Student Handbook

Contents

1. Welcome

Welcome to your commUnity+ course. We hope you enjoy your learning experience and time with us.

Please carefully read the information provided in the Student Handbook so you are aware of your rights and responsibilities as a student.

Policy information is also available on our website:

https://www.comm-unityplus.org.au/home/community-education/policies-and-resources/

Should you have any queries regarding the course or policies, please ask your teacher or the course Program Manager.

2. Induction

commUnity+ is committed to providing all students with clear and relevant information. The induction includes welcoming students to commUnity+, telling them of their rights and responsibilities, and providing information about the program, services, and sites.

The induction will include going through the information in the Student Handbook and being shown the site where your course is delivered.

Please ask your teacher to explain any information that you do not understand.

My Checklist

Please complete the following checklist during your induction or first class.

Put a tick and the date, next to each section	
I know my teacher's name and the name of the course Program Manager and who to call if I cannot attend	
I know the time my teacher is available outside of class for individual assistance and questions regarding my study	
I know the name of the General Manager – Education	
I know which government funds my program	
I know the days, dates, and times of my classes	
I know the contact phone number for commUnity+	
I know what Certificate and Units of Competency I'm studying and what I will learn	
I know where my classroom is located	
I've been shown the Emergency Exits – I know what to do if there's an emergency or a fire drill	

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 3 of 16

I've read the rules about attendance, behaviour, equal opportunity, and discrimination	
I know who to talk to if I'm happy, or unhappy about something at commUnity+	
I have understood that all work I complete for assessments must be mine and not copied from somebody else's work or from a book or the Internet	
I am aware of staying safe and keeping my belongings safe	
I know about parking and public transport near my classroom	

3. Safety

Emergency Contacts

Police: **000**

Fire: **000**

Ambulance: **000**

Lifeline: **13 11 14**

OHS Contact: ohs@comm-unityplus.org.au **1800 266 675**

Evacuation Points: Refer to emergency signs at each commUnity+ site.

First Aid: First Aid Officers and first aid kits are available at each site. Please seek help from commUnity+ staff if you have an injury or feel unwell. **1800 266 675**

Fire and Evacuation

It is very important to remain safe when in class. We should all know where to exit the building and classroom if there is a fire or emergency. You will practice the emergency evacuation procedure during each term. Emergency exits are clearly marked in each room. Make sure you know where these exits are and, if there is an emergency, follow your teacher's instructions.

Occupational Health and Safety

Occupational Health and Safety (OHS) means making your workplace or classroom safe to stop people from having accidents or being hurt or injured. **Everyone** is responsible for our own health and safety, as well as for the people around us who might be affected by our action.

Your teacher or commUnity+ staff member will tell you about the **Occupational Health and Safety requirements and instructions** and you must follow them. If you see anything that could or will **hurt** or **injure** someone, or cause an **accident**, tell your teacher immediately. There is a **First Aid Officer** at each commUnity+ site.

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 4 of 16

Report any incident or hazards at work to your teacher:

- Follow all Occupational Health and Safety **requirements and instructions** and be safe. commUnity+ staff will tell you what to do if there is an emergency.

- Following commUnity+ staff instructions will help keep you safe while you are studying and if there is an emergency.

- Use equipment provided to protect your health and safety.

- Help everyone stay safe by telling your teacher about things that could hurt or injure someone, or cause an accident.

- Tell your teacher about things that you think could improve your health and safety

- Do not drink alcohol or take drugs and come to class. This can be harmful to you and put other people in danger.

Child Safety

At commUnity+, we have a responsibility to the children who come into contact with our staff, and the families of those children, to ensure that children are protected from any type of abuse. commUnity+ staff, students and other representatives have a legal, moral, and ethical responsibility to protect these children and take actions where they believe there is a requirement to do so.

Staff, managers, students, and volunteers are encouraged to take an active role in developing and maintaining a child safe environment at commUnity+ and are provided with opportunities to contribute and give feedback in the development of commUnity+'s policies and practices. Students and volunteers are also made aware of the procedures to report or disclose abuse or concerns for their safety or the safety of others.

Child safety is the responsibility of everyone at commUnity+.

Please contact your Program Manager for a copy of the Child Safety Policy.

4. Student Support Services

Learning Support

commUnity+ is committed to assisting you with your studies. If you are experiencing difficulties with the course, content, or assessments you should contact your teacher in the first instance during the time outside of class that they have told you they are available for individual student queries and additional support.

If you are still facing difficulties, you can approach the relevant Program Manager who may be able to advise you about additional support and resources. Such advice might include a delay of study, equitable assessment arrangements, or referral to further student support service as mentioned below.

