

2023



Pines Learning
think ▶ grow ▶ evolve ▶ relax

Student Handbook

Pre-accredited Training
Employment and Pathways, EAL



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**ACFE
Funded**

Welcome to **Pines Learning**, we are a community based, adult community educator, not-for-profit organisation.

Our Vision

Pines Learning connects our resilient and inclusive community to learning, work and a fulfilling life.

Our Mission

Acknowledging, respecting and supporting the life journey of all people in our community by maintaining a strong, values based learning organisation.

Core Values of Pines Learning

Pines Learning aims to work with and be accessible to people in the local community, regardless of background, age or gender. The people whom the Centre aims to focus on above all others include:

- People seeking skills development to enhance their career choices
- People who are socially, educationally or economically disadvantaged
- People in need of community participation or engagement
- People who are culturally or linguistically diverse
- People seeking personal growth

This Handbook is relevant to the courses offered in the pre-vocational area, which encompasses the following areas:

- English as an Additional Language (EAL)
- Digital Literacy
- Pathways to Employment

All other courses are covered in a separate Student Handbook.

Registered Training Organisation

Pines Learning Incorporated (Registration No 3774) is a Registered Training Organisation delivering Nationally Accredited qualifications.

Learn Local

Pines Learning is a registered Learn Local provider offering a wide range of short courses for work, study and life.

Board of Pines Learning

Pines Learning is run by a voluntary Board comprising a wide range of community members.

Child Safety and Wellbeing

Pines Learning has specific policies and procedures in place to support and respect all people regardless of background, age, gender or ability. As an organisation we are committed to endorsing child safety and wellbeing.

Our Child Safe Policy Statement and the Student Code of Conduct can be viewed on our website.

To ensure the safety of children, all students are encouraged to report any suspected or disclosed child abuse to their trainer or a trusted staff member. All staff/trainers both paid and unpaid are to

report any suspected or disclosed child abuse to the relevant Coordinator, Manager or General Manager immediately.

Pines Learning offers:

- Computer classes
- English as an Additional Language (EAL)
- Vocational Education & Training (VET)
- Health, Fitness and Wellbeing classes
- Lifestyle, Languages and Crafts
- Return to Work and Job Seeking Skills
- Reconnect Program

Pines Learning Term Dates 2023

Term 1: 30 January - 6 April

Term 2: 24 April - 23 June

Term 3: 10 July - 15 September

Term 4: 2 October -15 December

Office Hours

School Terms: Monday - Friday 9.00 am–4.00 pm including Term Breaks.

Pines Learning closes for approximately two weeks at the end of the year.

Messages may be left on our message bank after hours.

Class Times and Start Dates

Class times vary depending on the courses. Refer to your enrolment/confirmation receipt for class start dates, times and venue. Classes are not normally scheduled on Public Holidays or during school holidays.

Enrolment and Course Fees

The pre-accredited training offered at Pines Learning is delivered with Victorian and Commonwealth Government funding. To be eligible to enrol in funded pre-accredited training, learners must meet the following criteria:

Citizenship / permanent residency

- Australian Citizen or
 - Holder of an Australian permanent visa
 - New Zealand citizen

Asylum seekers holding valid visa that confers eligibility for Skills First training

AND:

- 17 and over and not enrolled at school
- Under 17 and not enrolled at school with exemption

For some courses, a number of non-funded places may be offered for those not eligible for government funding.

Enrolments can only be processed by completing an Enrolment Form, with payment of fees prior to the commencement of classes, or in accordance with an agreed fee payment plan. Payment of fees can be made by cash, cheque, credit card and EFTPOS, or by phone with credit card.

Please check all times, dates and course information carefully before you enrol. Refunds will only be made in accordance with our Refund Policy.

Please note that enrolments are not transferable between students.

Course Discount/Concession

Students enrolled in EAL courses are entitled to receive the concession rate for the second and subsequent enrolments within the same year upon presentation of the relevant concession card. This applies to registered unemployed, pensioners and health card holders. The card must be produced prior to enrolment to claim the concession rate.

Course Materials

Some courses require students to purchase text books, manuals or other materials. You will be informed prior to enrolment if this is the case.

EAL students are not required to purchase textbooks. Pens and paper are required and a plastic sleeve folder is a good idea to contain class handouts.

Computer Software

Students should check software and hardware requirements with the course coordinator before enrolling if undertaking courses online.

Refunds/Withdrawals

Please refer to Policy 4 – Refund of Fees. See the Refund Policy on our website.

Admission Requirements

For some pre-accredited courses, prospective students are required to attend an Information Session or interview prior to acceptance into the course. This is to ensure that students are provided with sufficient information to make a reasoned decision about enrolling, and to ensure that the student meets the enrolment/funding requirements.

