



**Diamond Valley  
Learning Centre**

# Student Handbook

**Semester 1 2010**

**Please read before enrolling or starting your course.**



## **Diamond Valley Learning Centre Awards**

**2008 - Outstanding Adult Community Education Teacher**  
**2008 - VET Student Awards – Floristry Excellence & Encouragement Awards**  
**2007 - Outstanding Adult Community Education Organisation**

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**CHALLENGE,  
FRIENDSHIP &  
LIFELONG  
LEARNING**

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## **1. Welcome to Diamond Valley Learning Centre**

We hope you enjoy your learning at Diamond Valley Learning Centre [DVLC].

Over the last 36 years, thousands of people have been to our Centre, learned new skills, formed lasting friendships and completed courses that have enabled them to take a new direction in life.

The Centre is proud of its highly qualified and experienced teachers and staff. Classes here are small and supportive where students are valued and individual needs can be catered for.

DVLC offers a range of programs – VCE (*Victorian Certificate of Education*), VCAL (*Victorian Certificate of Applied Learning*), VET (*Vocational Education and Training*), and Language, Literacy and Maths. The centre also offers a number of general adult education and recreational courses and support groups. The Co-ordinators of these programs and our reception staff are happy to assist students with any course enquiries or problems.

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## **2. What Is Diamond Valley Learning Centre All About?**

### **Our Vision**

Challenge, Friendship and Lifelong Learning

### **Our Purpose**

To provide community based education opportunities for lifelong learning, personal growth and social connections.

### **Our Values**

- Empowerment
- Lifelong learning
- Diversity
- Accessibility
- Professional service provision
- Community management

### 3 People You Will Meet at Diamond Valley Learning Centre

- Centre Manager – Kate Schanknecht
- Education Program Coordinator (VET & GAE) - Suzanne Crellin
- VCE and VCAL Coordinator – Megan Mooney Taylor
- Youth Support Coordinator– Jeannene Eastaway
- Adult Literacy, ESL Coordinator - Sue Paull and Julie Johnston
- Finance Manager - Jacinta Hanrahan
- Administration Staff - Carol Williams, Esther Tay, Jane Card and Leanne Masters

### 4 What else can you do here besides study?

- Become a DVLC **member**. This gives you the right to stand for election to the Committee of Management (COM) and vote at elections for the COM. Ask at reception to find out how to join.
- Come to the **Annual General Meeting** in March - a celebration of the previous year's achievements.
- Join in on the regular community **events** in which DVLC participates, such as: *International Women's Day, World Environment Day* and *Ride To Work Day*. Come to the celebrations we organise or you can even offer to help with the planning and running of them.
- **Centre Celebration Day** is the way DVLC celebrates *Adult Learners' Week* each year. In 2010 it's on Friday September 3. It's a day-long party, so come along and have fun or help organise it as well.
- Book your spot at the **End-of-Year Celebration**. Have a great time with the friends you've made during the year amongst fellow students, teachers and staff and enjoy a delicious meal.. Family and friends are also welcome to join in admiring your success. Helpers to organise it are always needed. The date and venue will be announced later in the year.
- **Centricity** is the DVLC annual magazine. Contribute your writing and/or artwork. If you've ever thought about being an editor you might like to contribute your time and skills to help produce it.
- **Volunteer**. Let us know what your other skills are. Besides the tasks mentioned above you may be able to contribute through gardening, driving, photocopying, conversation with students learning to speak English, maintaining noticeboards or stacking and emptying the dishwasher, to name just a few possibilities.



We always welcome your suggestions and ideas for improvements.  
Please put your suggestions in the **Suggestion Box** at reception.

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## 5 Important Dates in 2010

### Term dates

DVLC generally follows State school term dates, but check individual courses for variations.

	Term 1	Term 2	Term 3	Term 4
<b>Start</b>	Monday 1 February *	Monday 12 April	Monday 12 July	Monday 4 Oct
<b>End</b>	Friday 26 March	Friday 25 June	Friday 17 Sept	Friday 26 Nov #
<b>Wks</b>	9	9	10	8

*\* NOTE: Some courses will start later than this. Please check individual course information  
# Some courses may finish earlier or later than this – check individual course information.*

### Holidays

No classes are held on:

- public holidays - Monday March 8, Monday April 26, Monday June 14 & Tuesday November 2.
- the Monday before Melbourne Cup Day [1<sup>st</sup> November]
- Centre Celebration Day [Friday 3 September]
- other dates advised by the Centre

Most courses also have holidays during State school holidays.