Disability Services

Most commUnity+ classrooms have disability access. To make sure you are placed at a site with full disability access, let the Student Enrolment Officer or your teacher know your needs. We will work with you to find the right site and services to suit your needs.

Legal and Family Services

Legal Services

Brimbank Melton Community Legal Centre:	8592 9077
Children's Contact Service – Brunswick, Glenroy, Deer Park	1800 266 675
Victoria Legal Aid Sunshine Office:	9311 8611
Victoria Legal Aid Legal Helpline:	1300 792 387
Tenants Union of Victoria:	9416 2577
Job Watch:	9662 1933
Refugee and Migrant Legal Service:	9413 0100

Family Services

Violence – Women's Domestic Crisis Line:	1800 737 732
West CASA:	9216 0444
Housing – Salvation Army Social Service Housing Sunshine:	9313 4300
Family – commUnity+ Family Services: Deer Park	8312 2052
Men's Referral Service:	9428 2899
Women's Health West:	9689 9588
Women's Information and Referral Exchange:	9348 9416

Additional Support Services

Wellbeing and Prayer Rooms

We have quiet and private spaces available for prayer or other needs. Please let us know if you would like to use one when you enrol.

Bilingual Staff

Please contact your teacher if you do not understand English. An interpreter or a bilingual teacher will be called to assist you.

Careers Counselling

Careers Advisers – please contact your Training Manager for more details.

5. Training and Assessment

Our Courses

commUnity+ offers a range of accredited and pre-accredited courses to help you in achieving your further education or employment goals. Below is a list of the accredited courses we offer. Please call (03) 8312 2030 for further information

22636VIC Course in Initial EAL

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 6 of 16

22637VIC Course in EAL

22638VIC Certificate I in EAL (Access)

22639VIC Certificate II in EAL (Access)

22640VIC Certificate III in EAL (Access)

22643VIC Certificate III in EAL (Employment)

22471VIC Course in Initial General Education for Adults

22476VIC Certificate I General Education for Adults (Introductory)

22472VIC Certificate I in General Education for Adults

22473VIC Certificate II in General Education for Adults

Training Plans

commUnity+ will ensure your course is suitable for you by developing a training plan to meet your individual needs, including links to likely jobs and further study opportunities, while recognising your existing skills and knowledge.

Both the student and commUnity+ retain a signed copy of the agreed training plan.

Please ask your teacher to explain about the units so that you understand what you will be learning.

The training plan will show you when you start and finish each unit. Your teacher will also explain how many hours you have to attend classes, do homework, and how you will be assessed.

Once you both agree on the plan, the teacher will ask you to sign the training plan. Always ask questions so that you fully understand the agreement.

NOTE: To continue to be eligible for government funding you must continue to live in the State of Victoria while undertaking your course.

Attendance and Class Absences

You will be provided with a timetable of your classes which will help you plan your time. You are expected to be punctual for each class and stay until the class is finished.

You will have the most chance of success in your program if you:

- Attend a minimum eighty per cent (80%) of your scheduled classes

- Complete all homework

- Advise your teacher of any scheduled appointments that will affect your attendance

- If you are unable to attend class, please phone commUnity+ on **1800 266 675** before **10.00am**

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 7 of 16

- Plan your holidays so that you can attend all scheduled classes

- If you go to the doctor, remember to ask for a **medical certificate** to give to your teacher.

Remember: If you do not come to class, we will call you to find out why. If there is no good reason, we might withdraw (remove) you from the course.

Withdrawals

Please talk to your teacher if you cannot attend class. If you do not attend your class for a week, you may be suspended or withdrawn from the course. You can always come back to class when you are ready to attend again. You will need to sign a withdrawal form and your teacher will explain the form and process to you.

Students who withdraw completely from a training program must notify commUnity+ by written notice (letter, email, fax) at the soonest opportunity.

Assessment

When you come to class at commUnity+, we need to test or check that you have understood what we have taught you. So we will conduct assessments or tests from time to time during the course.

All assessment tasks will be conducted according to commUnity's Assessment policy which can be found at Assessment Policy.

REMEMBER THE FOLLOWING POINTS:

- The work must be your own and please do not copy from anyone else, from the Internet, or books.
- All the work should be completed, and you must try your best.
- If you have trouble doing the assessment the first time, you can ask your teacher and do the assessment again.
- You need to sign a form that says, "***this is my own work***" so please do not copy from others and keep a record of what you are signing.
- You can also give feedback to your teacher about the test.
- The assessment methods will be as per the rules and will include reading tasks, writing tasks, speaking, and listening tasks and sometimes the teacher may ask you to use the computer.

