



Diamond Valley
Learning Centre

Student Handbook 2017

Welcome to Diamond Valley Learning Centre

This student handbook has been prepared to provide you with information about policies and procedures that pertain to students undertaking training or education at this Centre, so that you can make an informed choice about studying at DVLC.

A copy of all DVLC Policies and Procedures can be made available upon request or can be found at www.dvlc.org.au

Our full scope of our accredited training can be found at www.training.gov.au (our code is 3769)

DVLC delivers a range of nationally recognised qualifications and non-accredited courses. Please get to know our website, where information about all our courses is available www.dvlc.org.au

We invite you to “Like” the DVLC facebook page facebook.com/diamondvalleylearningcentre and be kept up to date with news & events.

Key Staff Contacts:

Centre Manager: Veronica Kioria E: veronica.kioria@dvlc.org.au

Student Support Officer: Simone Inwood: E simone.i@dvlc.org.au

Diamond Valley Learning Centre Inc

Registered Training Organisation TOID: 3769

ABN: 58 891 533 250

Reg No: A 0000983G

Diamond Valley Learning Centre is located at 1 Diamond Creek Road on the corner of Diamond Creek and St Helena Roads, Greensborough.

You can contact us in different ways:

Corner of Diamond Creek and St Helena Roads, Greensborough.

PO Box 217 Greensborough VIC 3088

+9435 9060

courses@dvlc.org.au

www.dvlc.org.au

facebook.com/diamondvalleylearningcentre

Table of Contents

Contents

| | |
|--|----|
| 1. Overview | 4 |
| 2. General Policies & Procedures | 6 |
| 2.1 DVLC Equity Commitment | 6 |
| 2.2 Student Behaviour and Rights | 6 |
| 2.3 Occupational Health and Safety | 7 |
| 2.4 Emergency Procedures | 8 |
| 2.5 Medications and First Aid | 9 |
| 2.6 Non Smoking Policy | 9 |
| 2.7 Privacy and Confidentiality | 9 |
| 2.8 Access to Student Records | 9 |
| 2.9 Student Support Services | 9 |
| 2.10 Complaints and Appeals | 10 |
| 3. Planning for Training | 11 |
| 3.1 Training and Assessment Process | 11 |
| 3.2 Tutorial Support | 11 |
| 3.3 Recognition of Prior Learning (RPL) | 11 |
| 3.4 Credit Transfer (CT) | 12 |
| 3.5 Language, Literacy and Numeracy (LLN) | 12 |
| 3.6 Academic Misconduct | 12 |
| 3.7 Notification of Results | 13 |
| 3.8 Course Evaluation | 14 |
| 3.9 Quality and Continuous Improvement | 14 |
| 4. Eligibility, Selection, Enrolment and Induction Procedures | 14 |
| 4.1 Unique Student Identifier (USI) | 14 |
| 4.2 Skills First Program - Eligibility | 15 |
| 4.3 Selection Procedures | 16 |
| 4.4 How to Enrol | 16 |
| 4.5 Induction Procedures | 16 |
| 5. Fees and Charges | 16 |
| 5.1 Refund Policy | 17 |
| 6. Other Information | 17 |
| 6.1 DVLC Membership | 17 |
| 6.2 DVLC Volunteering | 18 |

1. Overview

At Diamond Valley Learning Centre (DVLC), we have a proud history of transforming lives through education. Since our doors first opened in 1974, thousands of people have studied at our Centre, learned new skills, formed lasting friendships and completed courses that have enabled them to take a new direction in life. For many students, studying at DVLC has allowed them to open their horizons beyond anything they had previously dreamed.

We are proud of our highly qualified, experienced and passionate teachers, volunteers and staff. Classes are small and supportive which creates a nurturing environment where students are respected, and learning is made easier. Our vision at DVLC is to Nurture Possibility and Stir Change – through community based education.

DVLC offers a range of programs –VET (Vocational Education and Training), VCAL (Victorian Certificate of Applied Learning), Pre-accredited courses and Language and Literacy. The Centre also offers general adult education and recreational courses and hosts support groups. The teachers of these programs and our staff are happy to assist students with any course enquiries or other questions.