### Other dates

- Friday 3 September CENTRE CELEBRATION DAY to mark Adult Learners' Week – special workshops and entertainment. No day time classes (except VCE) are scheduled for this day.

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## 6 Access and equity

The Centre welcomes people with special needs and will make every reasonable effort to assist them in achieving their desired learning goals. Staff are committed to policies and practices which reflect the equal opportunity and anti discrimination legislation and that students with special needs are entitled to appropriate training and assessment activities.

The DVLC Access and Equity policy is available for you to read - please ask at reception.

This policy is based on the following **principles**:

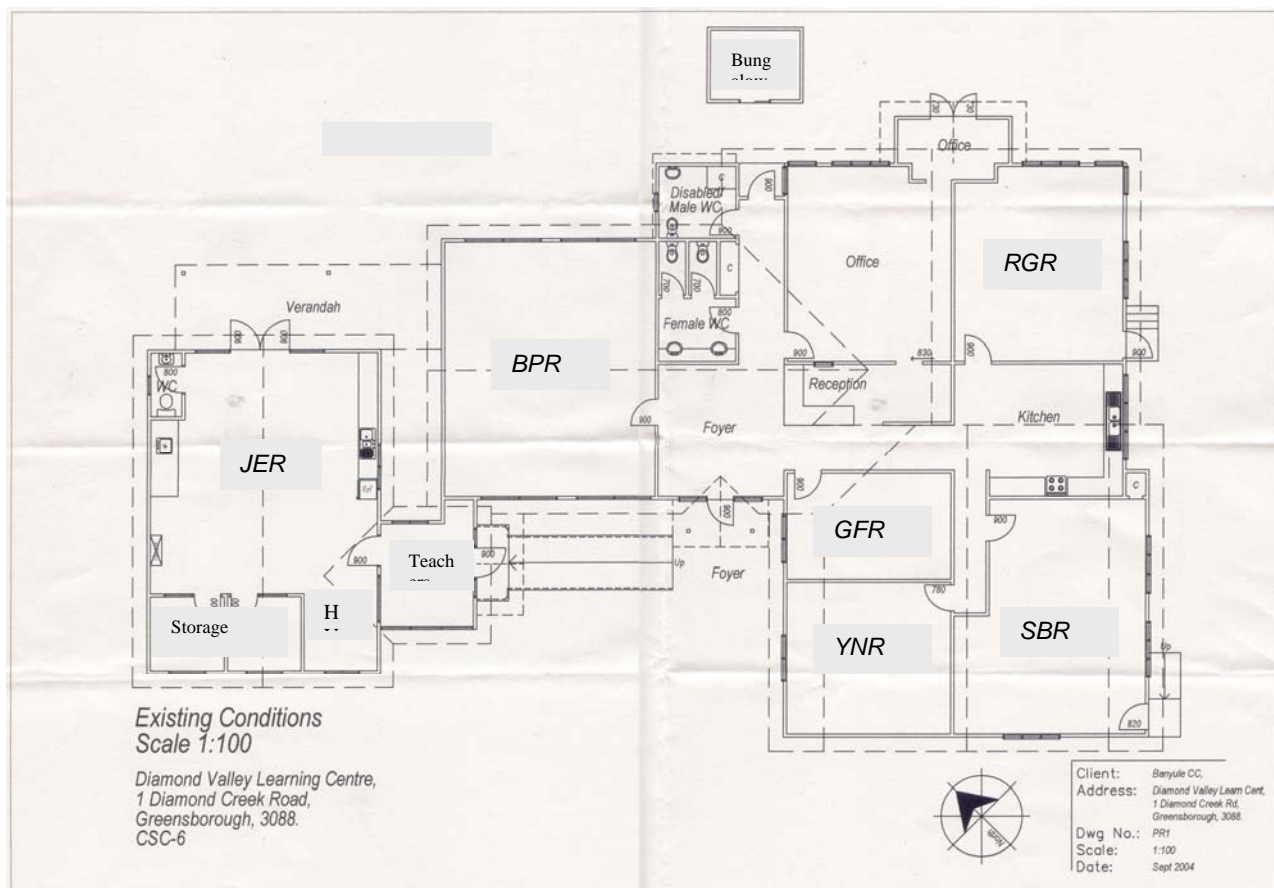
- Individuals will have the opportunity to participate in DVLC and its adult education and community development programs and services whatever their age, gender, culture, ethnic origin, disability, economic circumstance, religion or political affiliation, as far as it is considered reasonable.
- DVLC aims to reflect the diversity of the local community through participation at all levels of the organisation.
- DVLC policy and employment statements will reflect the principles of equity and participation.

