, costs include such items as tutor fees and venue hire together with a small administration fee. Students having difficulty with costs of courses should speak to the Training Manager.

In most cases, the CDAEG Inc's course tuition and course notes are free of GST but GST is payable on textbooks.

Total course tuition fees are calculated based on the nominal hours contained in our course structures. Should you wish to complete additional units you may be required to pay an additional fee based on the nominal hours of the specified unit of competency.

## Payment of Tuition Fees

In order to ensure that your financial investment in training and education is protected, tuition fees for all courses become payable on commencement of your course. Arrangements will be made for a time for you to make payment to complete the enrolment process during the first week of your course. All students will receive an invoice detailing applicable fees and subsequent to the initial payment, students should pay fees according to the following payment schedule:

Fees Range [Not including books, materials]	1 <sup>st</sup> Payment (first week of course)	2 <sup>nd</sup> Payment (Week 3 of course)	2 <sup>nd</sup> Payment (week 5 of course)	3 <sup>rd</sup> Payment (week 10 of course)	4 <sup>th</sup> Payment (prior to end of course)
\$0 - \$100	\$50	\$50 (or balance)			
\$101 - \$200	\$100	\$50	\$50 (or balance)		
\$201 - \$300	\$150	\$50	\$50 (or balance)	\$50 (or balance)	
\$301 - \$400	\$200	\$50	\$50 (or balance)	\$50 (or balance)	\$50 (or balance)
\$401 - \$500	\$250	\$100	\$50 (or balance)	\$50 (or balance)	\$50 (or balance)

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\$501 - \$600	\$300	\$100	\$100 (or balance)	\$50 (or balance)	\$50 (or balance)
\$601 - \$700	\$350	\$100	\$100	\$50 (or balance)	\$50 (or balance)
\$701 - \$800	\$400	\$100	\$100	\$100 (or balance)	\$100 (or balance)
\$801 - \$900	\$450	\$200	\$100	\$100 (or balance)	\$50 (or balance)
\$901 - \$1000	\$500	\$200	\$200 (or balance)	\$50 (or balance)	\$50 (or balance)
\$1001 - \$1100	\$550	\$300	\$100	\$100 (or balance)	\$50 (or balance)
\$1101 - \$1200	\$600	\$300	\$100	\$100 (or balance)	\$100 (or balance)
\$1201 - \$1300	\$650	\$300	\$200	\$100 (or balance)	\$50 (or balance)
\$1301 - \$1400	\$700	\$350	\$200	\$100 (or balance)	\$50 (or balance)
\$1401 - \$1500	\$750	\$400	\$200	\$100 (or balance)	\$50 (or balance)

The balance of course fees will be paid as the course progresses.

Should students wish to pay fees prior to commencement of their chosen course, fees paid will be retained in a separate bank account until course commencement and drawn down in accordance with the above table. This process deems that payments are made in arrears.

A letter, including an enrollment form, is sent to all students who have indicated an interest in a course through our waiting lists prior to the course commencement. This letter indicates location, times and costs of the course. The enrollment form, which is included in the letter, should be completed and forwarded back to the Centre.

**Payment of Course Manuals**

The cost of course manuals is separate to the above fee schedule. All books and course manuals must be paid when received unless a prior arrangement has been entered into. These costs are non-refundable.

**Payment of Amenities Fees**

A small fee to cover costs associated with photocopying, internet usage, etc is levied on all students enrolling at CDAEG Inc. This fee is an annual fee and is not refundable except where our fees refund policy stipulates such refund is due.

**Payment of Fees - By Installments**

Corangamite District Adult Education Group is aware that sometimes it is not easy to make large payments from your family budget. Don't let this stop you from joining in adult education programs that appeal to you. Course fees may be paid by installments under an agreed installment plan within our Terms of Trade. Payments should commence in accordance with the Payment of Fees

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Table above. Please note that this table represents the tuition fee and does not include amenities fees, course materials and course manuals, etc). Our terms of trade allow us to take recovery action in the event of a departure from these credit arrangements. Please contact the Training Manager to arrange payments by installments. Management reserves the right to decline requests for paying by installments.

