



**Diamond Valley
Learning Centre**

TOID 3769

Student Handbook 2021

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 DVLC policies and procedures can be made available upon request or can be found at www.dvlc.org.au.

The full scope of our accredited training can be found at www.training.gov.au (our training organisation number 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 - RTO No. 3769 and be kept up to date with news and events.

Key Staff Contacts:

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Student Support Officer: Loreto Fenton E: loreto.fenton@dvlc.org.au

VCAL Coordinator / Child Safety Officer: Julie Hodgkins
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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, Greensborough, on the corner of Diamond Creek and St Helena Roads.

You can contact us in different ways:

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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), and Pre-accredited courses. 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 VET and VCAL 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 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
- 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 Paull

2007 – “Victorian Outstanding Adult Community Education Organisation” Award

1.1 COVID Safe Learning

Education and training, especially face-to-face training, was disrupted in 2020 due to the COVID-19 pandemic. As the pandemic has not yet been declared over, some disruption is still possible in 2021. DVLC will continue to follow directions and guidelines issued by the state and commonwealth governments, the Department of Health and Human Services (DHHS) in Victoria, the Victorian Curriculum and Assessment Authority (VCAA), and the Victorian Registration and Qualifications Authority (VRQA). These directions can be found online on relevant websites and at <https://www.coronavirus.vic.gov.au>.

DVLC has a Coronavirus Policy and a COVIDSafe Plan, which is regularly updated as conditions change. If and when conditions change, students will be contacted directly and advised on changes to course details (for example, where courses have already commenced). Course details for upcoming courses are available on our website at www.dvlc.org.au. Please refer to Section 2.9 Student Support Services (of this Handbook) for information on available support. You can also contact the VCAL Coordinator (VCAL students) or Student Support Officer (VET students) to discuss your situation.

General guidance for onsite learning

- Where training is being delivered face-to-face, staff and students should practice physical distancing by keeping at least 1.5 metres apart, where possible.
- In cases where physical distancing is not practical or appropriate, other strategies recommended to reduce the risk of transmission include wearing a face mask, good hand hygiene, regular cleaning of high-touch surfaces, and ensuring that staff and students stay home if they are unwell.
- To limit the number of people who may gather in a facility at the same time, businesses must only allow entry to one person for every four-square metres of available floor space in their venue.
- Mask wearing by staff and students is voluntary unless otherwise mandated by the Victorian government. If mandated, teachers are not required to wear face masks while teaching (but those who wish to do so, can). They should, however, wear face masks in other areas of the training organisation when not teaching (for example, in the staffroom).

2. General Policies & Procedures

DVLC policies can be accessed at www.dvlc.org.au or by request at reception.

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 that any student concerns are dealt with immediately and appropriately (refer to the Student Complaints and Appeals Policy and Procedure).

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

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Act 2006 (Vic)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Student Identifiers Act 2014 (Cth)
- Working with Children Act 2005 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Competition and Consumer Act 2010 (Cth)
- Occupational Health and Safety Act 2004 (Vic)
- Education and Training Reform Act 2006 (Vic)
- Health Records Act 2001 (Vic)

Legislation can be accessed at: www.comlaw.gov.au or www.legislation.vic.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 Veronica Kioria, our Chief Executive Officer 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 for class on time
- Participate in class discussion and other class activities
- Be respectful of the contribution of all class members
- Attend every class or as regularly as possible
- Phone to advise the centre of absences if unable to attend a session
- Treat teachers, students, staff and volunteers with respect
- 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
- Ensure safety for themselves and others
- 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 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 behaviour
- 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:

- Sexual orientation, gender identity or intersex status
- 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 legislation. Entry of persons to 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 onsite 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.