DVLC is a not-for-profit community organisation with charitable status, that helps develop people in their local communities. Any profits we make from commercial ventures are directed back into the community through a wide variety of programs and initiatives to provide professional development opportunities and pathways to further education.

DVLC child safe statement:

DVLC is committed to child safety and protecting children from harm. Our organization fully supports the Victorian State Government Child Safe Standards.

Our Statement of Commitment (available at www.dvlc.org.au) reinforces DVLC's undertaking to be a child safe institution and to focus on the safety and protection of children and young people under the age of 18 years across our operations.

Features that assist access to learning at DVLC:

- Caring, supportive environment
- Small class sizes
- Course placement interviews for all programs
- Consideration for fee waivers and those experiencing financial hardship
- Disabled toilet and parking
- Ramps and doors designed by Banyule City Council for disabled access
- Access audits conducted by Banyule City Council
- Air conditioning and heating
- Computers for classroom use – (3 computer labs)
- Seven training rooms on site and three additional rooms located at the Greensborough Melbourne Polytechnic site
- Internet access for all students in computer classes
- Volunteers who support teachers in some classes to complete their courses
- Mentoring and personal pathways development
- Careers counselling

- Professional development to equip staff and teachers with skills to support students with special needs
- Language, literacy and numeracy support
- Access to kitchen facilities
- Ample parking
- Close to public transport
- First Aid and on site OH&S Representative

Centre Awards

2016 – Learn Local Rowena Allen Award Outstanding Learner - Matt Agostinelli

2011 – “Outstanding Learner” Award -Jess McKenzie

2008 – “Outstanding ACE Practitioner” Award –Sue Paul

2007 – “Victorian Outstanding Adult Community Education Organisation” Award

2. General Policies & Procedures

2.1 DVLC Equity Commitment

All DVLC staff are committed to upholding principles and practices of equity in education and training; they will treat every student fairly and without discrimination. DVLC has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure).

DVLC acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Charter of Human Rights and Responsibilities Act 2006 (VIC)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1994 (Cth)
- Disability Act 2006 (VIC)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy and Data Protection Act 2014 (Cth)
- Student identifiers Act 2014 (Cth)
- Working with Children Act 2005(VIC)
- Equal opportunity Act 2004 (VIC)

All legislation can be accessed at: www.comlaw.gov.au

DVLC fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, and sexual orientation, physical or intellectual impairment.

All DVLC staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a DVLC representative, please contact the Acting Executive Centre Manager on 9435 9060.

2.2 Student Behaviour and Rights

Students are required to follow all DVLC rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

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

In order to achieve this, students are expected to:

- Arrive to class on time
- 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 a session
- 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 (or put on silent or vibrate) mobile phones during class
- Not use personal devices such as tablets and phone cameras during class time unless used as part of class work as directed by the their teacher
- Students are prohibited from accessing gambling or sex websites on the Centre computers or tablets

As a student you have a right to:

- Feel safe at all times
- Be treated with respect by teachers, staff, volunteers and other students
- Be taught by qualified, competent teachers in a class room environment that enables you to participate and learn effectively
- Use the facilities of the Centre
- Provide constructive feedback about the quality of the service you are receiving
- Have access to DVLC policies and procedures
- Have access to records of your learning
- Work and study in an environment free from harassment, discrimination or threatening behavior
- Have your personal records kept confidential unless permission is granted to pass on information
- Be provided with information about your proposed program
- Have a say and be listened to by other students, staff, teacher and volunteers
- Ask for your student record to be updated if inaccurate

DVLC will not tolerate any unlawful discrimination or harassment based on any of the following grounds:

- Sex
- Homosexuality
- Transgender (commonly known as trans-sexuality)
- Race or ethno-religious background (which includes colour, nationality, descent, ethnicity or religious beliefs)
- Marital status
- Disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no (external) symptoms such as hepatitis or HIV
- Pregnancy
- Age

2.3 Occupational Health and Safety

DVLC complies with all relevant Occupational Health and Safety legislations. Entry of persons on DVLC property is conditional to them complying with all policies and the OH&S Legislation in Victoria.

