



**Bass Coast
Adult Learning**

Learn More.

STUDENT INFORMATION BOOKLET



5672 3115
www.bcal.vic.edu.au

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[Learn more...](#)

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INTRODUCTION

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

This Booklet was developed to assist you with your studies at this Centre. It outlines a lot of the information you need to know, but if you have any questions or concerns, please feel free to approach any BCAL staff member.

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; some courses may attract government subsidies for eligible learners and BCAL staff can discuss these with you. We strive to create a freely 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 staff if you have concerns about your eligibility and any funding opportunities we may be able to offer.

ENROLMENT, TRAINING & ASSESSMENT

TRAINING PROGRAMS

Bass Coast Adult Learning offers a mix of part-time **accredited** vocational education and training (VET) and **pre-accredited**, in addition to short hobby or lifestyle courses.

ACCREDITED COURSES

Accredited courses provide nationally recognised, industry-specific certificates. A full qualification will take 6-12 months; however we also deliver some individual units of competency as short courses (from one to four days), for example First Aid, Safe Food Handling and Barista.

Our **scope of registration**, which outlines the accredited training we are registered to deliver, can be found at www.training.gov.au. This training includes:

- Certificates in English as an Additional Language
- Certificates in General Education for Adults
- Certificates I & II in Hospitality and Tourism
- Certificate II in Horticulture
- Certificate II in Information, Digital Media & Technology, and
- Certificate II in Salon Assistant (Hair)

This training is funded by the Victorian Government.

PRE-ACCREDITED COURSES

Our pre-accredited courses are also funded by the Victorian Government. They are designed to provide a pathway to further (accredited) training or employment. They 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.

Other lifestyle courses may include languages, crafts, special interest and classes created because we have received interest from the public for them.

We also partner with other training providers to present work safety classes. These are qualifications, 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 from all. Please feel free to contact the centre and we will do our best to help you.

ENROLLING

The first step in enrolling in any training provided by BCAL is usually by telephone. If you see a suitable course, ring the Centre and book in to 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 the Centre in a timely manner.

Some charges may apply if you do not inform us of your cancellation, or if you cancel too late. You will receive fee information prior to enrolling in your course.

USI NUMBER

Since 2015, all students enrolling in an accredited course or unit are required to have a Unique Student Identifier or USI number.

A 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 accredited course or unit 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. Alternatively, 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 Decent
- Citizenship Certificate
- ImmiCard

Other forms of identification cannot be used to create a USI. BCAL cannot issue 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 (bit.ly/bcalbook), our Facebook page ([bcadultlearning](https://www.facebook.com/bcadultlearning)) or website (www.bcal.vic.edu.au).

ACCREDITED TRAINING - Induction Interview

For accredited (certificate) training, prospective learners will be invited to an induction and enrolment interview. This is to ensure clients receive all the information they need for their study, and we receive enough information to tailor your training to match your needs. You may also request a walking tour of the Centre so you will feel quite comfortable.

During induction interviews development of a learner's training plan is commenced, using a simple pre-training assessment form, which enables the learner to be placed in the appropriate training level. As training continues, the plan is built upon and revised to suit the learner's changing needs or situation. The training plan also outlines vocational and further education pathways resulting from the current training.

PRE-ACCREDITED - enrolment

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 input 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 pass words on software, and locked file storage.

Students may access their records at any time but anyone else wishing to access records on their behalf must have written permission from the student. Records will, however, be available to Centre staff and to our registering government bodies where relevant.

FEES AND CHARGES, 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 allowable 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 may cancel any enrolments due to the misconduct of that individual. In this case no refund will be offered.

ASSESSMENT PROCEDURES

Pre-accredited courses are not subject to formal assessment; however learners who complete the course receive a Statement of Completion.

Accredited qualifications (eg, Certificate II in xxxx) are comprised of a number of Units of Competency, each of which is assessed. Students undertaking accredited training must show competence in each of the Units in order to be awarded a Certificate. Where individual units only are assessed a Statement of Attainment is issued. A Statement of attainment is, like a Certificate, nationally recognised.

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 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,

and many other forms.

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.

NB: An attendance rate of 80% is part of overall assessment.



