



Pines Learning

think ▶ grow ▶ evolve ▶ relax

Student Information Handbook 2012

www.pineslearning.com.au

Pines Learning
1/520 Blackburn Road
Doncaster East 3109

Registered No:A:3034 90Z
ABN: 49 115 297 243
Melways Ref: Map 34 D5

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PINES LEARNING is a community based not-for-profit organisation.

Mission: Pines Learning encourages, empowers and enriches the community by providing quality, diverse lifelong learning opportunities in a supportive environment.

Vision: Pines Learning has wide networks and demonstrates continuous growth, contributes to social, cultural and community strengthening and embraces and celebrates diversity.

Core Values: Pines Learning

- “ Respects the dignity and rights of individuals
- “ Is committed to lifelong learning
- “ Encourages people to fulfil their potential
- “ Responds to community needs
- “ Embraces innovation and change
- “ Promotes excellence
- “ Celebrates diversity
- “ Encourages partnerships, teams and cooperation
- “ Provides a welcoming and supportive environment.

REGISTERED TRAINING ORGANISATION

Donvale Living & Learning Centre Inc (Registration No 3774) trading as **Pines Learning** is a Registered Training Organisation delivering Nationally Accredited courses.

OFFICE HOURS

The office is open between 9:00 am and 4:00 pm Monday to Friday during school terms.

Messages may be left on message bank after hours.

TERM DATES - 2012

Term 1 - 1 February - 30 March

Term 2 - 16 April - 29 June

Term 3 - 16 July - 21 September

Term 4 - 8 October - 21 December

CLASS TIMES & START DATES

Class times vary depending on the courses. Class times range from 1 hour to 6 hours duration once or twice per week. Refer to the relevant timetable or your enrolment receipt for class start dates, times and venue.

BOARD OF MANAGEMENT

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

Students are encouraged to become involved in Pines Learning by becoming a member of the Incorporated Association. This allows students to attend Board of Management Meetings as an observer and also gives the right to vote at the Annual General Meeting. Membership is only \$2 per year.

If you would like to join our Board and learn new and exciting skills that will contribute to your personal growth and help your community, contact the office for further details.

If you are interested please ask for details at Reception.

COURSES OFFERED AT PINES LEARNING

Computers and Internet

Language & Literacy

English as a Second Language (ESL)

Youth

Victorian Certificate of Applied Learning (VCAL)
Personal Development, Life Skills, Health Issues,
Literacy & Numeracy

Vocational Education & Training (VET)

Certificate III in Aged Care Work (CHC30102)
Certificate III in Home & Community Care (CHC30202)
Certificate III in Children's Services (CHC30402)
Diploma in Children's Services (CHC50302)
Certificate II in Information Technology (ICA20105)
Certificate III in Business Administration (BSB30407)
Certificate II in Retail Operations (WRR20102)
Certificate I in Vocational Preparation (21625VIC)

Health, Fitness & Well Being

General Interest

ENROLMENT

Enrolments can only be processed with full payment of course fees prior to the commencement of classes. Enrolments may be made in person by cash, cheque, credit card and EFTPOS, or by phone with credit card.

Concession rates apply to some courses for registered unemployed, pensioners and health card holders.

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.

STUDENT SUPPORT

Pines Learning provides a supportive environment. If you have any difficulties or issues while you are undertaking courses at Pines Learning, please feel free to contact your Program Coordinator. This person is listed under the Pines Learning Staff section (page 7) of this handbook. A mutually convenient time to discuss your concerns will be made.

CLASSROOM CONDUCT FOR STUDENTS

Students must adhere to Class Conduct Policy of the Centre. Please see attached policy.

COURSE EVALUATION

At the end of each course you will be asked to complete an Evaluation Form as we value your opinion and would like to find out whether the course you enrolled in met your needs. Your evaluation also allows us to constantly improve the quality of our courses. Your responses remain confidential and anonymous.

COURSE MATERIALS

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

COURSE INFORMATION

Access to curriculum documents and training packages is available on request. Students enrolled in accredited courses will receive copies of required outcomes at the start of each class and may access their records/results while undertaking a module/unit/course on request.

Students may appeal against an assessment outcome with their tutor or the relevant program area coordinator. The tutor and coordinator will then review the appeal and contact the student to discuss the options/outcome. If appeal result is unsatisfactory to the student you can then refer to the Complaints & Appeals Policy for Students.

ADMISSION REQUIREMENTS

There are no formal entry requirements. All prospective students are interviewed at or prior to enrolment to ensure that they enrol in a course best suited to their level and ability.

CREDIT TRANSFER

Pines Learning recognises Statements of Attainment and Qualifications issued by other Registered Training Organisations.