### **Completion of Training Guarantee**

CDAEG Inc is keen that you are afforded the opportunity to complete your chosen course. We understand that, in some instances, students cannot necessarily complete all work and assessments requirements by the end of training delivery. You are encouraged to consult with the Training Manager to discuss options for completion. This might include off-campus arrangements to provide support for you to complete your course. Where other courses are operating, students may be able to join these courses at no extra cost.

CDAEG Inc is required to guarantee to complete your training and/or assessment once you have commenced study in your chosen qualification or course. Under the 'payment of fees in arrears' system (described above) fees paid are non-refundable with the exception of the initial payment should you decide to withdraw at four weeks (see Fees Refunds) or in circumstances where CDAEG Inc is unable to continue courses due to sanctions imposed by a government regulator.

Where courses cease for other reasons, CDAEG Inc will negotiate with you the manner in which we might provide alternative courses and/or delivery strategies to enable you to complete your course. CDAEG Inc may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding fees. Where the student agrees to this arrangement, CDAEG Inc will not be liable to refund moneys paid for the original enrolment. Where no resolution can be found, we will issue an appropriate testamur of completed units and fees will be refunded on a pro-rata basis.

### **Concessions**

Concessions are available for some courses and programs.

Concession card holders are able to undertake funded courses with a minimum fee [depending on the level of such a course] plus amenities, course manuals and materials costs. For fee-for-service courses, a concession rate is generally advertised. Where no concession rate is advertised, a concession of 15% on the course cost is our advertised concession for Seniors Card Holders and 10% for other community concession cards. The concession does not apply to materials or course manuals and other advertised additional fees.

### **Refunds of Fees:**

The Training Manager will consider any application for a refund of course fees to consider a student's entitlement to any such refund.

CDAEG Inc will issue a full refund of fees within 28 days, when:

- A course has been cancelled by us or does not start on the agreed starting date and we are unable to offer a satisfactory alternate course option for the student.

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- A student gives us notice of intention not to proceed with a course prior to commencement of course.
- Assessment of an application for RPL indicates that the student does not have to undertake the course, or any part of that course. Where the student wishes to undertake part of a course, a pro-rate refund will be paid

CDAEG Inc will issue a pro-rata refund of fees when:

- A change in student's entitlement to a concession rate becomes evident, eg., Student becomes eligible for receipt of Youth Allowance/Austudy or some other support benefit
- Where payments have been made in excess of course fees, where another funding source has agreed to pay student fees on behalf of any student
- A course is unable to proceed in accordance with our Completion of Training Guarantee

The Training Manager will determine each claim for refund of fees in an empathetic manner. Any decision to refund fees will be based on the circumstances surrounding the claim for refund. Generally though, we will not issue refunds for changes of a personal nature, including:

- Change in students employment work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course/module
- Students unable to attend due to changes in life situations, including extended hospitalisation/illness.

In circumstances where a student provides written notice via a withdrawal form within 4 weeks of the commencement of the course that he/she wishes to withdraw from the course a refund of the tuition and other fees will apply, less any amounts due to cover the costs of tuition up to the time of withdrawal. In circumstances where a student withdraws from the course after 4 weeks from commencement, no refund of fees shall apply, excepting where our Completion of Training Guarantee is applicable.

In cases of a pro-rata refund of fees, with the exception where our Completion of Training Guarantee applies, an administration fee of \$15.00 will be incurred which will reduce any such refund accordingly.

### **Policies & Procedures:**

Our Policy & Procedures Manual is available for your perusal. Please contact staff at the Centre or speak with your tutor should you wish to gain information relating to our organisational policies.

### **Courses We Offer**

Corangamite District Adult Education Group Inc., as a community-based education and training provider, delivers quality access, general, vocational and recreational programs. We provide a whole range of adult and further education programs including leisure, general education, labour market programs and vocational education and training. We also provide extensive basic education programs within the community. We also offer a wide range of user-pays recreational and

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vocational courses and workshops.

CDAEG Inc reserves the right to cancel, postpone or reschedule programs.

### **Quality Assurance**

Our courses/programs are provided within strict quality guidelines. We aim to deliver high quality programs to the Corangamite community.

