

STUDENT HANDBOOK




**Yarrowonga
Mulwala**

Community & Learning Centre

Version 05 / January 2024

Yarrowonga Neighbourhood House Inc.
trading as
Yarrowonga Mulwala Community & Learning
Centre
ABN 39 126 270 641 | RTO 21765
1 Hargrave Court, (PO Box 308) Yarrowonga
VIC 3730
Phone 03 5744 3911 | Fax 03 5744 2700



Every effort has been made to ensure that the information in the Student Handbook is correct as of January 2024. Yarrowonga Mulwala Community & Learning Centre reserves the right to amend this handbook and related policies from time to time without prior notice. All current versions of this handbook will be posted on our website with notifications of updates made in Moodle for all existing students enrolled with us. Policies may have been only partially reproduced in this brochure. Students are encouraged to enquire at YMCLC for full and current policies.

Original Version	13/11/2006
Current Version	18/01/2024

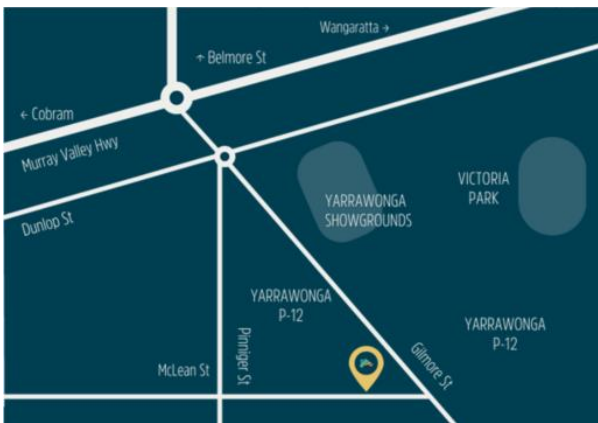
Contents

STUDENT HANDBOOK.....	1	5 ASSESSMENTS.....	12
1 WELCOME.....	4	5.1 Submitting Assessments	14
2 ABOUT US.....	4	5.2 Issue of Certificates and Outcomes	15
2.1 Our Vision	4	6 PROTECTING OUR STUDENTS	16
2.2 Our Mission	4	6.1 Student Safety	16
2.3 Our Core Values	4	6.2 Child Safety and Wellbeing	16
2.4 Core Functions	5	6.3 Drugs and Alcohol.....	16
2.5 Office Hours.....	5	6.4 Records Retention Policy	16
2.6 The People at YMCLC.....	5	6.5 Third-Party Arrangement	16
3 ADMISSION AND ENROLMENT.....	6	6.6 Harassment and Discrimination	16
3.1 Apprentices and Trainees	6	6.7 Sexual Harassment.....	17
3.2 Unique Student Identifier (USI)	6	6.8 Equal Opportunity.....	17
3.3 Students with Special Needs / Disabilities... 8		6.9 Complaints and Appeals	17
3.4 Language, Literacy, Numeracy and Digital Skills (LLND).....	8	6.10 External Review	17
3.5 Confirmation of Enrolment.....	8	7 FACILITIES.....	18
3.6 Student Support.....	8	7.1 Wall Care	18
3.7 Fees.....	9	7.2 Smoking	18
3.8 Legislative and Regulatory Requirements ... 9		7.3 Work Hazards.....	18
4 LEARNING WITH US.....	10	8 GENERAL INFORMATION	18
4.1 Training Plan	10	8.1 Personal Belongings.....	18
4.2 Attendance Requirements.....	10	8.2 Fire and Emergency Drill Procedures	18
4.3 Access to Information Technology	10	8.3 Emergencies/First Aid.....	18
4.4 Student Code of Conduct & Online Behavioural Expectations.....	11	8.4 Security	19
4.5 Qualification Time Limits.....	11	8.5 Marketing.....	19
4.6 Work Placement	11	8.6 Continuous Improvement.....	19
4.7 Change of Details	12		
4.8 Course Withdrawal.....	12		
4.9 Qualification Updates	12		
4.10 Superseded Qualifications.....	12		
4.11 Student Surveys by Government Bodies ... 12			
4.12 Online Service Standards.....	12		

1 WELCOME

Welcome to Yarrowong Mulwala Community & Learning Centre (YMCLC). This handbook is your guide to navigating your learning experience. We urge you to read it so you have all the information you need for studying with us, understand what you can expect from us, and what we will expect of you.

