



Student Handbook

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1. Welcome

Welcome to your course with Comm Unity Plus. We hope you enjoy your time here and enjoy your learning experiences with us.

So that you are aware of your rights and responsibilities as a student with us, please make sure you are familiar with all of the information provided in this Handbook.

If you have not already done so you should also check the policy information available on our website at www.comm-unityplus.org.au

If you have any queries regarding any of the policies or about your course, please ask your teacher or the course Training Manager.

2. Induction

Comm Unity Plus Services Ltd is committed to providing all students with clear and relevant information. The induction includes welcoming students to Comm Unity Plus Services Ltd, telling them of their rights and responsibilities and providing information about the program, services and sites.

The induction will include going through the information in the Student Handbook and being shown the site where your training is delivered.

Please ask your teacher to explain any information that you do not understand.

My Checklist

Please complete this at your induction or first class.

Put a tick and the date, next to each section	
I know my teacher's name and the name of the Coordinator or Training Manager of my program and who to call if I can't attend	
I know the time that my teacher is available outside of class for individual assistance and questions regarding my study	
I know the Education Director's name	
I know which government funds my program	
I know the days, dates and times of my classes	

I know the contact phone number for Comm Unity Plus Services Ltd	
I know what Certificate and Units of Competency I'm studying and what I will learn	
I know where my classroom is	
I've been shown the Emergency Exits – I know what to do if there's an emergency, or a fire drill	
I've read the rules about attendance, behaviour, Equal Opportunity and Discrimination.	
I know who to talk to if I'm happy, or unhappy about something at Comm Unity Plus Services Ltd	
I have understood that all work I complete for assessments must be mine and not copied from somebody else's work or from a book or the internet	
I am aware of staying safe, and keeping my belongings safe	
I know about parking and/or public transport near my classroom	

3. Safety

Emergency Contacts

Police: 000
Fire: 000
Ambulance: 000
Lifeline: 13 11 14

OHS Contact : ohs@comm-unityplus.org.au **8312 1401**

Evacuation Points: Refer to Emergency Signs at each Comm Unity Plus Services Ltd site.

First Aid: First Aid Officers and first aid kits are available at each site. Please seek help from Comm Unity Plus Services Ltd staff if you have an injury or feel unwell. **9747 7600**

Fire and Evacuation

It is very important to remain safe when in class. We should all know where to exit the building/classroom if there is a fire or emergency. You will practice the emergency evacuation procedure during each term. Emergency exits are clearly marked in each room. Make sure you know where these exits are and if there is an emergency, follow your teacher's instructions.

Work Health and Safety

Work Health and Safety (WHS) means making your workplace or classroom safe to stop people from having accidents or being hurt or injured. **Everyone** is responsible for our own health and safety, as well as for the people around us who might be affected by our action.

Your teacher or Comm Unity Plus Services Ltd staff member will tell you about the **WHS requirements and instructions** and you must follow them. If you see anything that could or will **hurt** or **injure** someone, or cause an **accident**, tell your teacher immediately. There is a **First Aid Officer** at each Comm Unity Plus Services Ltd site.

Report any incident or hazards at work to your teacher:

- Follow all WHS **requirements and instructions** and be safe. Comm Unity Plus Services Ltd staff will tell you what to do if there is an emergency.
- Following Comm Unity Plus Services Ltd staff's instructions will help keep you safe while you are studying and if there is an emergency.
- Use equipment provided to protect your health and safety.
- Help everyone stay safe by telling your teacher about things that could hurt or injure someone, or cause an accident.
- Tell your teacher about things that you think could improve your health and safety
- Do not drink alcohol or take drugs and come to class. This can be harmful to you and put other people in danger.

Child Safety

At Comm Unity Plus Services Ltd, we have a responsibility to the children who come into contact with our staff, and the families of those children, to ensure that children are protected from any type of abuse. Comm Unity Plus Services Ltd staff, students and other representatives have a legal, moral and ethical responsibility to protect these children and take actions where they believe there is a requirement to do so.

Staff, managers, students and volunteers are encouraged to take an active role in developing and maintaining a child safe environment at Comm Unity Plus Services Ltd and

are provided with opportunities to contribute and give feedback in the development of Comm Unity Plus Services Ltd's policies and practices. Students and volunteers are also made aware of the procedures to report or disclose abuse or concerns for their safety or the safety of others.

Child safety is the responsibility of everyone at Comm Unity Plus Services Ltd.

For more details, please refer to Child Safety Policy on www.comm-unityplus.org.au

4. Student Support Services

Learning Support

Comm Unity Plus Services Ltd. is committed to assisting you with your studies. If you are experiencing difficulties any of the content and assessments and/or in your program you should contact your teacher in the first instance during the time outside of class that they have told you they are available for individual student queries and additional support.