We aim to provide excellent tutors, clean, comfortable and practicable classroom facilities and student support services that assist you while you are learning. We depend on your feedback after the course in order to maintain these high standards of delivery.

### **Access & Equity for All Learners:**

CDAEG is firmly committed to achieving best practice in the provision of vocational education and training. CDAEG acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training, all Australians will be able to develop knowledge and skills to enhance life and work opportunities.

CDAEG recognises that particular groups of people in society have experienced and continue to experience, institutional disadvantage and unequal educational outcomes. Among the groups who face particular disadvantage are people with a disability, Indigenous people, women, people from non-English speaking backgrounds, the long-term unemployed and people in rural and remote areas

CDAEG's unreserved commitment to the principle of access and equity in vocational education and training gives practical expression to the goal of improving the knowledge, skills, and quality of life for Australians, having regard to the particular needs of target groups

CDAEG Inc. Board of Management, staff and trainer/assessor representatives will adhere to the principles and practices of Equity in Education and Training. The Training Manager will be responsible for ensuring access and equity principles and practices apply within the organisation when dealing with clients, employees, employers and the wider community

CDAEG recognises that access and equity in adult education involves the removal of obstacles to learning and the active encouragement of those who may have benefited little from education in the past.

For further information, please contact the Centre Manager.

### **Legislative compliance**

CDAEG Inc undertakes to observe all relevant State and Commonwealth legislative and regulatory requirements including those relating to:

- Occupational Health and Safety
- Anti-Discrimination
- Equal Employment and Opportunity

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- Workplace harassment, victimisation and bullying
- Confidentiality and privacy
- Vocational education and training.

These requirements have been incorporated into our training products and services and are disseminated to staff by means of our Code of Conduct and organisational policies and procedures. All CDAEG Inc staff have a responsibility to ensure compliance in these areas.

### **OHS Information for Students and Visitors**

CDAEG Inc takes OH&S matters seriously, and has a duty of care to staff, students and visitors. Our complete policies may be viewed on our website or you can request a copy from Student Reception

### **Your OH&S responsibilities as a Student**

Each student is responsible for ensuring that his or her own work environment is conducive to good occupational health & safety practice by:

- Complying with OH&S policies, procedures and instructions
- Taking all action to avoid, eliminate or minimise hazards
- Making proper use of all safety devices and personal protective equipment
- Not willfully placing at risk the health and safety of any person at the workplace by their acts or omissions
- Seeking information or advice regarding hazards and procedures where necessary, before carrying out new or unfamiliar work.
- Being familiar with emergency and evacuation procedures, location of first aid kits, personnel and emergency equipment, and if appropriately trained, using the emergency equipment

### **Emergency Evacuation Procedures**

Students should acquaint themselves with the Emergency Evacuation Posters located throughout the building. If an emergency evacuation of this building becomes necessary an announcement will be to all classrooms. Students should follow directions and leave the building to gather at the designated assembly area.

When you leave:

- take all important personal possessions with you as you will not be allowed to re-enter the building until the emergency is over
- proceed to nominated assembly area on the Emergency Evacuation Poster in your classroom
- Staff members should assist students with disabilities impairing movement in the case of emergency evacuations.

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### **Reporting Hazards, Accidents and Injuries**

Students and visitors experiencing hazards, incidents or accidents are required to report on appropriate forms. Forms are available from Student Reception.

### **Raising issues with the Committee of Management**

Students should approach the Training Manager if they have concerns relating to OH&S. Should the issue remain, students are encouraged to report this to the Committee of Management or the OH&S Representative (Ms Sharon Lock).

### **Mutual Recognition of Qualifications:**

CDAEG recognises qualifications and Statements of Attainment for accredited courses issued by other Registered Training Organisations (RTO's).

Australian Qualification Framework qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) are recognised nationally. This enables individuals to receive national recognition of their achievements. This may at times be referred to as External Provider Credit Transfer and is an important part of Recognition of Prior Learning principles. Mutual recognition is granted by direct recognition of the credentials issued by another RTO based in any State/ Territory of Australia. The credential may be a Statement of Attainment for specific units of competency, or it may be a complete qualification such as a Certificate or Diploma. Therefore, all AQF qualifications and Statements of Attainment issued by other registered training organisations will be fully recognised by Corangamite District Adult Education Group. Our staff will specifically ask potential students if they hold any AQF qualifications and Statements of Attainment which may go toward credit in the course.