APPEALS AND COMPLAINTS

It is the policy of BCAL that any person has a right to complain about an aspect of the Centre and its operation or appeal any decision made by the Centre including assessments. Complaints will be heard in a reasonable and fair manner by the appropriate persons.

A **complaint** is any issue brought to the attention of the Centre that requires improvement.

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 as per BCAL's Complaints and Appeals Policy, which can be found on BCAL'S website.



GRANTING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

Students assessed as competent in all criteria for an accredited qualification will receive a nationally accredited certificate. This achievement will also be recorded on BCAL's electronic student management system.

Certificates will also include a transcript, which is a list of all the units comprising their Certificate.

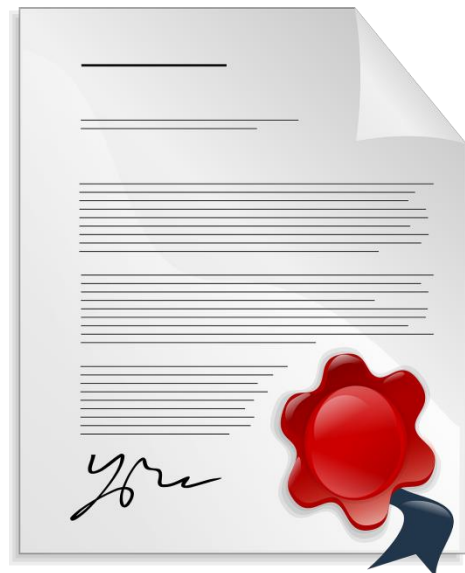
Statements of Attainment (SOA)

Should the student partially complete an accredited certificate, they will receive a 'Statement of Attainment' for the unit/s completed. The Statement of Attainment is recognised nationally in the same way as a full certificate.

No cost is attached to the granting of Certificates. However should you require a reprint of any Certificate, a charge will apply. Certificates and Statements of Attainment will not be granted unless all required enrolment fees have been paid.

Pre Accredited Certificates

Student completing pre-accredited training will also receive a Certificate of Completion.



SUPPORT AND SERVICES

FACILITIES

Bass Coast Adult Learning strives to provide the best facilities possible for the comfort and safety of its students. To that end we provide classrooms that are clean, comfortable and equipped with modern facilities. All buildings have kitchen facilities with tea and coffee and cooking facilities available for students.

As this Centre has a fully inclusive policy, all buildings are ramped and wheelchair accessible and a disabled toilet is available.

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

COMPUTER USE

All classrooms in this Centre are equipped with laptop or desktop computers for learners' use. Students may use these during class times to complete their studies. Your class tutor will help you with access to and use of these computers.

FIRST AID

The Centre 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

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

Where a student is completing an AMEP program, there is a childcare payment available to them.

COUNSELLING

The Centre does not provide counselling for students. Staff may give advice, 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 for the Centre. We do not offer training before 8am or after 10pm. No staff member will leave the Centre until the last student leaves. The Centre has regular security patrols each night.

The Centre 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, and 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 all centre users - 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, the Centre does not take responsibility for any costs incurred during treatment. However, the Centre is fully insured, including public liability.

The Centre has allocated smoking areas to the rear of the blue building, in the red shed. Please do not smoke outside this area.

There are to be no alcohol or drugs on the premises. Persons 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
- 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



STUDENTS' 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, Centre equipment and environment
- restrict use of mobile phones or other such devices in classrooms during lessons
- behave responsibly, dress appropriately, do 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.
- do not attend if under the influence of drugs or alcohol
- do 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

DISCRIMINATION AND BULLYING

This Centre 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 bully at this centre may be asked to leave, and may have their enrolments cancelled.

EMERGENCY EVACUATION PROCEDURES

The emergency assembly point for the Centre is the car park in front of the (yellow) 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.