If you are still facing difficulties, you can approach the relevant Training Manager who may be able to advise you about additional support and resources. Such advice might include a deferment of study, equitable assessment arrangements or referral to further student support service as mentioned below.

Disability Services

Most Comm Unity Plus Services Ltd classrooms have disability access. To make sure you are placed at a site with full disability access, let the Student Enrolment Officer or your teacher know your needs. We will work with you to find the right site and services to suit your needs.

Legal and Family Services

Legal Services

Brimbank Melton Community Legal Centre:	8312 2020
Victoria Legal Aid (Sunshine Office):	9300 5333
Victoria Legal Aid (Legal Helpline):	1300 792 387
Tenants Union of Victoria:	9416 2577
Job Watch:	9662 1933
Refugee and Migrant Legal Service:	9413 0100

Family Services

Violence - Women's Domestic Crisis Line:	9322 3555
West CASA:	9687 5811
Housing - <i>Salvation Army Supported Housing (SASH)</i> :	9312 3544
Family - Comm Unity Plus Services Ltd, Family Programs: (Deer Park)	9363 1811
Men's Referral Service:	9428 2899
Women's Health West (WHW):	9689 9588
Women's Information and Referral Exchange (WIRE):	9348 9416

Additional Support Services

Well-being / Prayer Rooms

We have quiet and private spaces available for prayer or other needs. Please let us know if you would like to use one when you enrol.

Bilingual Staff

Please contact your teacher if you do not understand English. An interpreter or a bilingual teacher will be called to assist you.

Careers Counselling

Careers Advisers – please contact your Training Manager for more details.

5. Training and Assessment

Training Plans

Comm Unity Plus Services Ltd will ensure that the student's training program is suitable for their individual needs by developing a training plan that meets the individual needs, links to likely jobs, participation and/or further study opportunities and recognises the individual's existing skills and knowledge.

Both the student and Comm Unity Plus Services Ltd retain a signed copy of the agreed training plan.

Please ask your teacher to explain about the units so that you understand what you will be learning.

The training plan will show you when you will start and finish each unit. Your teacher will also explain how many hours you have to attend classes, do homework exercises and how you will be assessed.

Once you both agree on the plan, the teacher will ask you to sign the Training Plan. Always ask questions so that you fully understand what you are agreeing to.

NOTE: To continue to be eligible for government funding you must continue to reside *in the State of Victoria while are undertaking your program.*

Attendance and Class Absences

You will be provided with a timetable of your classes which will help you plan your time. You are expected to be punctual for each class and stay until the class is finished.

You will have the most chance of success in your program if you:

- Attend a minimum of 80% of your scheduled classes
- Complete all homework
- Advise your teacher of any scheduled appointments that will affect your attendance
- If you are unable to attend the class for that day advise Comm Unity Plus Services on **03 8312 2030** before **10.00am**
- Plan your holidays so that you can attend all scheduled classes
- If you go to the doctor, remember to ask for a **medical certificate** to give to your teacher.

Remember: If you do not come to class, we will call you to find out why. If there is no good reason, we might withdraw (remove) you from the course.

Withdrawals

Please talk to your teacher if you cannot attend class. It is a requirement that you must attend a minimum of 80% of your classes.

If you do not attend your class for a week, you may be suspended or withdrawn from the course. You can always come back to class when you are ready to attend again. You will need to sign a withdrawal form and your teacher will explain the form and process to you.

Students who withdraw completely from a training program must notify Comm Unity Plus Services Ltd by written notice (letter, email, fax) at the soonest opportunity.

Assessment

When you come to class and learn at Comm Unity Plus Services Ltd, we need to test or check that you have understood what we have taught you. So we will conduct assessments/tests from time to time during the course.

All assessment tasks will be conducted according to Comm Unity's Assessment policy which can be found at www.comm-unityplus.org.au

REMEMBER THE FOLLOWING POINTS:

- The work must be your own and please do not copy from anyone else, from the internet or books.
- All the work should be completed and you must try your best.
- If you have trouble doing the assessment/test the first time, you can ask your teacher and do the assessment/test again.
- You need to sign a form that says, "**this is my own work**" so please do not copy from others and keep a record of what you are signing.
- You can also give feedback to your teacher about the test.
- The assessment methods will be as per the rules and will include reading tasks, writing tasks, speaking and listening tasks and sometimes the teacher may ask you to use the computer.

The Consequences for Plagiarism (what happens if you are caught cheating)

First time may include:

- A warning given and no further action taken;
- The student may be required to resubmit the item of work;
- The student may be required to complete a new assessment task;
- Award Not Yet Competent for that assessment;
- Or any combination of the above.