Teachers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the teacher will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Students must:

Where practicable, take responsibility for their own health and safety and that of their fellow students. This means students must:

- Follow all safety rules, procedures and the instructions of their teacher while attending a training session.
- Maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear if called upon.
- Inform their teacher about any injuries or faults in equipment that occur while on DVLC premises or property.

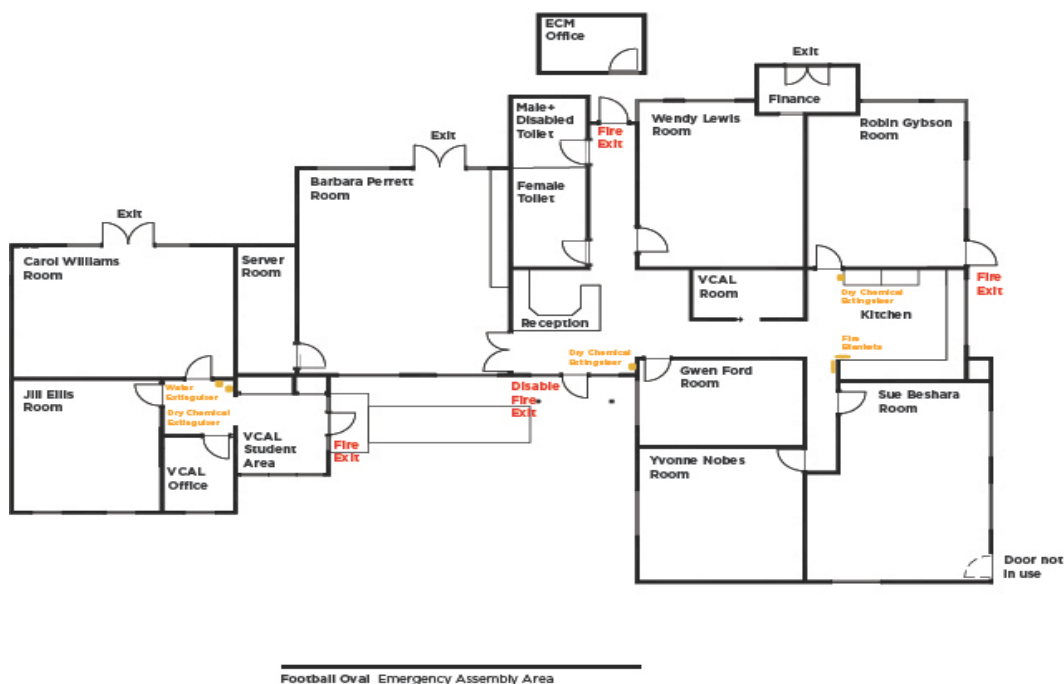
Note: In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

2.4 Emergency Procedures

DVLC 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 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.

Floor Plan of the Diamond Valley Learning Centre Building:



2.5 Medications and First Aid

Students are responsible for their own medication while at DVLC. DVLC staff are not able to hand out any medication but a First Aid Kit is located at reception for minor cuts and injuries. Injuries should be reported to either the OH&S representative on site and/or your teacher. An incident report will need to be completed and signed before you leave the Centre. DVLC has a number of staff who are trained in First Aid.

2.6 Non Smoking Policy

DVLC adheres to the Non Smoking Policy – Victorian Legislation, Tobacco Act 1997.

Smoking is not permitted in any part of the building or within four (4) meters of any window or entrance. Please consider the comfort and health of your community by respecting these rules, adhering to signage about smoking and non-smoking areas at DVLC and disposing of cigarette butts in a responsible manner.

2.7 Privacy and Confidentiality

DVLC is committed to protecting the privacy and personal information of all of our students. All information provided by our prospective students and an enrolled student is kept strictly confidential.

Except as required under the AQTF Standards, VROA Guidelines, Skills First funding requirements, and Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student and/or carer. A copy of the Privacy Policy is available upon request.

2.8 Access to Student Records

Access by students to their personal records is available upon written request to the Executive Centre Manager via email veronica.kioria@dvlc.org.au.