## 7 Emergency Procedure

Diamond Valley Learning Centre has an emergency procedure in place to protect all members who enter the Centre. Fire drills are regularly held to demonstrate the evacuation procedure to staff and students. Please familiarise yourself with the Centre floor plan below and check the emergency procedure map located near the door in the room you are studying in. This will tell you the exit to use in case of fire.

During the fire season, a bushfire emergency procedure will be prominently displayed and discussed in all classes.

### FLOORPLAN OF DIAMOND VALLEY LEARNING CENTRE BUILDING - FEBRUARY 2007



The rooms are named after some of the wonderful women who have worked and contributed to the establishment, management and life of the Centre over many many years.

JER – Jill Ellis Room

BPR – Barbara Perrett Room

YNR – Yvonne Nobes Room

WLR [Office] – Wendy Lewis Room

GFR - Gwen Ford Room

RGR – Robyn Gibson Room

SBR – Sue Beshara Room

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## **8 Privacy**

This organisation respects your right to information privacy. Information about students is kept in accordance with information privacy laws. Please contact us if you would like any further information on privacy.

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## **9 Students' rights & responsibilities**

### **9.1 Rights and Responsibilities**

DVLC is an adult education centre where students are expected to take responsibility for their own learning and to respect the rights of other Centre members.

In order to achieve this, students are expected to:

- arrive on time to class
- participate in class discussion and other class activities
- be respectful of the contribution of all class members
- attend every class
- phone to advise the Centre of absences if unable to attend
- complete required course work in order to achieve the outcomes as set out in the course information
- use the facilities in a cooperative, respectful way
- observe the Centre's non-smoking policy
- not come to class under the influence of drugs or alcohol
- switch off mobile phones during class
- not use personal equipment such as iPods and phone cameras during class time

Whilst at DVLC students have the right to:

- Feel safe at all times
- Be treated with respect by teachers, staff and other students
- Be taught by qualified, competent teachers in a class room environment that enables them to participate and learn effectively
- Use the facilities of the centre
- Provide constructive feedback about the quality of the service they are receiving
- Have access to DVLC policies and procedures
- Have access to records of their learning

Student selection and staff employment policies and practices are in accordance with the equal opportunity and anti-discrimination legislation. The relevant legislation is:

**Federal:**

- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975 amended 1983
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

**Victoria:**

- Equal Opportunity Act (1995 repealing Equal Opportunity Act 1984 )
- Racial and Religious Tolerance Act 2001
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004

*What do these Acts mean?*

These Acts mean that students have a right to feel safe and comfortable at DVLC at all times. Students cannot be discriminated against on the basis of their ethnicity, gender, religion or disability. It also therefore means that discrimination by any individual at DVLC against another student will not be tolerated.

It is the responsibility of students to provide the centre with current and accurate contact details for themselves and an emergency contact. The privacy of students will be protected and no personal information, including residential and contact details will be disclosed without a student's permission.

Management will be vigilant about meeting Occupational Health and Safety standards . However OH&S is the responsibility of students and teachers as well. This means that we encourage anyone who uses the centre to inform reception, their teacher or the centre manager about situations which may be unsafe or unhealthy. It also means that everyone who uses the centre is required to act in a manner that ensures their own safety as well as that of others students and staff. For example, bullying and physical and emotional violence will not be tolerated under any circumstances.