We are very excited to have you as a student and hope your educational experience with YMCLC is better than you ever expected.



2 ABOUT US

A not-for-profit community-based organisation, YMCLC has four core functions:

- Neighbourhood House
- Adult & Community Education
- Services Australia Agency
- Community Programs

YMCLC is very much team focused, with staff and volunteers from a variety of backgrounds and work experiences creating a diverse and friendly work environment.

We pride ourselves on being accessible and welcoming to all, providing a broad range of quality programs, services, and activities to increase life opportunities, choices and skills. We believe in actively promoting self-help, personal and community development, and linking people to information, knowledge, and social activities.

YMCLC offers a 'whole of community service' that works towards creating trusting partnerships and collaboration with key local and regional agencies to develop a coordinated approach to building positive social capital, skills, and access to services, as well as providing direct services to clients and fostering self-help.

We are guided by the Vision and Mission of the organisation which reminds us why we are here and what we are striving to achieve.

2.1 Our Vision

Empower individuals to live their best life.

2.2 Our Mission

To provide a whole range of community services that increase life opportunities, choices and skills for all people including those experiencing economic hardship.

2.3 Our Core Values

The following values underpin everything we do:

Community focused

We pride ourselves on connecting people and leading the community to grow and prosper. Whether it be connecting a volunteer to services, supporting an individual experiencing financial hardship, providing facilities for a local group, or helping a student to gain employment; we are committed to building a vibrant community in which we all thrive.

Lifelong learning

It's never too late to learn something new. Knowledge is power; it unlocks opportunities, it enlightens us and gives us control across all areas of our life. We foster personal growth, create meaningful connections and support individuals to reach their potential.

Welcoming

Our door is always open. People can be at their most vulnerable when they come to us, we are known to be a place where everyone can feel comfortable, a place where they will be greeted with a warm welcome. We embrace and understand diversity and provide equal opportunities in an environment where everyone matters.

Respectful

Whether we are talking to the prince or the pauper we treat everyone that we deal with equally. Dignity and kindness are at the centre of our approach; this allows people to come to us in trust feeling self-assured. We are polite and kind in our nature, we respect all individuals and value their contribution.

Adaptable

We are committed to being resourceful, innovative and responsive in our delivery of training and services to the community. Evolving, being flexible and a proactive attitude are essential in adapting to change, embracing growth and progressing as an organisation.

2.4 Core Functions

Accessible and welcoming to all, YMCLC is a value-based community service which:

- Provides a broad range of quality programs, services, and activities
- Links people to information, knowledge, social activities, and personal development
- Embraces innovation to be at the forefront in delivery of education, training, and community services
- Actively promotes self-help and community development

Learn Local

Our aim as is to provide the local community with quality training options and be seen as the first point of contact for any training enquiry.

YMCLC delivers a range of courses including introductory computer courses, Skills for Work and Study programs and other general education.

Registered Training Organisation (RTO)

As a professional RTO striving to meet and exceed industry standards, we deliver a range of accredited vocational training and entry-level courses.

Scope of Registration as of January 2024:

Qualifications:

- CHC30121 Certificate III in Early childhood Education and Care
- CHC33015 Certificate III in Individual Support (superseded by CHC33021 Certificate III in Individual Support)
- CHC33021 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability (superseded by CHC43121 Certificate IV in Disability Support)
- CHC43121 Certificate IV in Disability Support
- CHC50121 Diploma of Early childhood Education and Care

Stand-alone Units:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide first aid
- SITHFAB021 Provide responsible service of alcohol
- SITHGAM022 Provide responsible gambling services
- SITXFSA005 Use hygienic practices for food safety

Our quality-based approach to delivering VET qualifications consists of a range of teaching and learning strategies such as face-to-face classes, online learning, virtual support, and hands-on experience in the work environment. Our passionate team have relevant industry experience and qualifications and are committed to supporting students to successfully achieve outcomes.

Services Australia Agency

From 9:00am to 4:00pm Monday to Friday, YMCLC provides Self-Service facilities and a Services Australia Agent to assist Centrelink, Medicare and Child Support customers with:

- internet enabled computers and printers to scan, copy, print and upload documents
- free Services Australia Wi-Fi
- free phone to call Services Australia
- verification of identity documents
- online information about payments and services
- setting up and accessing digital services
- referrals to other services

Neighbourhood House Coordination Program (NHCP)

We provide information on, or referral to, a wide range of services, including housing and tenancy, financial counselling, health, social group activities, aged care, disability, disability employment services, tax help and other visiting support services.