Student Access to the file will be granted only when written notification is received and DVLC has validated the student's identification. Records will be viewed by the student under DVLC supervision.

2.9 Student Support Services

Being a student is exciting, but it can also be challenging. Teachers are available to offer professional and confidential support as appropriate. All staff are committed to ensuring that you have a positive learning experience.

Learners with disabilities or additional needs should feel that their individual needs are met in our programs and are given ongoing opportunities for additional assistance and appropriate course modifications. Whenever possible we provide teachers' aides/youth workers for students with funded disabilities

We also offer peer support, wellbeing support, referrals to community agencies, like headspace, home visits, hospital visits and other support to those with health problems which preclude their attendance at times.

For specific assistance DVLC has nominated a 'Student Support Officer' who is available by appointment during business hours. Students can access the student support officer directly or via reception.

The Student Support Officer is able to provide links to external sources of support where the staff at DVLC are not qualified or it is in the student's best interests to seek professional advice.

Student Support Officer is:

Name: Simone Inwood

Ph: (03) 94359060

Email: simone.i@dvlc.org.au

2.10 Complaints and Appeals

All students have access to the Complaints and Appeals Policy and Procedure. This can be found on the DVLC website and copies can also be found at the Reception at any time upon request.

The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against DVLC. In brief, if you are dissatisfied or unhappy with the way something has happened at DVLC, please speak to your teacher, or staff at the reception as a first instance. We will attempt to resolve the issue; if you are not satisfied, you may put it in writing and follow the policy process to reach a solution.

The definition for a Complaint and an Appeal are as follows:

Complaint: Initial notification of your dissatisfaction or an issue that has occurred

Appeal: Application to have the outcome of a complaint reviewed or to have an assessment decision reviewed.

Students are able to submit a formal complaint to DVLC relating to any concern they may have (should they feel a person has acted inappropriately, or treated someone unfairly, etc.). This can be submitted to the student support officer or directly to the Acting Executive Centre Manager. All complaints are handled with confidence.

A student may also appeal a decision made by DVLC in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: An individual with a complaint has the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's cost unless otherwise authorised.

3. Planning for Training

3.1 Training and Assessment Process

Specific training delivery and assessment information is different for each course. Information is available, prior to course commencement, at www.dvlc.org.au.

Your teacher will also provide all details about what is required for the course with regards to training and assessment requirements and the time commitment of the course prior to you enrolling into the course.

Courses are delivered in a classroom. Training normally includes a mixture of Trainer led information, group discussions and practical components.

All accredited courses have specific assessment requirements. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected of the course. Assessment processes may include written work, oral questions, projects, case studies, simulations or practical demonstrations.

Assessments will be marked satisfactory or not satisfactory. If all the assessments for the unit of competency are judged satisfactory the student will be marked competent.

Students who have special needs may be allowed reasonable adjustments in line with the RTO's policies and procedures. This means that there may be modifications to the way in which evidence of competence is gathered, however it will not change the standards or outcomes students must achieve. The Acting Executive Centre Manager must review and authorise any request for 'reasonable adjustment' to ensure that any adjustments and resulting outcomes are upholding the integrity of the training and assessment process.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they may be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

At the end of an accredited course, students will receive a Qualification or Statement of Attainment for units recorded as competent.

3.2 Tutorial Support

As a student, you can obtain help with understanding course notes or manuals, study skills or preparation of assignments by asking your teacher for additional assistance. This will be provided when the teacher is available during business hours.

3.3 Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. RPL can apply to

one or more Units of Competency or even a whole course. What this will mean for you, if it is granted, is that you do not have to repeat material you already know and you will be able to progress quickly to other Units of Competency.

Ask your teacher about RPL if you feel you already have knowledge and experience in a subject area and you will be provided with an RPL application. Should you wish to progress through a RPL application your trainer/assessor will guide you through what you will need to provide for evidence of RPL.

Note: DVLC is not funded to provide RPL services under the Skills First Program, so RPL applications attract a fee.