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## **10 Welfare, Guidance and Student Support Services**

Students who need guidance on any matter relating to their welfare can speak to their Coordinator. Coordinators may then refer students to other services for further assistance if necessary.

### **Student Support Coordinator (Youth)**

DVLC has a youth support coordinator who is available two days each week to assist younger DVLC students with educational issues and personal problems that may be affecting their progress with studies. The Youth Support Coordinator will also develop a Managed Individual Pathways Plan for VCAL students and is available for consultation about careers and options for further study.

## **Other student support services include:**

### **10.1 Course selection and enrolment**

At the time of enrolment for VCE, VCAL, VET and ESL, Literacy or Numeracy courses, students are assessed for suitability for the course in which they wish to enrol. This may be a formal or informal process and include questions about educational background, current skills, computer literacy, a sample of writing (and/or reading) or a numeracy assessment. This information is used to advise students about the most suitable courses and plan a pathway for further study and/or employment.

Students will be selected and enrolled responsibly and fairly and student selection decisions will follow the guidelines set out in the equal opportunity legislation.

*[See the DVLC Access and Equity Policy]*

### **10.2 Course information**

Course information is available to students before enrolment and includes: the Centre brochure, course outlines and certificate overviews. Course outlines are able to be printed from the DVLC website [www.dvlc.org.au](http://www.dvlc.org.au), or may be collected from the office. Teachers will provide a Course Guide or Student Record Book containing detailed information about the course structure, expected outcomes and assessment requirements during the first session, if applicable.

### **10.3 VCE/VCAL Orientation**

At the start of each year, all new VCE and VCAL students are invited to attend the Orientation session to meet staff, teachers and other students and prepare for a smooth start to their study.

### **10.4 Return to Study**

This course is offered in Semester 1 for VCE & VCAL students. It covers the essential skills for successful, stress-free study including organisational skills, study skills and essay writing.

### **10.5 Language, Literacy and Numeracy support**

VCE, VCAL, VET teachers and trainers at DVLC are aware of the literacy and numeracy skills required to complete the courses and training packages they are delivering, and may refer students to the Language and Literacy Coordinator for assistance. A range of literacy courses are available for students to enrol in, the *DVLC Spelling Guide* may be purchased at the front desk for students with spelling difficulties, and 1:1 Literacy and Maths support may be provided by a skilled volunteer. Please ask if you would like more information about our literacy support program.

### **10.6 Support Groups**

Students who have issues or conditions which may prevent them successfully completing their course may request a support group be formed to assist them. The support group will usually comprise the student, a support person the student nominates (eg: case worker, relative) and their teacher and/or coordinator. The support group may be formed at enrolment or during the course, as needed. The support group will work with the student to help them find and enact solutions to overcome their difficulties.

### **10.7 Computer Facilities and Open Access**

The centre provides 15 PCs, in the Sue Beshara Room (SBR), and 12 MACs, in the Robyn Gibson Room (RGR), which have the latest software and hardware configuration. There are also 8 lap tops for student use. DVLC also provides up-to-date computer manuals. There are two printers and a scanner in the SBR, and a printer and scanner in the RGR. Each computer has CD/DVD drives, speakers and USB ports for memory sticks or connecting to

other devices. DVLC sells memory sticks at the front desk for your convenience. Students are encouraged to use these facilities to achieve their learning outcomes.

Computers are available for student use for Access sessions (times to be advised). It is necessary to book a terminal at the front desk.

### **10.8 Session Times**

In addition to the session times listed in the brochure, extra study time is available for some ACFE funded courses. See the Coordinator or teacher for details.

### **10.9 Assessment procedures and appeals**

Details of the assessment requirements for your particular course are contained in the Course Guides for each accredited course. If you are dissatisfied with an assessment, refer to the Assessment Appeals Procedure, available from your teacher, Coordinator or reception.

### **10.10 Career Counselling, Pathway Planning and Transition, VTAC applications**

Coordinators can assist students, who are clear about their career choice, to plan their pathways to future study and employment options, and provide advice on making successful transitions.

Individual career counselling is available by appointment with a careers counsellor. Cost \$60 per hour (subject to change).

Advice on making Victorian Tertiary Admissions Centre (VTAC) applications to university and TAFE courses is available from the VCE Coordinator.