Our social hub links members of the community with other like-minded people with regular community activities. We also respond to the needs of the community by helping to establish support groups for people with specific needs.

Our Connecting Community & Resilience Program links socially isolated and lonely people with community activities to improve their mental and physical well-being.

Moira Food Share

YMCLC works in partnership with MHA Care to support the dedicated and passionate volunteers who run the Moira Food Share Program to distribute food donated from various sources to people in our community experiencing social and financial hardship.

This service can be accessed in the Community Centre from 1:00pm to 3:00pm Monday to Friday.

2.5 Office Hours

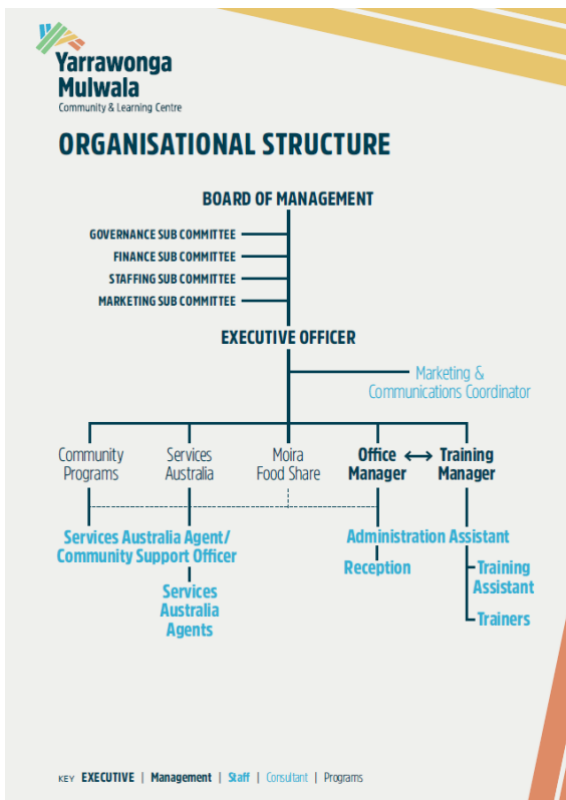
YMCLC is open 9.00am to 4.00pm Monday to Friday excluding public holidays. Classes, activities, and appointments can be held outside these hours when required.

2.6 The People at YMCLC

Board of Management

YMCLC is governed by an independent Board of Management consisting of volunteers from our community who bring a wealth of expertise in the areas of business management, finance, education, and community development.

The Board meets monthly with the Executive Officer.



Staff

The following roles are filled by the YMCLC staff team:

Executive Officer Julie-Anne Clarke
jaclarke@ymclc.edu.au

Office Manager Kathy Fry
kfry@ymclc.edu.au

**Services Australia Agent /
Community Support Officer** Nicole Jackson
njackson@ymclc.edu.au

Training Manager Sharron Johnson
sjohnson@ymclc.edu.au

Training Assistant Brenda Lawrence
blawrence@ymclc.edu.au

Administrative Assistant Alice McKenna
amckenna@ymclc.edu.au

Trainers

Trainers and assessors employed by YMCLC must meet specific requirements to deliver training and assessment services. For Skills First trainers, this includes holding a relevant TAE qualification, formal qualifications and a broad industry knowledge and experience.

We also require our Trainer/Assessors to undertake continued professional development in the fields of knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

Volunteers

YMCLC has a volunteer program offering a range of roles including Board of Management, administration, Oral History, tutoring, gardening, community programs and tax help. As valuable members of our team, volunteers currently provide around 50 hours of service every week.

3 ADMISSION AND ENROLMENT

YMCLC is committed to ensuring its processes are fair, equitable and consistent with the Australian Core Skills Framework levels (ACSF), workplace performance, and national training package and funding requirements.

Only applicants who meet the entry and eligibility requirements for a qualification will be considered for enrolment admission.