The Consequences for Plagiarism (what happens if you are caught cheating)

First time may include:

- A warning given and no further action taken.
- The student may be required to resubmit the item of work.
- The student may be required to complete a new assessment task.
- Award Not Yet Competent for that assessment.
- Or any combination of the above.

The next time you are caught cheating will be very serious and may include:

- Suspension from school.

- Removed from school permanently and cannot study here.
- Or other punishments.

Please ask your teacher for the **Plagiarism and Cheating** policy for more information.

Course Feedback

At the completion of your program, we will ask you for some feedback on the quality of the training and assessment provided. We will use this information to continuously improve the way we deliver this program to students.

Certificate or Statement of Attainment

The information on this page is for students enrolled in accredited training programs only.

When you complete the full course by attending the classes and undertaking all the tests/assessments, you will be eligible to receive a Statement of Attainment or a Certificate.

An accredited certificate is issued after successful completion of all units in a qualification. Once you have achieved Competency in the course of study, commUnity + will generate a Certificate in recognition of the completed course of study or a Statement of Attainment in recognition of the units of competency completed. The Certificate or Statement of Attainment will be posted by registered mail to the address you provided which is stored in our secure database.

Please ask your teacher the number of hours and units you have to complete to achieve your Full Certificate.

These qualifications are nationally recognised qualifications. Each unit you complete is also nationally recognised.

We encourage you to complete the course and receive the full certificate to support you to find a job and improve your skills.

Recognition of Qualification - Qualification and Statement Of Attainment Issuance Process

commUnity + Education Administration is responsible for preparation and generation of Qualifications and Statements of Attainment using respective templates saved on the Student Management System aXcelerate as per the following processes:

- On completion of a course or unit of competency your file is audited by the Administration to make sure that the required evidence is on file to prove that you have successfully achieved competency(ies) for the course/unit of competency you have enrolled in a
- Once your file has been checked, results (competencies satisfactorily achieved) are entered into the Student Management System (aXcelerate) and a report printed off and placed on your file file.

Administration are responsible for the following before issuing a Certificate/Qualification or Statement of Attainment (SOA) as per the following steps:

- Administration will check to make sure that all evidence required to demonstrate competency for unit(s) of competency that you have enrolled in is on file
- Follow up with you and/or trainer/assessor if there is any evidence missing
- Check all results are up to date and entered into your records in aXcelerate

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 9 of 16

- Check correct course start and completion dates.
- Check correct unit of competency completion dates Administration are responsible for generating Certificates through the Student Management System (aXcelerate). Certificates/Qualifications will be issued not later than thirty (30) days after confirmation of competency. Before printing the Certificate, the General Manager Education is required to check the Certificate to ensure that the following information is included:
- The current Nationally Recognised Training (NRT) logo (in colour)
- The Australian Qualifications Framework (AQF) logo (in colour)
- The name of the RTO, the RTOs National Provider Number (TOID) as listed on the training.gov.au website and RTO logo.
- Your correct name and ID
- Date Qualification is issued
- Name and title of authorised signatory
- Details are checked again and amended accordingly before printing out through the Student Management System aXcelerate by Administration.

Issuing Statements of Attainment (SOA)

A Statement of Attainment is issued only when you complete one or more Unit/s Of Competency (UOCs) but do not complete the entire list of UOCs required for a full qualification. A statement of attainment will only be issued upon your exit from a training program, whether you have completed the full program or not. It shall not be issued as an interim progress statement to you while you are still continuing the same qualification or course.

commUnity Plus Statements of Attainment are generated through the Student Management System aXcelerate. The following information must be included before printing the Statement of Attainment:

- The current Nationally Recognised Training (NRT) logo (in colour)
- The name of the RTO, the RTOs National Provider Number (TOID) as listed on the traning.gov.au website and RTO logo.
- A list of units of competency
- Your name as it appears on your enrolment form.
- The words 'A Statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units
- The words 'These competencies form part of (code and title of qualification(s)/course(s)
- The words "These competencies were attained in completion of (code) course in (full title) and

Details are checked and amended, if necessary, before forwarding to the CEO for signing

Classroom Rules and Behaviour
commUnity+ classes are usually conducted in the classroom.

Day classes will not commence before 9.00 am and will not continue after 2.45 pm, unless arranged to suit student needs and preferences.

Evening Classes will not commence before 5 pm.