Recognition will be granted for qualifications/ unit(s) of competency achieved in attaining a qualification where these outcomes also form part of the requirement for another qualification. It is necessary for an applicant to demonstrate that the knowledge/ skills learned have remained relevant and/or current.

No fees are payable for mutual recognition.

Students seeking mutual recognition for AQF qualifications and/or statements of attainment awarded by another recognised training organisation must present the original documents for copying or appropriately verified copies of original documents. The copies are to be kept on the individual student's file.

AQF qualifications and statements of attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.

More information about RPL in general can be obtained by contacting student reception or going to our website. For further information about how to apply for mutual recognition, please contact the Centre Manager.

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### **Recognition of Prior Learning**

CDAEG Inc further recognises that students might have satisfied learning outcomes of units of competency contained in accredited courses within the broad context of prior learning. CDAEG makes available to all students to whom it is applicable adequate information, support and counselling to enable them to apply for Recognition of Prior Learning in accredited courses. For further information, please contact Student Reception or the Training Manager.

### **Grievances**

Whilst we aim to deliver high quality programs, provide excellent tutors and classroom facilities, we recognise that from time to time students may have grievances arising out of program delivery which need to be resolved in the interest of continuing good relationships. It is our hope that grievances are resolved fairly by negotiation and discussion between the parties concerned. Should this situation arise, please discuss the matter in the first instance with your tutor and, if the situation remains unresolved, please contact the Centre Manager (5593 2920) as soon as practicable. All matters of grievance that cannot be resolved through mediation will be referred to the Board of Management as appropriate.

### **Course Information & Curriculum:**

Students should read course information provided by their tutors and are welcome to view the course curriculum in order to gain a clearer understanding of learning outcomes, resources and course delivery strategies. Please discuss these matters with your tutor or contact staff at the Centre (03) 5593 2920.

### **Study Methods**

The primary methods of study for all programs are contact learning in classroom sessions, self-paced learning and assignments, work placement and individual projects. Increasingly, course delivery will be supported by on-line information and study assistance. All of CDAEG Inc's programs can be customised to suit the specific contextual needs of learners.

### **Textbooks**

For some courses, required or recommended texts are nominated by the course tutor in addition to the course notes. Students are strongly advised to buy the recommended texts. Copies are usually available through local booksellers. Please contact administrative staff for assistance in ordering these texts.

### **Student Support Services**

We provide a range of information and resources designed to assist students

### **Flexible Learning and Assessment Procedures**

Wherever possible, CDAEG Inc offers flexible approaches to learning and assessment in their programs. Depending on the course, learning options may include a combination of on-site classes, distance learning options or Recognition of Prior Learning (RPL).

Assessment options must comply with Training Package and other requirements but may include: workplace based assessment projects, workplace simulations or a combination of these methods.

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### **Acceptance Agreement (Training Plan)**

Students will be required to enter an acceptance agreement for their course. This is of benefit to both you as a learner and to CDAEG Inc in monitoring learning and assessment progress. Further, the agreement ensures that you have clear and pertinent information regarding access to process that you might not otherwise have been made aware of. This includes your rights to Recognition of Prior Learning options and that other matters are made clear, eg awareness of fees and charges applicable to your course.

### **Student Assessment**

Some courses require that students undertake initial assessment against predetermined levels of competency in areas of assessment at the commencement of the course. More often, though, assessment will be undertaken during the course and/or at the completion of the course to ensure that desired outcome/objectives of the course have been met. It is desirable that all students participate in the assessment process, however, students may opt not to undertake assessments. Students who opt not to undertake assessment will then be unable to gain a certificate of completion or a statement of attainment for any such units of competency where alternate evidence of competency is unavailable.

### **Assessment Procedures**

CDAEG Inc undertakes to provide all clients with an assessment process that is fair, valid, reliable and equitable. Assessment is carried out by qualified assessors. Assessment of candidate achievement is conducted in a number of ways depending on the program of study. Details of the assessment procedure for each unit of competency are contained in the course materials supplied to students prior to enrolment in, or at the commencement of the course.