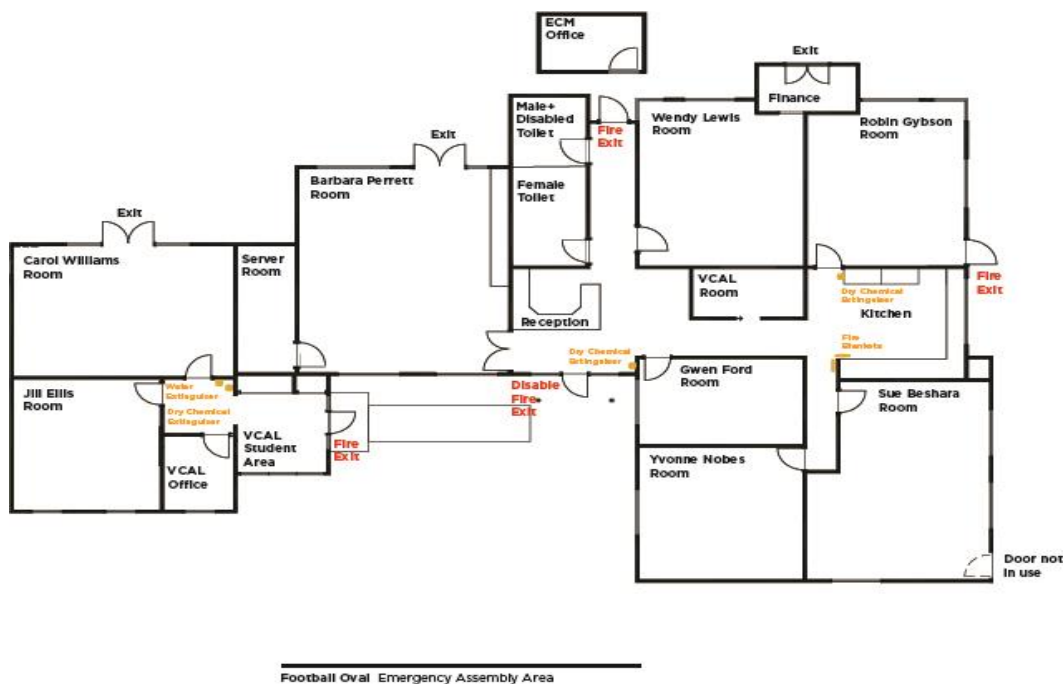
Note: In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

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 unless by prior arrangement with the parents or guardians of students. A First Aid Kit is available 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 a non-smoking policy under 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 others 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, VRQA 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 by completing a Student Results Request Form or by written request to the Chief Executive Officer 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 and support staff 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.

We also offer peer support, wellbeing support, and referrals to community agencies such as Headspace (see list below). Each VCAL student is case managed by a wellbeing worker, who they will meet during their pre training interview. VCAL wellbeing support is available five days a week.

For specific assistance in VET programs, 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 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: Loreto Fenton

T: (03) 94359060

E: loreto.fenton@dvlc.org.au

External Support

A number of organisations provide free online information and support, and offer counselling services for people in need. In many cases, information is available in other languages. Students experiencing difficulties are encouraged to access these services, or can request assistance from the Student Support Officer or their wellbeing worker.

Ambulance
Victoria Police

Call 000
000 or 8432 0200

Consumer rights

Consumer Affairs Victoria

www.consumer.vic.gov.au

Substance use problems

National Alcohol & Other Drug Hotline	www.alcohol.gov.au
Direct Line	www.directline.org.au
Family Drug Support	www.fds.org.au
Quitline	www.quit.org.au

1800 250 015
1800 888 236
1800 368 186
137 848

Turning Point	www.turningpoint.org.au	
Family violence		
Safe Steps	www.safesteps.org.au	1800 015 188
Financial matters		
Consumer Action Law Centre	www.moneyhelp.org.au	1800 007 007
ASIC	www.moneysmart.gov.au	
Salvation Army Employment Plus	www.employmentplus.com.au	
Gambling		
Gambling Help Online	www.gamblinghelponline.org.au	1800 858 858
Gender identity and health		
QLife	qlife.org.au	1800 184 527
Rainbow Health Victoria	rainbowhealthvic.org.au	
Touchbase	www.touchbase.org.au	
Transgender Victoria	www.tgv.org.au	
Grief and loss		
Grief Line	griefline.org.au	1300 845 745
Compassionate Friends Victoria	compassionatefriendsvictoria.org.au	1300 064 068
Health		
Better Health Channel	www.betterhealth.vic.gov.au	
Health Direct	www.healthdirect.gov.au	
Head to Health	www.headtohealth.gov.au	
Homelessness		
Launch Housing	www.launchhousing.org.au	1800 825 955
Legal advice		
Victorian Legal Aid	www.legalaid.vic.gov.au	1300 792 387
The Law Handbook	www.lawhandbook.org.au	
Victorian Aboriginal Legal Service	vals.org.au	1800 064 865
Youth Law	youthlaw.asn.au	9113 9500
Women's Legal Service	womenslegal.org.au	
Mental health and wellbeing		
Beyond Blue	www.beyondblue.org.au	1300 224 636
Lifeline	www.lifeline.org.au	13 11 14
Suicide Call Back Service	suicidecallbackservice.org.au	1300 659 467
Headspace	headspace.org.au	
MensLine	menslineaus.org.au	1300 78 99 78
Kids Help Line	kidshelpline.com.au	1800 55 1800
ReachOut	au.reachout.com	
Head to Health (H2H)	headtohealth.gov.au	
Mindspot	mindspot.org.au	1800 61 44 34
PANDA	panda.org.au	1300 726 306
Black Dog Institute	blackdoginstitute.org.au	
Butterfly Foundation	thebutterflyfoundation.org.au	1800 33 4673
SANE	www.sane.org	1800 18 7263
Sexual assault		
Sexual Assault Crisis Line	www.sacl.com.au	1800 806 292