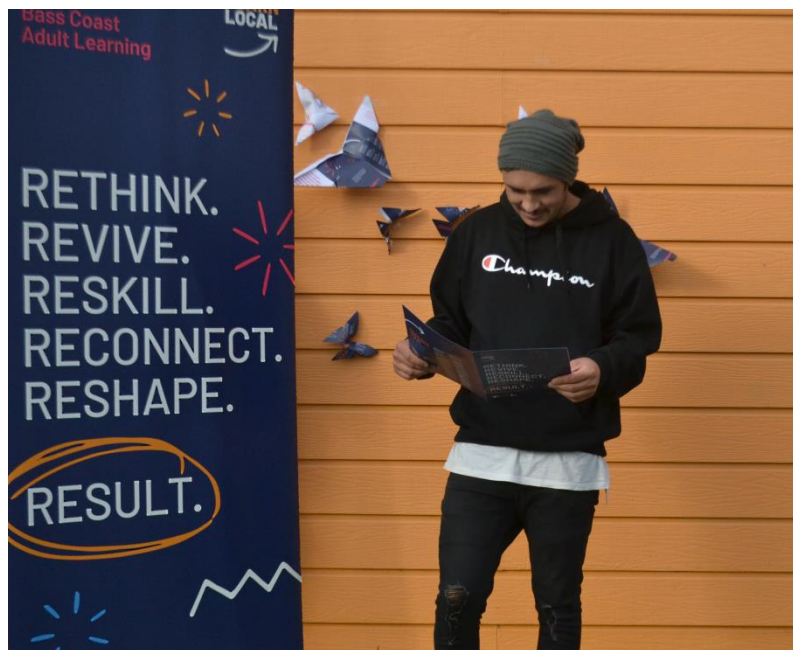
We hope you enjoy your time with us!

Please discuss your concerns and triumphs with our staff at any time at 56723115 or [info@ bcal.vic.edu.au](mailto:info@bcal.vic.edu.au)

Don't miss our quarterly

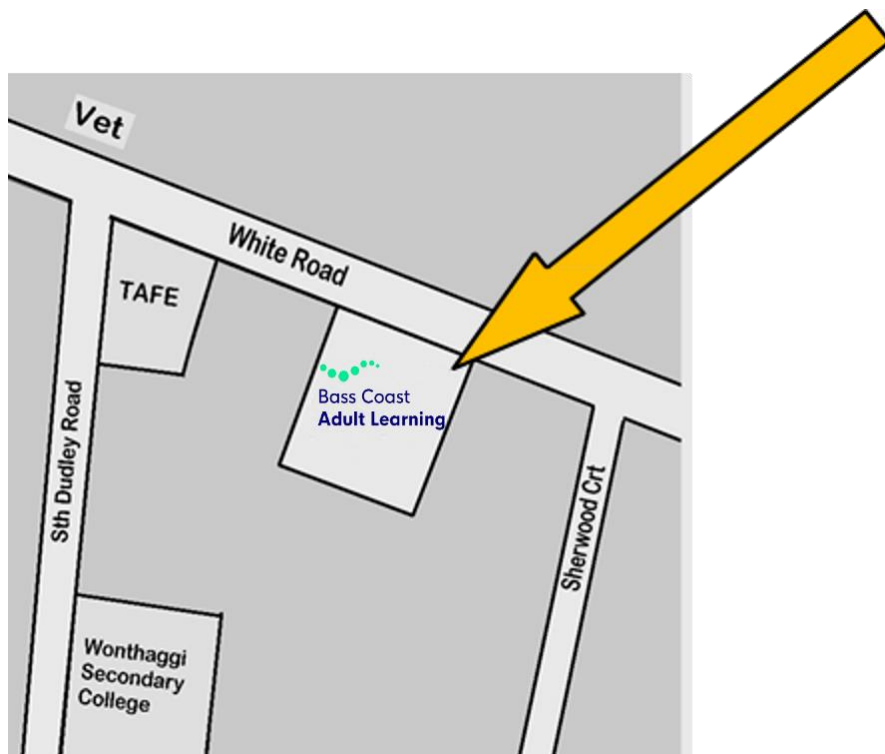
Course Guide

with our training schedule for each term.



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

Bass Coast Adult Learning
239 White Road Wonthaggi



239 White Road (PO Box 322)
Wonthaggi Vic 3995
(T) 5672 3115
(Email) info@bcal.vic.edu.au
(Web) www.bcal.vic.edu.au
RTO No. 3720 Inc No. A0017261Y