### **10.11 Managed Individual Pathways for youth**

Students who are under 20 years of age at time of enrolment are required to develop and regularly update a Managed Individual Pathway plan. This will be implemented by the Student Support Worker

### **10.12 Vocational Education and Training (VET) for youth**

DVLC students under 20 years of age may be able to enrol in VET courses offered at local secondary schools. This would be arranged through the Student Support Worker

### **10.13 Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer**

Diamond Valley Learning Centre offers RPL, RCC and credit transfer of Australian Quality Framework qualifications to all students enrolled in VCAL and VET courses before the course starts. This enables students to gain credit for units, recognising knowledge and skills obtained through work and/or life experiences, or from study completed through another Registered Training Organisation. The process involves demonstration of skills and other forms of evidence to show that you meet the requirements of a unit of competence. If your application for RPL or credit transfer is successful, you may be 'awarded a certificate without participating in further training. Alternatively, if you already have the skills and knowledge, a teacher may ask you to complete the assessments for a course or fast track' you through the certificate offered at DVLC.

RPL/RCC is also offered for students who require a Year 10 pass in English or Maths. (Certificate II in General Education for Adults). The process of RPL involves a detailed, initial assessment and several meetings to assess current skills and evaluate work from previous study.

RPL/RCC incurs a pre-determined fee. Please see your teacher or Coordinator if you are interested and think you are eligible for RPL and they will provide you with further information.

### **10.14 Complaints and Appeals**

DVLC is committed to providing a high level of service and would like to know if any student is unhappy about any aspect of their course. If you have a complaint, please see your teacher or Coordinator. In the same way, teachers are also encouraged to discuss any issues of concern about a student, their performance or behaviour, with the student concerned.

It is important that concerns are raised as soon as they are identified. In this way, issues can be constructively resolved to the benefit of all parties. The Centre has clear processes for dealing with student and staff concerns. These involve:

- (a) informal structures where students/staff may raise concerns with the teacher/student concerned.
- (b) referral of concerns to the Co-ordinator in writing if they are not met by step (a)
- (c) referral of unresolved issues to the DVLC *Complaints and Appeals panel*.

(d)

*The Complaints and Appeals panel will consist of the Centre Manager and the program area coordinator or a Committee of Management member.*

DVLC will make every reasonable attempt to successfully accommodate the learning needs of individual students. In circumstances where this may not be possible, DVLC will work with the student to identify alternate places for study. It is important to note however, that all enrolments at DVLC are subject to review.

### **10.15 Government programs for fee or other support**

Eligible students have access to fee and/or other assistance through the following government programs

- Youth Pathways Program [YPP]
- Pensioner Education Supplement (PES)
- Returning to Earning (parents)
- Community Access (Parents)
- Language Literacy and Numeracy Program (LLNP)
- Skills for Victoria
- Adult Community and Further Education

### **10.16 Medication & First Aid**

Students are responsible for their own medication while at the Centre. Unfortunately we are unable to hand out any headache tablets, but a First Aid kit is located in the kitchen for minor cuts and injuries.

Courses with low enrolments may have the start date postponed or be cancelled. On rare occasions, sessions may need to be cancelled. Every effort will be made to notify students in advance and sessions will be rescheduled in most cases.

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## 12 Fees and charges

### General Information

Fees must be paid before classes commence to secure an enrolment. Students in financial hardship may apply to pay their fees via Centrepay (for Centrelink customers) or set up a Payment Plan and pay course fees in an agreed number of instalments. In cases of extreme hardship students may apply for fee reduction or fee exemption.

The fees comprise:

- Services and Amenities Fee (SAF) to cover infrastructure costs such as administration, facility maintenance, equipment, utilities and consumables. All courses of more than 7 hours duration attract this fee.
- Tuition Fee calculated by the number of 'delivery' hours for the course
- Other charges, if applicable.