3.4 Credit Transfer (CT)

It is a requirement that we recognise the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations to our clients. This means that if you have successfully completed a Unit of Competency, through DVLC or a different provider, we are required to accept these as valid and reliable. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National Codes and Titles that match the current course in which they are enrolled.

3.5 Language, Literacy and Numeracy (LLN)

DVLC recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. We treat all students as individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, students apply to be enrolled in accredited courses will need to complete a language, literacy and numeracy (LLN) assessment, which will be used to assess the LLN ability of the student. Where a student has been identified as requiring assistance in language, literacy and numeracy, DVLC will make every effort to assist and support the student. If possible, learning activities and assessments will be modified to better suit the student and their skills. Where a high level of assistance is required, DVLC may refer the student to a third-party for specialised assistance.

3.6 Academic Misconduct

Students at DVLC are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

Definitions:

Plagiarism:

This is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;

- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials including online sources) but you must always indicate the author and source of the material. In the case of online sources, you should include a date as this material is more liable to change.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

Trainers and Assessors will check students' work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarizing.

If plagiarism and/or cheating were deemed to have had occurred then the following may occur:

- The learner may be suspended from undertaking the course for period of time appropriate to the offence
- The learner may be permanently removed from undertaking the course and their enrolment cancelled
- The learner may be counselled on plagiarism/cheating

3.7 Notification of Results

Your teacher, will provide you with feedback about your progress on a regular basis throughout your course.

A Qualification will be issued to students when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification. The Qualification will be issued within 30 calendar days of completion of their course, provided that the student successfully completes all required assessment tasks, full payment of fees has been received, and the student has a USI number (unless a USI exemption applies to the student).

A Statement of Attainment (soa) will be issued to students who have completed any Unit(s) of Competency but have not attained a full qualification. A Statement of Attainment will be issued within 30 calendar days of completion/cancellation of their course, provided that the student successfully completes all required assessment tasks, full payment of fees has been received by the RTO, and the student has a USI number (unless a USI exemption applies for the student).

3.8 Course Evaluation

DVLC fully appreciates any feedback that you give us. Course evaluation is a very important way of gathering feedback about DVLC's courses, premises, teachers, course materials and training and assessment strategies.

Students are encouraged to bring any issues of concern they may have to the attention of the teacher or Student Support Officer as soon as possible. This ensures our ability to address any immediate areas of concern.

We invite feedback from the students at various points throughout the program at an informal level. As an RTO we also gather feedback in a formal way at two occasions throughout the student course: midpoint and at completion.

Session evaluation/feedback forms are often completed after a single unit has been completed (formative evaluation) and also completed at the completion of a qualification (summative evaluation).

The information gathered from this data assists DVLC in identifying areas of further improvement in the delivery and assessment of training courses.

3.9 Quality and Continuous Improvement

DVLC is committed to providing quality services and a key aspect of that commitment is a focus on continuous improvement. We always welcome your suggestions and ideas for improvements. Please put your suggestions in the Suggestion Box at reception.

DVLC values feedback from all students, staff and stakeholders in order to continuously create excellence in our programs.

4. Eligibility, Selection, Enrolment and Induction Procedures

Prior to enrolment, DVLC will provide all students with course information, including content and vocational outcomes.

Please refer to course brochures or check the DVLC website for course details, entry requirements, tuition fees, the enrolment process and related information. Our staff at the Reception are always available to answer any questions regarding the course you want to enroll.

We also take you through an interview process commonly referred to as Pre-Training Review to know more about you, your LLN skills and support needs, your previous training or skills you already and your career choice to be able to put you into the right course.

Candidates are required to complete an Enrolment Form, providing as much relevant information as possible to ensure we provide training adequate to your individual needs.

4.1 Unique Student Identifier (USI)

It is a requirement that all students must provide a Unique Student Identifier (USI) to DVLC before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

DVLC has included the provision for the USI on the Enrolment Form and we encourage all students to generate their own USI where possible. If you need help in getting your USI, please speak to the Reception or your trainer. We can generate a USI on your behalf but you will need to give us consent to do so.