The following selection criteria may apply:

- Meeting eligibility requirements for funding arrangements applying to the qualification
- Meeting prerequisites required for entry
- Meeting age requirements that may be in place for a particular funding arrangement
- Meeting language, literacy, numeracy and digital skills (LLND) requirements for the qualification
- Agreeing to policies, procedures, codes of conduct and terms and conditions of enrolment
- Understanding delivery and assessment requirements of the service

The enrolment process will be conducted over various stages with representatives from YMCLC, including:

- Pre-enrolment conversations or attendance at an information session
- Confirmation of enrolment
- Completion of enrolment orientation

You will be provided with information about your rights and responsibilities and documentation will be gathered to assess eligibility for the elected qualification. You will be required to:

- Complete the Language, Literacy, Numeracy and Digital Skills Assessment (LLND)
- Provide necessary documentary evidence such as transcripts of previous qualifications and photo ID
- Confirm citizenship or permanent residency, employment and residency status

3.1 Apprentices and Trainees

If you are already employed in your chosen field, speak with the Training Manager about applying to enrol with YMCLC as an Apprentice or Trainee.

3.2 Unique Student Identifier (USI)

To be issued certification documents, students undertaking nationally recognised training must provide YMCLC with a valid USI unless an exemption applies under the Student Identifiers Act 2014.

Your USI is a series of numbers and letters which reference a lifetime record of study and allows online access to training records and results (transcripts).

If you don't have a USI or have forgotten it, we can create/locate one on your behalf, or you can visit <https://www.usi.gov.au> to do it yourself.

If you don't have a USI, training will not be included on an authenticated USI VET transcript, and you will be ineligible to obtain:

- financial assistance under the VET Student Loans Act 2016
- an authenticated USI VET transcript (or an extract)
- Commonwealth support, or to apply for HECS-HELP assistance or FEE-HELP assistance
- OS-HELP assistance
- SA-HELP assistance in relation to student services and amenities fees

Privacy Notice for Students

The Office of the Student Identifiers Registrar's privacy obligations require us to:

- be open and transparent about how we hold, use and disclose personal information
- have a privacy policy in place that is reasonably available to the public
- ensure the security of personal information and protect against misuse, loss, interference, unauthorised access, modification or disclosure
- ensure that personal information held, used or disclosed is accurate, up to date, complete and relevant

We are committed to ensuring the proper handling of your personal information in accordance with the Privacy Act 1988 ('Privacy Act'). We are an 'APP entity' that must comply with the Australian Privacy Principles (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulate how entities must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

Information provided through the USI application process is collected for the purposes of:

- processing your application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- organisations, departments, regulators and other persons for the purposes of performing functions or exercising powers
- the Oversight Authority to enable them to perform their functions pertaining to digital identity
- current and former registered education and training providers to enable them to deliver VET and Higher Education courses. meet their reporting obligations under the VET and Higher Education standards and government contracts and assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the USI's Privacy Policy.

Personal Information

The USI application requires personal information to confirm your identity and ensure your USI is unique, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents

The USI Registry System keeps information about your name, date and place of birth, gender, contact details and the type of identification provided but doesn't retain details from the ID used to create your USI.

If you've authorised a third party to create a USI on your behalf, typically an education or training provider, they're required by law to destroy your personal information as soon as possible after making the USI application.

USI VET Transcripts

For USI account holders undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER.

NCVER is authorised to disclose information to the:

- Australian Government Department of Employment and Workplace Relations (DEWR)
- Commonwealth, State and Territory authorities that deal with matters relating to VET and VET regulator for the purposes of:
- the administration of VET administration, regulation, monitoring and evaluation
- facilitating research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may disclose personal information to persons engaged to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

Please refer to NCVER's Privacy Policy for more information about how they will handle your personal information.

3.3 Students with Special Needs / Disabilities

YMCLC promotes, encourages and values equity and diversity. We ensure services are provided fairly to all who enrol with us.

During pre-enrolment, you will be asked to disclose any disabilities or specific learning requirements that may impact your ability to undertake the course. The Training Manager will then obtain further information to determine whether enrolment will commence, and what supports are required. If approved, you will be provided with an individual support plan.

Learning challenges include, but are not limited to:

- Language, literacy, or numeracy
- Computer literacy (digital skills)
- Culture
- Workplace and study environment
- Disability

As all students are required to fulfil the core requirements of units of competency, reasonable adjustments may be provided according to the nature of the disability or difficulty to ensure there are no barriers to demonstrating achievement. YMCLC will only make adjustments which don't:

- compromise the level of skills and knowledge expected within a unit of competency

- compromise the integrity of the qualification
- require costs or resource provisions outside of our capacity

For further information, please refer to our Access and Equity policy.