### 12.1 Tuition Fees for government funded accredited courses (ACFE)

The Ministerial Statement on Fees and Charges sets out the rules on fees and charges for accredited courses and DVLC complies with these rules. ACFE subsidises tuition fees for a limited number of student places. There are three levels of tuition fees for ACFE funded places: There are three tiers of Tuition Fees for funded places:

**C = Concession**                      **B = Basic**

**Concession Rate:** Applies if you hold a current Commonwealth Health Care Card, Pension Concession Card or Veteran's Gold Card. This card must be sighted by our staff at the time of enrolment. DVLC charges one Concession Tuition Fee per calendar year at each level of course in which you enroll.:

- \* Foundation Level: (ESL/Numeracy) = \$50
- \* Certificates I & II Level = \$105
- \* Certificates III & IV Level = \$120

**plus Services and Amenities Fees (SAF)** for each ACFE funded course.

NB Concession does not apply if fees are being paid by a federally funded program.

**Basic Rate:** For students who are eligible for funding ^, but not eligible for concession.

### Full Tuition Fees

Apply if:

- you are not eligible for an ACFE place
- you are on a Visitors' Visa
- you are concurrently enrolled in a school.

### Tuition Fees for Temporary protection visa holders (Refugees)

Students on these visas are given special consideration regarding fees. Prices on application.

### 12.2 Fees for Other Courses [non ACFE funded courses]

Fees are GST inclusive. A standard fee is payable for each course, unless the concession rate applies. The concession rate is for holders of Health Care, Pension and Veteran's Gold cards. A current card must be shown at enrolment.

### 12.3 Other charges

- A levy is charged for self-managed clubs that use the facility.
- Some courses will have materials/manual charges and/or students will be required to buy textbooks.

### 12.4 Refunds

- Classes will run subject to sufficient enrolments, therefore early enrolment is advisable.
- Classes with low enrolments may be postponed or cancelled.
- Every effort will be made to notify learners of any cancellations.
- Full refunds apply when DVLC cancels the course. Refunds will be issued as cheques. No cash refunds.
- Refunds for other reasons will only be available in the following circumstances:
  - **ACFE funded courses:** notice of withdrawal and request for refund must be made in writing before the end of the first 4 weeks of the course. Full refunds will be given, less the "minimum" fee for the course. (refer to 12.1)
  - **Other courses:** notice of withdrawal and request for refund must be made in writing before the second session of the course. A pro rata refund will be given, less an administration fee and manual/amenities fee.

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## **13 Guidelines for Computer Use 20**

Please follow these guidelines when using DVLC IT equipment:

- Students are expected to utilize class time for their course work and NOT to engage in other activities such as chat rooms, MSN messaging or downloading materials from the internet which do not form part of the course activities
- Computers are not to be used for illegal purposes or to access, send or receive information which may cause offence or interfere with their operation
- Computer manuals are provided for all students to use. They remain the property of DVLC. Please do not write on them, fold the pages or remove from the computer room
- Mobile phones and other portable equipment such as iPods are not to be used in the classroom. In cases of emergency, students can be contacted via DVLC reception 9435 9060. In exceptional circumstances, students may make arrangements with the teacher to have a mobile phone switched on silent.
- Drinks and food are not allowed at the workstations under any circumstances
- Please recycle paper whenever possible
- Colour printing may only be done with the permission of the teacher

Students are required to contribute to maintaining the computer rooms and workstations in a clean and tidy condition.

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## **14 DVLC Policies**

The following DVLC policies are available for students to read:

1. Code of Practice
2. Risk Management
3. Environmental Sustainability
4. Privacy
5. Occupational Health and Safety
6. Critical Incidents
7. Evacuation & Emergency Procedure
8. Smoke Free Environment
9. First Aid
10. Membership of the Organisation
11. Training
12. Access & Equity
13. Continuous Improvement
14. Student Complaints & Appeals

15. Issuing of Awards
16. Recognition of Prior Learning & Credit Transfer
17. Fees & Refunds
18. Illness
19. Medication
20. Mandatory Reporting
21. Excursions for students under 18 years of age
22. Monitoring and Analysis of Student results
23. Enrolment
24. Assessment [excluding VCE assessments]
25. VCE Assessment
26. Student Work Placement

**Please ask at reception to see a copy of policies and procedures.**

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## **15 Training and Assessment Records**

Students may access their training and assessment records by asking their teacher or program coordinator at any time.

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**Once again ... Enjoy your learning and your time at DVLC.**

**DVLC is a smoke free environment**