2.10 Complaints and Appeals

All students have access to the Student Complaints and Appeals Policy and Procedure. This can be found on the DVLC website and copies can also be requested from reception at any time.

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 reception in the 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 Chief Executive Officer. 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.

External Appeals:

In addition to the above internal processes, if students enrolled with DVLC are still dissatisfied with the decision of the RTO, they may wish to seek legal advice, or submit an application with an external dispute resolution process, or contact the Victorian VET Regulator:

- The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue. Further information can be found at www.disputes.vic.gov.au/.

Contact:

Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 1300 372 888
Fax: 8684 1311

- Victorian Registration and Qualifications Authority (VRQA) is the VET Regulator in Victoria. Further information can be found at www.vrqa.vic.gov.au/complaints/. You can submit a complaint to them by:
 - o completing an online complaint form or
 - o writing a letter and posting it to the VRQA.

Contact:
Level 4, Casselden, 2 Lonsdale Street
Melbourne Vic 3000
Postal Address: GPO Box 2317, Melbourne, Vic, 3001
Tel: (03) 9637 2806
Email: vrqa@edumail.vic.gov.au

2.11 Practical Placement

Some of the accredited training offered at DVLC includes a practical placement component, which will prepare you for the workplace while you are still studying. Students will be given information on practical placement during the course information session before enrolment, and will be provided with a Practical Placement Booklet and other documents during their training. DVLC will help you arrange a placement with a host employer, and all parties will sign a practical placement agreement. Practical placement arrangements are made under the guidelines issued by the Department of Education and Training (Victoria) which can be found at <https://www.education.vic.gov.au/training/providers/rto/Pages/workplacelearn.aspx>. Under these arrangements, students undertaking practical placement are not required to be paid.

If you are injured while on practical placement, you must inform your employer and DVLC as soon as possible. If you wish to make a claim for compensation, you can do so through the Department's Workers' Compensation Advisory (enquiries ph. 03 9637 2441). DVLC will assist you during this process, and submit your claims to Gallagher Bassett via educlaims@gbtpa.com.au.

3. Planning for Training

3.1 Training and Assessment Process

Information on all DVLC courses can be found at www.dvlc.org.au. Additional VCAL program information is available through the VCAL Coordinator, and by arranging an appointment for a personal tour.

Students intending to apply for vocational qualifications will be provided with additional information at information sessions and/or in course information booklets. One important reason for attending an information session is to hear information from your teacher

about the training and assessment requirements of your course, the time commitment required, and how the course provides a pathway to employment or further study. This will help you decide if it is the right course for you, and help you prepare for your training.

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 a unit of competency are judged satisfactory, the student will be marked competent (C).

Students who have special needs may be allowed reasonable adjustments in line with the DVLC'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 Chief Executive Officer will 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 VET student has undertaken an assessment and it has been marked as not yet competent (NYC), 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 will be required to re-enrol in that unit/subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

VCAL students are assessed as competent or not yet competent in a unit of competency based on a portfolio of their work. A portfolio allows the VCAL student to showcase their best work and records their learning progress.

At the end of an accredited course, students will receive a qualification or statement of attainment for units marked 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 learning of 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. Your trainer/assessor or VCAL Coordinator will guide you through what you will need to provide for evidence of RPL.

3.4 Credit Transfer (CT)

DVLC is required to recognise the AQF qualifications and statements of attainment issued to students by other registered training organisations. This means that if you have successfully completed a unit of competency, DVLC will accept this 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 units of competency in the 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 in which literacy and numeracy skills will vary.

As part of the enrolment process, students applying for enrolment in an accredited course 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 DVLC.

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 DVLC and avoid cheating or plagiarising.