RECOGNITION OF PRIOR LEARNING (RPL) / RECOGNITION OF CURRENT COMPETENCIES (RCC)

If you are enrolling in a nationally accredited certificate course previous work experience or studies may entitle students to exemptions from some modules. Speak to your Program Coordinator if you believe you may be eligible to claim RPL / RCC for any of the units. A fee will be charged if it is agreed that RPL / RCC will be conducted.

LOST CERTIFICATES

Requests for replacement Certificates or Statement of Attainments must be made in writing with full details of the lost Certificate (including names, course, date of course completed)

There will be a \$15 administration charge for replacement.

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 Reynolds Road entry. For further information please contact reception.

PHOTOCOPYING & PRINTING

Students are welcome to use our printing & photocopying facilities for course work. The cost of printing & photocopying is 20¢ per page.

Please see attached Copyright law.

LEGISLATION & TRAINING INFORMATION

Please refer to the following websites that will provide you with legislation information that may significantly affect your participation in Vocational Education:

www.dest.gov.au/sectors/training_skills www.otte.vic.gov.au
www.tpatwork.com www.ntis.gov.au

PRIVACY

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

CHILDCARE

Childcare is available Monday to Friday between 9:00 am and 4.00 pm. Normal booking is 3 hours per day. Some 5 hour sessions are available to children over 3 years old, subject to availability.

Bookings are essential. Please note that it is Centre policy that children are not permitted in adult classes. A Late Collection Fee of \$20 may be charged if you are more than 10 minutes late collecting your child at the end of any session.

FEES AND CHARGES FOR ADULT COMMUNITY AND FURTHER EDUCATION, AND SKILLS VICTORIA FUNDED COURSES

Course fees for pre-accredited courses include a tuition fee of up to \$1.08 per program hour.
Course fees for accredited courses at foundation skill level include a tuition fee of up to \$1.08 per program hour.

Course fees for accredited courses at skills creation level include a tuition fee of up to \$1.62 per program hour.

Course fees for accredited courses at skills building level include a tuition fee of up to \$2.17 per program hour.

Course fees for accredited courses at skills deepening level include a tuition fee of up to \$4.33 per program hour.

Concession on tuition fees in accordance with the 2012 Ministerial Guidelines about fees. Student Services and Materials Fee is set for each course according to the level of service and materials required.

TRANSFERS:

All courses - students may transfer to another course of equal cost (or more on payment of difference in the same term, or semester for a semester long course) at Pines Learning, depending on availability. All such transfers are subject to conditions of Refund Policy. Deferment from one term/semester to the next is not possible.

ACFE funded courses only

If written notice of transfer to another recognised educational institution course is given within 4 weeks of commencement of the course, a full refund will be given if written confirmation or re-enrolment is provided.

REFUNDS / WITHDRAWALS

Please refer to the Refund Policy which is included in this Handbook

THE FOLLOWING POLICIES ARE ATTACHED TO THIS HANDBOOK

- Classroom Conduct
- Refund of Fees Policy
- Use of Computers Policy
- Occupational Health and Safety Policy and Procedure
- Intellectual Property
- Copyright
- Your Privacy Information
- Privacy Policy
- Equal Opportunity & Harassment Information
- Complaints and Appeals Policy and Procedure
- Disciplinary Policy and Procedures
- Commitment to Australian Democracy

AUTHORISATION TO ACCESS STUDENT RECORDS

Students must sign an authorisation form for disclosure of any student records and/or any other relevant information held relating to courses attended at Pines Learning . This authorisation remains in force until further notification in writing is provided by the student to Pines Learning .

PINES LEARNING STAFF

Centre Manager	Kalli Taifalos
Voc. Ed. & IT Training Manager	Denise Shelton
Community Services Training Coordinator	Sandra Bowtell
Business Services & IT Training Coordinator	Jenny Carson
Office Manager & Information Management Support Officer	Brenda Humphreys
VCAL Manager	Alex Acosta
VCAL Coordinator	Rosanne Astuto
ESL Coordinator	Sandie Forbes
Community Development & Promotions Manager	Jenny McMahon
Community Programs Coordinator	Christine Gray
Childcare Manager	Anne Kenworthy
Finance Manager	Terri Williams
Student Liaison Officer	Julie Cranwell
Flexible Delivery Officer	Christine Dix
Assistant to Centre Manager & Program Coordinators	Kathy Galanis
ESL Administrative Assistant	Magdalena Christodoulou
Administrative Assistant	Bernie Holland
Administrative Assistant	Sandra Toal
Administrative Assistant	Silvana Cassar
Childcare Worker (Room Leader)	Rupal Chandra
Childcare Worker (Room Leader)	Fiona Porto
Childcare Assistant	Monica Rodrigues
Childcare Assistant	Valentina Vardari
Childcare Assistant	Jane Smith