Students who successfully demonstrate competency against the relevant national standards will receive a Statement of Attainment for the program or the course. A Qualification is issued on successful completion of a whole course or program of study, in accordance with course or Training Package requirements.

### **Re-Assessment/ Re-sit**

CDAEG Inc undertakes to take all reasonable steps to ensure that students complete their course of study with us. There are no additional fees charged should students wish to re-sit assessments within an agreed timeframe up to a maximum of three (3) months after completion of the course delivery. After this time students may be required to enroll in the specified unit at additional cost. Further, there may be opportunities for students to re-join training sessions [subject to availability] at no additional cost to review learning in specified units. Please discuss your requirements with the Training Manager in order that facilitation of your learning/assessment needs might occur.

### **Plagiarism**

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own.

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Plagiarism is a serious act and may result in a participants' exclusion from a module or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your facilitator.

The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

### **Copyright**

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

### **Appeals Against Assessment Decisions:**

CDAEG is committed to working for the achievement of best-practice in its implementation of assessment procedures. Students are provided with assessment outcomes verbally at the completion of the assessment (if applicable). If competency is not achieved, students will be advised as to their future options including re-assessment either by appeal, by submitting further evidence or re-doing the assessment at a later date. Feedback is also given on where improvements can be made. Students can, however, appeal against assessment outcomes, including those involving RPL. Should a student wish to appeal an assessment decision, the Training Manager should be contacted within seven days of being informed of the assessment decision. CDAEG will then adhere to the following procedures.

- In the case of an appeal, a meeting is arranged between the appellant and an independent RTO representative who has no connections with the appeal. Also, we will approach our local ITAB / TAC representative to be present at the meeting to add extra impartiality to the appeals process. Prior to the meeting we will contact the appellant and inform them of the person(s) hearing their appeal, date and time of meeting. This allows the appellant the opportunity to request changes either to appeals person(s), date or time of meeting.
- With the venue, personnel, date and time established the appeals process can begin. This starts with a quick summary of the appeal by the independent RTO representative. The appellant then presents their case clarifying any issues as they arise. When their appeal has been delivered questions may be asked to either provide more information or clarify further what has already been stated. At the conclusion of the meeting the appellant will have had every opportunity to present their case and provide all supporting evidence as required.
- At the conclusion of the appeals meeting a decision will either be given if it is a straightforward case or discussed after the appeals meeting. In both instances the independent RTO representative at the appeals meeting will write a formal appeals letter stating the appeals outcome(s) and the reason behind the decision. The appeals letter is

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then sent by registered post to the appellant to ensure they receive the documented outcomes.

- In the event that a complaint is substantiated we will take steps to immediately address and rectify the complaint. At the time of the appellant presenting their complaint (see 1.5 ii) we would already have discussed their preferred resolution to the complaint or appeal. Accordingly, we will take actions as discussed to rectify the complaint or appeal to the satisfaction of the appellant.

### **Certificates/Statement of Attainment**

CDAEG Inc will issue to learners who we have assessed as competent in accordance with the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- Meets the Australian Qualifications Framework (AQF) requirements
- Identifies CDAEG Inc as a Registered Training Organisation by its national provider number from the National Training Information Service, and
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service

Certificates will be issued to all course participants who satisfactorily complete the requirements of the course. The course requirements are detailed prior to enrolment in most cases. Satisfactory levels of attendance are encouraged to enable a fair assessment of students learning. These certificates will be appropriate to the type of course conducted.

Students are entitled, at no additional cost, to a formal Statement of Attainment for completed units on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **Presentation of Qualifications and Statements of Attainment**

CDAEG likes to recognise the achievement of students upon completion of their studies. Formal presentation ceremonies are conducted in April and October of each to celebrate your achievement. These ceremonies are for presentation of certificates and to finalise the training endeavour. We encourage you to attend these sessions as advised. Students who are unable to attend these ceremonies will be advised when certificates are available for collection at student reception.

### **Reissuing Qualifications and Statements of Attainment**

An administration fee of \$45.00 will apply for reissuing of Statements of Attainment or Certificates of Completion. Please store your originals safely.