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

- The learner may be suspended from undertaking the course for a 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 all the units of competency 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 by DVLC, and the student has a USI number (unless a USI exemption applies to the student).

A statement of attainment 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 or cancellation of their course, provided that the student successfully completes all required assessment tasks, full payment of fees has been received by DVLC, and the student has a USI number (unless a USI exemption applies for the student).

VCAL students will receive a statement of results and a certificate of completion or statement of attainment from the Victorian Curriculum and Assessment Authority (VCAA), which usually arrives in January.

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. DVLC gathers feedback in a formal way on two occasions throughout the student course: at 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 email your suggestions to courses@dvlc.org.au or put them 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 reception staff are always available to answer any questions regarding the course in which you want to enrol.

To place you in the ideal accredited training course, DVLC will also take you through an interview process commonly referred to as Pre-Training Review, to determine your LLN skills and support needs, your previous training or skills, and your career goals.

Students are required to complete an Enrolment Form and provide as much relevant information as possible, to ensure that our training will meet your individual needs.

4.1 Unique Student Identifier (USI)

It is a requirement that all students enrolling in accredited training must provide DVLC with a Unique Student Identifier (USI) before a qualification or statement of attainment can be issued.

A USI is a free national reference number that provides students with password protected access to their USI Account which:

- is a secure online record of all the nationally recognised training they have completed since 1 January 2015
- is accessible at any time
- provides an authenticated transcript as proof of training.

DVLC collects your USI information on the Enrolment Form, and we encourage all students to apply for their own USI if they do not already have one. If you need help in

getting your USI, please speak to reception or your trainer. DVLC can apply for a USI on your behalf, but you will need to give us written consent by completing a USI Permission Form.

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

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Find your USI' link on the USI website at <https://www.usi.gov.au/faqs/find-your-usi>

On your enrolment form you will be asked to give DVLC permission to verify your USI. Once this has occurred, the USI Registry will send you an automated notice as a privacy measure. If you do not give your permission, DVLC may be prevented from issuing you with a certificate or statement of attainment, your training will not be recorded on your USI transcript, and your eligibility for government funding may be affected.

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> and send it to the Registrar at the following address:

Student Identifiers Registrar

C/- Department of Employment, Skills, Small & Family Business

GPO Box 9880

Adelaide SA 5001

If a USI exemption is granted, you may not be able to access the results of your training on an authenticated VET transcript prepared by the Registrar.

4.2 Skills First Program - Eligibility

Many courses offered by DVLC are subsidised due to Victorian and Commonwealth Government funding. The Department of Education sets out the rules on eligibility, and fees and charges for subsidised accredited courses, and DVLC complies with these rules.

You can check your eligibility on the Victorian Skills Gateway website at <https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>.

In general, to be subsidised in the Skills First Program, a student must be:

- an Australian citizen, or
- an Australian permanent resident, or
- a New Zealand citizen

Age:

- If you are under 17 years old you must have an exemption from school attendance to be eligible for training (unless it is a School Based Apprenticeship or Traineeship)
- If you are under 20 years of age you are eligible to enrol in any Skills First subsidised training
- If you are over 20 years old, you are eligible for subsidised training for courses leading to a higher qualification than you already have (unless you are enrolling in the VCE, VCAL, a foundation skills qualification, an apprenticeship or a Skill Set). For example, if you have a Certificate III, you can't do a subsidised Certificate II course.

In addition, there are limits to the number of subsidised courses a student can start or enrol in over their lifetime or in a calendar year.

If you need further clarification on your eligibility, please speak to reception and request a Pre-Training Interview.

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. For accredited training, this will be determined during a mandatory pre-training interview with your teacher.

Your selection will be based upon the number of students 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 reception for a Pre-Training Review meeting with our teachers. This will give you the opportunity to 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.

4.6 Government Surveys

During or after your training, you may be invited to participate in a government survey or provide feedback in:

- a) an NCVET survey;
- b) a Department of Education endorsed project;
- c) the Department of Education's annual student outcome survey; and/or
- d) an audit, review or investigation authorised by the Department of Education.

DVLC encourages you to participate in these surveys or projects, in order to help improve VET programs.

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 four (4) 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.

Refunds are 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
- *DVLC is unable to commence the course for which the original enrolment and payment has been made.*
Full refund or alternative placement in a course
- *DVLC 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 Chief Executive Officer 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 Board of Management and vote at elections. 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, or photocopying. 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.