The next time you are caught cheating will be very serious and may include:

- Suspension from school;
- Removed from school permanently and cannot study here;
- Or other punishments

Please ask your teacher for the **Plagiarism and Cheating** policy for more information.

Course Feedback

At the completion of your program we will ask you for some feedback on the quality of the training and assessment provided. We will use this information to continuously improve the way we deliver this program to students.

Certificate or Statement of Attainment

The information on this page is for students enrolled in accredited training programs only.

When you complete the full course by attending the classes and undertaking all the tests/assessments, you will be eligible to receive a Statement of Attainment or a Certificate.

An accredited certificate is issued after **successful completion** of all units in a qualification.

Students who successfully complete **one or more units** of competency within a qualification will receive a **Statement of Attainment**.

Please ask your teacher the number of hours and units you have to complete to achieve your Full Certificate.

These qualifications are nationally recognised qualifications. Each unit you complete is also nationally recognised.

We encourage you to complete the course and receive the full certificate to support you to find a job and improve your skills.

Classroom Rules and Behaviour

All Comm Unity Plus Services Ltd training is currently conducted in the classroom. Online learning is not available.

Day classes will not commence before 9.00 am and will not continue after 2.45 pm, unless arranged to suit student needs and preferences.

Evening Classes will not commence before 5pm.

While you are learning at Comm Unity Plus Services Ltd, please follow these rules:

- Attend classes regularly
- Dress code for classroom training is neat and presentable
- Arrive to class on time, and do not leave class early
- Call the office between 8.30 am and 10.00am if you can't come to class or tell your teacher the day before (we will ask you to provide a medical certificate if you are sick)
- Please do not bring your children to class
- Please avoid using mobile phones in the class and make sure they are switched off
- Speak only English in your classroom
- Talk to your teacher about what you are learning and would like to learn
- Work co-operatively with your teacher and other students and respect one another
- Do not be disruptive or make it hard for other people to learn.
- Take good care of all equipment and tell your teacher if something is broken or unsafe
- Respect other people's property and opinion and be polite and considerate
- Follow Comm Unity Plus Services Ltd sites Health and Safety Procedures
- Use the email or internet for study only

- Talk to a teacher, Coordinator, Training Manager or Director of Education Program, Centrelink or Job Services Australia Provider if you are having problems
- Do not smoke, drink alcohol or use drugs inside the buildings, including the toilets
- Do not remove any Comm Unity Plus Services Ltd property or equipment without permission
- Be sensitive about giving gifts to your classmates - it may make them feel uncomfortable
- Tell Comm Unity Plus Services Ltd if there is something you are not happy about
- Do not give false information
- Do your own work, do not copy from other sources or people

Are there any rules that you would like to add to this list? Note that all of the people in the group will need to agree on any additional class rules set.

Kitchen and Lunch Areas

Tea and coffee, a refrigerator and microwave are available in the kitchen area. It is your responsibility to keep the kitchen area clean and tidy at all times. You are welcome to have your lunch in the kitchen or at the tables and chairs in the classroom or break-out area.

Lost and stolen property

Comm Unity Plus Services Ltd will not be responsible for any lost or stolen personal property such as bags, purses, mobile phones, or wallets. Keep all personal belongings with you at all times. Any person involved in theft or unlawful activities while at Comm Unity Plus Services Ltd will be reported to the police.

We are all equal – Access and Equity

At Comm Unity Plus Services Ltd, all the students are given the same **opportunities** and **do not face any discrimination**. Comm Unity Plus Services Ltd does **not discriminate** against staff or students on the basis of gender, age, ethnicity, nationality, culture, location, disability or medical status, disadvantage, economic circumstances, sexual preferences, marital status, literacy or numeracy abilities, or religious, political or trade union affiliation.

Complaints about discrimination or denial of equal opportunity should be made to the Comm Unity Plus Services Ltd Director of Education.

- Do **NOT** use language that discriminates against others.
- Do **NOT** tell racist, religious or sexist jokes.
- Do **NOT** speak to, or about, others regarding religion, sex or race.

- Do **NOT** make any comments about another person's race, colour, sexual preference, physical or mental capacities or disabilities, marital status, political preferences or social origins.
- Do **NOT** make anyone feel uncomfortable by talking, writing, or drawing about sex. Comm Unity Plus Services Ltd follows Australian laws about sexual harassment in its policies. Sexual harassment is against the law.

6. Course Fees and Refunds (Skills First and ACFE)

Prior to course commencement, you will be issued with an invoice for all fees payable. Invoice payment is required **prior to 14 days** after course commencement.