3.4 Language, Literacy, Numeracy and Digital Skills (LLND)

LLND is a mandatory skills assessment in line with the ACSF that you are required to complete during the pre-enrolment process for our Certificate courses. YMCLC utilises an online platform called LLN Robot and will assess your LLND levels to enable us to identify if you require any additional supports.

Core skills are based on the requirements of a job the qualification relates to or prepares you to perform, not on qualification levels. Two qualifications at the same level can have very different core skills levels, e.g., some Certificate IV qualifications need a high understanding of mathematics (ACSF level 4 numeracy) while others have a much lower focus on numeracy (e.g., ACSF level 2 numeracy).

Information on the ACSF can be found at <https://www.education.gov.au/australian-core-skills-framework>

YMCLC may refer you to the following LLND networks for further support:

- The Reading and Writing hotline (support for developing LLND skills in all areas)
- BBC Skillswise (a website where you can practice and develop your LLND skills)
- Enrolment into a pre-accredited course (such as "Literacy for Life" or "Digital Essentials")

3.5 Confirmation of Enrolment

Upon finalisation of the enrolment process, you will receive written confirmation via email. If confirmation of enrolment is required for support services such as Centrelink, YMCLC will evaluate if you have been actively participating in the qualification before issuing such a confirmation.

3.6 Student Support

You will generally be allocated one trainer and assessor to support your learning journey. However, during times of unforeseen circumstances such as changes to the YMCLC team, it may be necessary to allocate a different trainer. You will be advised of any changes to your assigned trainer/assessor.

The Training Manager and Training Assistant are available to help students for non-academic and administrative queries and will endeavour to respond

to enquiries/requests within a maximum of five (5) business days. They can be contacted on learning@ymclc.edu.au or by phoning 03 5744 3911.

3.7 Fees

YMCLC is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognized qualification. These fees are set annually and cover administration, student amenities, course materials and training and assessment services, and are outlined on our website and in our brochures.

Funded Fees

To be eligible for government funding, you must meet the requirements discussed at your Pre-training Review.

Concession Fees / Asylum Seekers

You must have an approved concession card or be an asylum seeker to be eligible for the concession fee.

Aboriginal Access Fee Waiver

If you identify as Aboriginal or Torres Strait Islander, you will only be charged fees for materials, amenities and administration.

Full Fees

You will only be charged the full fee amount if you do not meet the requirements for any of the above.

Instalment Agreements

Course fees can be paid by cash or EFTPOS at the Learning Centre, directly into our bank account, by CentrePay, or by an instalment agreement. Please refer to the Instalment Agreement for Terms and Conditions.

If your Instalment Agreement is not adhered to, YMCLC reserves the right to withdraw you from your course, at which time no refunds will be issued on payments already received. The balance of the course fee will be voided.

Financial Hardship

Fees and charges may be reduced in hardship situations. YMCLC will address claims of financial hardship with sensitivity, treating details with the utmost confidentiality. If you are suffering financial hardship, please speak to the Training Manager.

Limiting Fees Being Paid in Advance

YMCLC has a responsibility under the Standards for Registered Training Organisations to limit fees paid in advance to no more than \$1,500 per student. This requirement applies whether the payment is being made directly by you or through a third party.

Following course commencement, YMCLC require instalment payments, such that at any given time, the total amount does not exceed \$1,500.

Refunds

If we cancel your enrolment or are no longer able to offer a course which has not yet commenced, we will refund in full the fees and any applicable charges, including any materials fee (provided the materials are returned to us in their original condition) paid in advance upon receipt of an application for a refund.

If we cancel, cease or are unable to continue to offer a course which has commenced, we will refund a portion of the tuition and materials fees for any unit of competency as per the Cancellation & Refunds policy.

When applying for a refund, please provide the following information in writing to the Training Manager at learning@ymclc.edu.au:

- Your full name
- The qualification/units of competency/modules or unit of study you wish to claim a refund for
- The amount of fees and any applicable charges to be refunded
- The grounds for applying for the refund, and
- Any supporting evidence to support your request.

All written applications for a refund will be considered and the outcome and reasons for the decision will be notified within 30 days. Any refund will be paid by electronic funds transfer to your nominated bank account within 14 days of this notification.