While you are learning at commUnity+, please follow these rules:

2025 Student Handbook.docx   Approved by: General Manager Community Education
Reviewed: January 2025   Approval date: January 2025   Next Review: January 2026
Location: 2025 Student Handbook.pdf
TOID 3755   Page 10 of 16

- Attend classes regularly.

- Arrive to class on time and do not leave class early.

- Call the office between 8.30 am and 10.00 am if you cannot come to class or tell your teacher the day beforehand. We will ask you to provide a medical certificate if you are sick.

- Please do not bring your children to class.

- Speak only English in your classroom. You are welcome to communicate in your native language during scheduled breaks.

- Talk to your teacher about what you are learning and would like to learn.

- Work cooperatively with your teacher and other students and respect one another.

- Do not be disruptive or make it hard for other people to learn.

- Take good care of all equipment and tell your teacher if something is broken or unsafe.

- Respect other people's property and opinion and be polite and considerate.

- Follow commUnity+ sites Workplace Health and Safety Procedures.

- Use the email or Internet for study only.

- Should you have problems, please talk to a teacher, the Program Manager or General Manager – Education within commUnity+. Alternatively, you can contact your employment services provider or Services Australia.

- Do not smoke, drink alcohol, or use drugs inside the buildings, including the toilets.

- Do not remove any commUnity+ property or equipment without permission.

- Be sensitive about giving gifts to your classmates – it may make them feel uncomfortable.

- Tell commUnity+ if there is something you are not happy about.

- Do not give false information.

- Do your own work, do not copy from other sources or people.

Are there any rules that you would like to add to this list? Note that all the people in the group will need to agree on any additional class rules set.

_____

_____

_____

Kitchen and Lunch Areas

Tea and coffee, a refrigerator and microwave are available in the kitchen area. It is your responsibility to keep the kitchen area clean and tidy at all times. You are welcome to have your lunch in the kitchen or at the tables and chairs in the classroom or break-out area.

Lost and stolen property

commUnity+ will not be responsible for any lost or stolen personal property such as bags, purses, mobile phones, or wallets. Keep all personal belongings with you at all times. Any person involved in theft or unlawful activities while at commUnity+ will be reported to the police.

We are all equal – Access and Equity

At commUnity+, all the students are given the same **opportunities** and **do not face any discrimination.** commUnity+ does **not discriminate** against staff or students on the basis of gender, age, ethnicity, nationality, culture, location, disability or medical status, disadvantage, economic circumstances, sexual preferences, marital status, literacy or numeracy abilities, or religious, political or trade union affiliation.

Third Parties

commUnity + will notify students of any changes made to third party arrangements. Changes will be communicated via printed letter, posted to the address provided by the student upon enrolment.

Complaints about discrimination or denial of equal opportunity should be made to the commUnity+ General Manager – Education.

- Do **NOT** use language that discriminates against others.
- Do **NOT** tell racist, religious, or sexist jokes.
- Do **NOT** speak to, or about, others regarding religion, sex, or race.
- Do **NOT** make any comments about another person's race, colour, sexual preference, physical or mental capacities or disabilities, marital status, political preferences, or social origins.
- Do **NOT** make anyone feel uncomfortable by talking, writing, or drawing about sex. commUnity+ follows Australian laws about sexual harassment in its policies. Sexual harassment is against the law.

commUnity + deals with complaints in accordance with the requirements of the Data Protection Act 2014 (Vic) and/ or the Privacy Act 1988 (Cth) and treats all complaints confidentially. All complaints received will be investigated thoroughly.

To lodge a complaint, please complete the Complaints Form found here:

https://www.comm-unityplus.org.au/wp-content/uploads/2024/10/Complaints_and_Appeals_Form.pdf

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible. A reply will be forwarded to you within seven (7) days.

6. Course Fees and Refunds

For ACFE and Skills First Programs, prior to course commencement, you will be issued with an invoice for all fees payable. Invoice payment is required before the course commencement.

In terms of refunds, you will receive:

- A refund of tuition fees paid if you withdraw from a course any time up until four (4) weeks after the course commencement date

- A full refund of fees if commUnity+ cancels the course due to low student numbers or other reasons or the suggested class location and time are not suitable for the candidate
- A partial refund if you have paid full fees but provided a Health Care Card within five (5) working days of course commencement

commUnity+ retains the right to grant refunds in other circumstances as it sees fit.

7. Privacy and Confidentiality

Privacy

commUnity+ is bound by the *Privacy Act 1988* (and the recent amendments made to that Act by the *Privacy Amendment (Enhancing Privacy Protection) Act*), the Victorian *Information Privacy Act 2000*, as well as other laws which impose specific obligations when it comes to handling information.