In terms of refunds you will receive:

- A refund of tuition fees paid if you withdraw from a course any time up until 4 weeks after the course commencement date
- A full refund of fees if Comm Unity Plus cancels the course due to low student numbers or other reasons or the suggested class location and time are not suitable for the candidate
- A partial refund if you have paid full fees but provided a Health Care Card within 5 working days of course commencement

Comm Unity Plus Services Ltd retains the right to grant refunds in other circumstances as it sees fit.

7. Privacy and Confidentiality

Privacy

Comm Unity Plus Services Ltd is bound by the *Privacy Act 1988* (and the recent amendments made to that Act by the *Privacy Amendment (Enhancing Privacy Protection) Act*), the Victorian *Information Privacy Act 2000*, as well as other laws which impose specific obligations when it comes to handling information.

When it comes to handling information, we will:

- collect only the information Comm Unity Plus Services Ltd needs for our primary function;
- make sure you know why we collect this information and how we will use it;
- use and disclose personal information only for our enrolment purposes; and
- store your personal information securely and protect it from unauthorised access

To view our privacy statement, visit www.comm-unityplus.org.au

Confidentiality and Access to Records

Comm Unity Plus Services Ltd is required to provide you with any information in relation to your enrolment, assessment and other records. For further information, please see our Privacy Policy.

You may request access to any personal information we hold about you at any time by contacting us. Requests for access to, or correction of personal information should be made in writing addressed to the Training Manager. The Training Manager will arrange for supervised access. Records can only be viewed at the Comm Unity Plus Services Ltd office where the file is located and cannot be removed.

Photos and videos

You must complete a consent (to agree) form for the use and storage of your photos and your written and/or oral work. If you prefer not to have your photos kept by Comm Unity Plus Services Ltd, we will not keep them in your file. Please talk to teacher and ask for more information.

8. Student Misconduct

To maintain an environment conducive to learning, Comm Unity Plus Services Ltd. strictly prohibits the following behaviours in the classroom:

Behaviour Misconduct

- Disruption during classes;
- Theft of or damage to property;
- Assault and/or physical obstruction;
- Intimidation (oral, written, physical, via equipment, and including, but not limited to, stalking);
- Bullying/Harassment;
- Being under the influence of/in possession of illegal substances;
- Providing false information/falsifying files;
- Use of classroom and personal equipment for non-learning activities during class time; or
- Any other behaviour which is deemed negative to the operations of Comm Unity Plus Services Ltd.

Academic Misconduct

Plagiarism and/or breach of copyright of material will result in the student undertaking an alternative assessment task and, if relevant, appropriate parties being notified. Breach of Copyright is illegal and may be reported. Plagiarism is a breach of Comm Unity Plus Services Ltd. Code of Ethics and Conduct, and will be treated seriously.

Network Misconduct

Students will not engage in wilful use of classroom computers for bullying, damaging or deleting data, attempting to decode passwords, or any activity which breaches law/legislation, and any other behaviour which is deemed negative to the operations of Comm Unity Plus Services Ltd.

Penalties for misconduct will be proportionate to the misconduct, and will take into account the student's circumstances. All illegal misconduct will be reported to the relevant authorities.

9. Student Complaints and Appeals

If you have a concern regarding your course or you are not happy with something at Comm Unity Plus, you are entitled to make a complaint.

If you are not satisfied with a decision that Comm Unity Plus has made regarding a complaint or an assessment arrangement or outcome, you are entitled to appeal that decision.

The process in both cases is as follows:

1. Talk to your teacher
2. If the issue is not settled, you should complete a **Student Complaints and Appeals Form** (download from www.comm-unityplus.org.au) within 7 days or as soon as possible after the issue has taken place and submit to your Training Manager
3. If the issue is not resolved within 7 days of submitting the Form, it will be referred to the Director Education
4. If the organisation still cannot resolve the issue to your satisfaction, you may take the complaint to the Complaints Unit of the Victorian Registration and Qualifications Authority (VRQA). There are a variety of processes for contacting the VRQA and making a complaint. These are outlined on the VRQA website:

<https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Comm Unity Plus Services Ltd Commitment

Comm Unity Plus Services Ltd is committed to ensuring that your complaints are dealt with in a timely and proper manner. Kindly note, some complaints may need to be referred to the police or other relevant government departments as per the legal rules in Australia.

10. Student Comments & Suggestions, or Compliments Form

Do you have any comments on the support services we offer? We welcome any comments, suggestions or feedback whether it is negative or positive. This feedback helps us improve our services. Forms available at each class site.

Write your comments or suggestions, or say thanks, here: If you wish to receive a reply you will need to supply your name and phone number. If you prefer to remain anonymous, then you have that right and do not need to supply your personal detail.

Your name	
Your phone number:	

This form will be given to the Training Manager.

Date Received by

Comm Unity Plus Services Ltd Staff:
