



**Pines Learning**

*think ▶ grow ▶ evolve ▶ relax*

# 2023 Student Information Handbook

Pre-accredited Training  
(EAL, Employment and Pathways)

[www.pineslearning.com.au](http://www.pineslearning.com.au)



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Welcome to Pines Learning, we are a community based 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)
- Computers and Tablets
- 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.

### **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 complete 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 Centre 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

Term Breaks: Monday - Friday 9.00 am – 4.00 pm

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 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 while you are undertaking courses at Pines Learning, please feel free to contact Reception or the Course Coordinator.

Companion Card holders and support workers are encouraged to attend where appropriate with Students, please inform Reception and sign the Visitor's 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.

### **Course Evaluation**

At the end of the course, you will be requested to complete an evaluation form or Learner Review. We value your feedback and would like to find out whether the course you enrolled in met your needs. Your evaluation allows us to constantly improve the quality of our courses. Your responses remain confidential.

### **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.

### **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 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 to be 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

General Manager	Sally Brennan
Finance Manager	Terri Williams
Childcare Manager	Anne Kenworthy
VET Manager	Aarthi Prakash
Computers and Employment Pathways)	Jenny Carson
Community Programs Coordinator	Libby Payne
EAL Coordinator	Sandie Forbes
Reconnect Caseworker	Melanie Povey
Reconnect Caseworker	Shenae Costigan
Marketing and Advertising Officer	Kathy Galanis
Marketing Assistant	Sarah Toal
Information Management Officer	Silvana Cassar
Administration and Information Management Support	Sandra Toal
Administration Assistant	Bernie Holland
Administration Assistant	Janice Killiny
Administration Assistant	Sandra Savoia
Early Childhood Educator (ECT)	Tanu Guleria
Early Childhood Educator (Diploma)	Rupal Chandra
Early Childhood Educator (Diploma)	Vicky Liu
Early Childhood Educator (ECT)	Karen Wu
Early Childhood Educator (Diploma)	Atefeh Fani Ghanderijani
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)



## **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.