Student Support

Pines Learning provides a supportive environment. We welcome people with a disability and those facing barriers to participation.

During enrolment, please share if there is anything which would impact on your participation so that we can put support in place. If you have any difficulties or issues affecting your study at Pines Learning, please contact the Course Coordinator.

Companion Card holders and support workers are encouraged to attend where appropriate with students, please inform Reception and sign the Visitors' Book.

Pines Learning also has access to a range of external services which students can be referred to for further assistance. Please note that if you use these services it will be at your own expense.

Code Of Conduct for Students

Students must adhere to the Code of Conduct. Also, see the Disciplinary Policy and Procedures for students, the Equal Opportunity Policy and the Complaints and Appeals Policy and Procedure, which are on our website.

Complaints And Appeals

Students have the right to lodge a complaint and to appeal a complaint outcome. For further details, see Policy 29 – Complaints and Appeals Policy for Learners found on our website.

Privacy Policy

Pines Learning respects your right to privacy. Information is collected for the purpose of compliance and statistical records and may be used in surveys commissioned by our funding bodies. All personal information is kept in accordance with Privacy legislation and is not used for any other purpose without your consent. Pines Learning's Policy 35 - Privacy and Confidentiality on our website.

The Privacy Policy does not permit Pines Learning to forward student telephone numbers to anyone, including trainers. If a trainer needs a student's telephone number, the trainer must ask the student for the number or ask Reception to contact the student. Similarly, Pines Learning does not give staff or trainers contact details to students.

Photocopying and Printing

Students are welcome to use our printing and photocopying facilities for course work. The cost of printing and photocopying is 20c per page. Please see Reception staff to arrange photocopying but note that your request will be processed when time permits. The Copyright and Intellectual Property Policy is attached.

Children Attending Classes

Children between 12-15 years may enrol in adult classes if the co-ordinator and trainer agree that the class is suitable and the child is accompanied by an adult.

Children who are not enrolled are not permitted in the classroom and children are not to be left unattended in the Centre.

Young people aged 16 years and over are welcome to enrol in any classes provided they meet the course requirements.

Childcare

Onsite childcare is available to children of students. For further details contact the Childcare Manager on 0466 525 157 or 8488 7288. Bookings are essential.

Documentation

At the beginning of your course, you will be asked to complete a Learner Plan to identify your goals and current skills. At the end of the course, you will be required to complete a Learning Review. This confidential information is a requirement of the funding body and is available to them upon request. This information also contributes to the overall course evaluation undertaken by Pines Learning as

part of its continuous improvement program. A copy of your Learner Plan and Review is available from the Course Coordinator upon request and will be provided within seven working days. For privacy information, please refer to Policy 35 - Privacy and Confidentiality found in the policy section of this Handbook.

Parking/Public Transport

Parking is available at Pines Learning. If the car park is full, you may use the Pines Shopping Centre car park. Please note some parking spaces have time restrictions. Unrestricted parking is available on the roof top, accessible through the Reynolds Road entry. For further information, please contact Reception.

STAFF AT PINES LEARNING

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| General Manager | Sally Brennan |
| Finance Manager | Terri Williams |
| Childcare Manager | Rupal Chandra |
| VET Manager | Aarthi Prakash |
| Computers and Employment Pathways Coordinator | Jenny Carson |
| Community Programs Coordinator | Libby Payne |
| EAL Coordinator | Sandie Forbes |
| Reconnect Senior Caseworker | Melanie Povey |
| Reconnect Caseworker | Shenae Costigan |
| Information Management Officer | Silvana Cassar |
| Administration and Information Management Support | Sandra Toal |
| Administration Assistant | Bernie Holland |
| Administration Assistant | Janice Killiny |
| Administration Assistant | Sandra Savoia |
| Administration Assistant | Caroline Herd |
| Early Childhood Educator (ECT) | Karen Wu |
| Early Childhood Educator (ECT) | Atefeh Fani Ghanderijani |
| Early Childhood Educator (Diploma) | Vicky Liu |
| Early Childhood Educator (Diploma) | Cheenu Chandra |
| Early Childhood Educator (Cert III) | Monica Rodrigues |
| Early Childhood Educator (Cert III) | Valentina Vardari |
| Early Childhood Educator (ECT) | Michelle Hughes (Casual) |
| Early Childhood Educator (Diploma) | Fiona Porto (Casual) |
| Early Childhood Educator (Diploma) | Sara Yim (Casual) |
| Early Childhood Educator (Cert III) | Sze Man (Fannie) Cheng (Casual) |

Policies and Procedures for students

Policies and Procedures relating to this Handbook can be viewed on our website. If you prefer a copy of any policy, please ask at Reception.