### **Trainers and Assessors:**

Our trainers and assessors are selected based on their ability to provide quality education in the required field and, where appropriate for their professional and academic qualifications and their current business experience. In most cases, tutors are trained educators in their own field of expertise, however, in some instances, we depend on industry experience and/or extensive

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knowledge of the subject to be taught.

Trainer qualifications are guided by the relevant Training Packages under which CDAEG Inc has its Scope of Registration.

For nationally recognised courses, trainers hold the Certificate IV in Training and Assessment (TAA40104) or Certificate IV in Assessment and Workplace Training (BSZ40198). All assessments are conducted by an assessor who has as a minimum the following BSZ competencies: BSZ401A, BSZ402A and BSZ403A. Trainers and assessors will be encouraged to take up the new TAA qualifications over time.

### **Contacting Tutors**

Unless otherwise informed by your tutor, tutors must not be contacted at home between classes or subsequent to completion of a course of study. We respect the tutors privacy and would ask you to do the same. Should you wish to contact a tutor, please contact the student reception (5593 2920) who will pass on a message for you.

### **Privacy Notice:**

Corangamite District Adult Education Group Inc. is a community based education and training provider, which delivers quality access, general, vocational and recreational programs. The group aims to improve social equity, participation and the quality of life of the community by promoting and fostering life-long learning for adults. The programs are delivered in co-operation with other groups, providers and industry.

If you would like to check, correct or update the records we hold about you, please speak to Ms. Cindy Jobe, Adult Education Officer, or Mr. Len Wiseman, Centre Manager. Our contact number is 55932920.

Corangamite District Adult Education provides a range of learning and community services. When you enrol with us we ask for details about you and also what services you would like and any support you may need. This information is collected so that we can help you decide on a suitable course and so that we can contact you.

Your personal information is used in order to:

- Register you as a learner and allocate staff and resources to provide for your learning and support needs.
- Administer and manage the services we provide.
- Contact a person on your behalf in case of an emergency.

If you seek a fee reduction we are required to ask for proof of your entitlement. This is collected so that we receive funding needed to provide services for you.

We ask about your country of birth, your indigenous status and language spoken at home, together with other statistical information. This information is only used for funding purposes and will not disadvantage you in any way. However, if you have any concerns, please let us know.

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All staff at Corangamite District Adult Education is here to help you.

We may also receive information about you from other services. All information we receive and collect about you is held securely. Some information about you may be sent to agencies that have referred you to us. This information is used to evaluate our services and to plan future services.

In some cases we will provide some information about you to relevant State or Commonwealth departments which fund our programs.

When any information about you is sent to another agency for statistical purposes, this information is normally sent in a form which does not identify you.

So that we can understand your needs and provide appropriate services, we ask you to let us know of any personal or health issues that may affect your participation in our courses.

All staff at Corangamite District Adult Education Group Inc. is required by law to protect your personal information. We do not release this information to anyone else unless we have your consent or are required to by law.

If you would like more information about any of our information policies please contact the Centre Manager.

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**KEY CONTACTS WITHIN CDAEG INC**

	<b>Contact Details</b>	<b>Overview</b>
CDAEG Inc Website	<a href="http://www.cdaeg.com.au">http://www.cdaeg.com.au</a>	CDAEG Inc's website is the gateway to course and student information, activities and news
Student Reception	Mrs Faye Papkovics Adult Education Officer Tel: 03 5593 2920 Fax: 03 5593 2531	
Enrollments Waiting Lists		All enquiries relating to enrolling in a course or indicating your interest in doing a particular course
Fees/Payments		Make all enquiries regarding fees and make payments for courses
Accommodation/Buildings Administration Human Resources Training Finance Marketing	Mr Len Wiseman Centre Manager Tel: 03 5593 2920 Fax: 03 5593 2531	Report any issues regarding buildings; heating cooling, equipment, etc Other unresolved issues Specific inquiries about course curriculum Staff Matters Financial Matters
Board of Management	Mrs Catherine O'Flynn Chairperson 5593 7100	Register interest in joining Board of Management Unresolved grievances/complaints Governance Issues
OH&S Representative	Ms Sharon Lock 5592 1468	Unresolved OH&S Matters