When it comes to handling information, we will:

- collect only the information commUnity+ needs for our primary function;
- make sure you know why we collect this information and how we will use it;
- use and disclose personal information only for our enrolment purposes; and
- store your personal information securely and protect it from unauthorised access.

To view our Privacy Statement, visit:

https://www.comm-unityplus.org.au/privacy

Confidentiality and Access to Records

commUnity+ is required to provide you with any information in relation to your enrolment, assessment and other records. For further information, please see our Privacy Policy.

You may request access to any personal information we hold about you at any time by contacting us. Requests for access to, or correction of personal information should be made in writing addressed to the Program Manager. The Program Manager will arrange for supervised access. Records can only be viewed at the commUnity+ office where the file is located and cannot be removed.

Photos and videos

You must complete a consent (to agree) form for the use and storage of your photos and your written and/or oral work. If you prefer not to have your photos kept by commUnity+, we will not keep them in your file. Please talk to a teacher and ask for more information.

8. Student Misconduct

To maintain an environment conducive to learning, commUnity+ strictly prohibits the following behaviours in the classroom:

Behaviour Misconduct

- Disruption during classes;
- Theft of or damage to property;

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 13 of 16

- Assault and/or physical obstruction;
- Intimidation (oral, written, physical, via equipment, and including, but not limited to, stalking);
- Bullying/Harassment;
- Being under the influence of/in possession of illegal substances;
- Providing false information/falsifying files;
- Use of classroom and personal equipment for non-learning activities during class time; or
- Any other behaviour which is deemed negative to the operations of commUnity+.

Academic Misconduct

Plagiarism and/or breach of copyright of material will result in the student undertaking an alternative assessment task and, if relevant, appropriate parties being notified. Breach of Copyright is illegal and may be reported. Plagiarism is a breach of commUnity+. Code of Ethics and Conduct and will be treated seriously.

Network Misconduct

Students will not engage in wilful use of classroom computers for bullying, damaging, or deleting data, attempting to decode passwords, or any activity which breaches law/legislation, and any other behaviour which is deemed negative to the operations of commUnity+.

Penalties for misconduct will be proportionate to the misconduct and will take into account the student's circumstances. All illegal misconduct will be reported to the relevant authorities.

9. Student Complaints and Appeals

If you have a concern regarding your course or you are not happy with something at commUnity+, you are entitled to make a complaint.

If you are not satisfied with a decision that commUnity+ has made regarding a complaint or an assessment arrangement or outcome, you are entitled to appeal that decision.

The process is both cases is as follows:

1. Talk to your teacher

2. If the issue is not settled, you should complete a **Student Complaints and Appeals Form** (download from www.comm-unityplus.org.au) within seven (7) days or as soon as possible after the issue has taken place and submit to your Training Manager

3. If the issue is not resolved within seven (7) days of submitting the Form, it will be referred to the General Manager – Education.

4. If the organisation still cannot resolve the issue to your satisfaction, you may take the complaint to the Complaints Unit of the Victorian Registration and Qualifications Authority (VRQA). There are a variety of processes for contacting the VRQA and making a complaint. These are outlined on the VRQA website:

   https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx

2025 Student Handbook.docx
Reviewed: January 2025
Location: 2025 Student Handbook.pdf
TOID 3755

Approved by: General Manager Community Education
Approval date: January 2025   Next Review: January 2026

Page 14 of 16

commUnity+ Commitment

commUnity+ is committed to ensuring that your complaints are dealt with in a timely and proper manner. Kindly note, some complaints may need to be referred to the police or other relevant government departments as per the legal rules in Australia.

10. How To Contact Us

If you would like access to your record of learning and progress, you can contact us by calling Education Administration on telephone number 1800 266 675.

11. Student Comments and Suggestions, or Compliments Form

Do you have any comments on the support services we offer? We welcome any comments, suggestions, or feedback whether it is negative or positive. This feedback helps us improve our services. Forms available at each class site.

Write your comments or suggestions, or say thanks, here: If you wish to receive a reply, you will need to supply your name and phone number. If you prefer to remain anonymous, then you have that right and do not need to supply your personal detail.

Your name	
Your phone number:	

This form will be given to the Training Manager.

Date Received by

commUnity+ Staff:

12. Version Control

Version	Code Type	Change	Authorised	Date
11	N/A	Reviewed	General Manager Education	December 2022
12	N/A	Reviewed	General Manager Education	July 2023
13	N/A	Reviewed and reformatted into new template; updates third-party communication and link to complaints form	General Manager Education	September 2023
14	N/A	Reviewed	General Manager Community Education	January 2025