You can apply for your USI at the website www.usi.gov.au or via the Home Page on our website www.dvlc.org.au

USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

The student must send it to the register at the following address:

*Student Identifiers Registrar
C/- Department of Education and Training
GPO Box 9880
Canberra ACT 2601*

If an USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

4.2 Skills First Program - Eligibility

Many courses offered by DVLC can be subsidised by Victorian and Commonwealth Government funding. If the student qualifies for this subsidy, the Department of Education sets out the rules on fees and charges for accredited courses and DVLC complies with these rules.

In order to be an Eligible Individual in respect of any training, an individual must be:

a) Either:

- i) An Australian citizen;
- ii) A holder of a permanent visa; or
- iii) A New Zealand citizen;

b) Enrolling and commencing training in a course or qualification by 31 December 2017 and

c) Either:

- i) Under 20 years of age as at 1 January 2017
- ii) Over 20 years of age as at 1 January 2017 and enrolling in a Foundation course;
- iii) Over 20 years of age as at 1 January 2017 and enrolling in as an Apprentice (not Trainee);
- iv) Over 20 years of age as at 1 January 2017 and enrolling in VCE or VCAL (Intermediate or Senior); or

v) Over 20 years of age as at 1 January 2017 enrolling in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

In addition to meeting the above requirements, one is only eligible to:

- a) Commence a maximum of two courses subsidised through the Skills First Program in a 2017.
- b) Undertake a maximum of two courses subsidised through the Skills First Program at any one time;
- c) Commence a maximum of two government subsidised courses at the same level within the AQF in their lifetime; and
- d) Commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Skills First Program. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

Speak to your teacher or the reception if you need further clarification on your eligibility.

As a student there will be a possibility of:

- a) receiving an NCVET survey;
- b) receiving an invitation to participate in a Department endorsed project;
- c) receiving an invitation to participate in the Department's annual student outcome survey; and/or
- d) being contacted by the Department (or persons

4.3 Selection Procedures

To be selected for one of our courses you need to ensure that you are eligible and fulfil the minimum entrance requirements. This will be determined during the pre-training interview with your teacher. This interview is mandatory for all students.

Your selection will be based upon numbers permitted in each course, your pre-training review interview results and meeting the entrance criteria as stated in the course outline.

4.4 How to Enrol

Make an appointment with our Reception for a Pre-Training Review meeting with our teachers. This will give you the opportunity to ask tell us about yourself so that we get to know about your training needs, ask any questions, complete our documentation including an Enrolment Form and complete your payment as required.

4.5 Induction Procedures

Once you have decided to further your education with DVLC, your teacher will induct you into your course.

5. Fees and Charges

The Enrolment fees for DVLC courses and training must be paid before classes commence to secure an enrolment. A student in financial hardship may apply to 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 waiver.

Please see our website and Statements of Fees for specific fee information.

5.1 Refund Policy

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

- *Withdrawal more than 7 days prior to agreed start date*
Full refund minus a \$20.00 Administration fee
- *Withdrawal less than 7 days prior to the agreed start date*
Full refund minus a \$50.00 Administration fee
- *Withdrawal after course commencement*
No refund, subject to the discretion of DVLC management
- *The RTO is unable to commence the course for which the original enrolment and payment has been made.*
Full refund or alternative placement in a course
- *The RTO is unable to continue to deliver the course as agreed.*
Partial refund or alternative placement in a course

Note:

- There is no refund for resources or text books if they have already been issued to you
- Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Acting Executive Centre Manager and shall be assessed on a case by case situation.

6. Other Information

6.1 DVLC Membership

You can become a member of DVLC. This entitles you to stand for election to the Committee of Management (COM) and vote at elections for the COM. Ask at reception for information on how to join.

Members are invited to come to the DVLC Annual General Meetings.

6.2 DVLC Volunteering

Let us know about your other skills. Besides your current relationship with DVLC, you may be able to contribute through mentoring, gardening, driving, photocopying and conversation with students learning to speak English. DVLC is more than a learning environment, it is a community of people who believe in and contribute to the potential in each person. Most of our volunteers agree that they get back much more than they give by volunteering time and energy at DVLC.