Unpaid Fees

Students with outstanding course fees need to make payment or enter into an agreement before you can:

- enrol in further courses with YMCLC
- receive a result statement
- receive a Certificate or Statement of Attainment

3.8 Legislative and Regulatory Requirements

As part of our registration with the Australian Skills Quality Authority (ASQA), YMCLC has an obligation to ensure the quality and support we provide meets the requirements of the Standards for Registered Training Organisations 2015 which are part of the VET Quality Framework.

To ensure compliance in the delivery of training and assessment, YMCLC has internal policies, procedures and systems that guide our operations. We are required to participate in audit processes with our State Training Authority (Skills First) and ASQA upon their request. In addition, we must ensure that any third parties involved in a qualification agree to a third-party arrangement with YMCLC and comply with training requirements accordingly.

If you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook. This agreement is governed by legal

and regulatory obligations and includes but is not limited to:

- Victorian Acts and Regulations, available from 'Victorian Legislation and Parliamentary Documents' <http://www.legislation.vic.gov.au/>
- Australian Consumer Law (set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth))
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Act 2006 (Vic)
- Education and Training Reform Act 2006
- Education and Training Reform Amendment (Skills) Act 2010
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Tertiary Education Act 1993
- Vocational Education and Training Act 1990
- Working with Children Act 2005 (Vic)
- Commonwealth Acts
- Commonwealth Acts and Regulations, available from several resources including Comlaw: <http://www.comlaw.gov.au/>
- Age Discrimination Act 2004
- Competition and Consumer Act 2010
- Copyright Act 1968
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Higher Education Support Act 2003
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health and Safety Act 2007

4 LEARNING WITH US

YMCLC delivers qualifications through a blended model (a combination of face-to-face, online learning and workplace-based assessment). Units of competency are delivered individually and assessed using a range of teaching and learning strategies including, but not limited to:

- workplace tasks
- knowledge based questions
- case studies
- projects
- observation reports

4.1 Training Plan

Students undertaking a qualification with YMCLC will receive a training plan outlining the units of competency start and end dates, and other important

information. It is essential you sign and return this document as quickly as possible.

Failure to do so will result in our inability to offer training and assessment services or determine if you are progressing satisfactorily.

Once signed and returned, you will be issued with a copy of the Training Plan for your reference.

4.2 Attendance Requirements

It is a condition of enrolment and Skills First funding that evidence of your ongoing participation must be provided. You must show engagement, interaction and participation by logging in to Moodle and completing the mandatory forums and activities, attending class and undertaking learning to complete units by assessment due dates and the qualification end date.

Students who attend regularly are found to be more likely to:

- enjoy a rewarding experience with skills and knowledge development
- successfully complete their course and move into employment or further studies
- achieve better learning outcomes.

You are responsible for your own progress and are required to be proactive in reaching out to your trainer and assessor should you have any difficulties. YMCLC will support you with regular contact through various communication channels such as emails, phone calls, SMS, face-to-face classes, MS TEAMS, Student Support Meetings and the Chat function in Moodle.

Your progress will be monitored, and:

- if you are absent on two consecutive occasions or your attendance falls below 80% (for both face-to-face classes and online lessons), a follow up email will be sent
- if attendance does not resume within 4 weeks or engagement with learning and communication is avoided, a final email will be sent requesting a meeting with the Training Manager
- if no assessment is submitted over sixty (60) calendar days
- YMCLC will withdraw you from the course due to lack of progression and inform relevant parties of that withdrawal.

4.3 Access to Information Technology

YMCLC has a limited number of laptops which students may borrow for use in class. You must not use information technology provided by YMCLC to:

- create or exchange messages, including on social media, which are offensive, harassing, obscene or threatening
- visit websites containing objectionable (including pornographic) or criminal material
- exchange any confidential or sensitive information held by YMCLC (unless in the authorised course of your duties)
- create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music, or movies)
- use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities
- create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

4.4 Student Code of Conduct & Online Behavioural Expectations

YMCLC expects students to:

- behave in a manner that ensures a happy and positive learning environment for all, both in the classroom and online, keeping in mind there may be young people (under 18) attending the class
- adhere to YMCLC policies and procedures
- present for class and practical work placement (if relevant) with a neat and tidy appearance
- act ethically and not cheat or plagiarise
- show courtesy, respect and patience to staff and other students; we will not tolerate rudeness or disrespectful behaviour
- have a positive attitude towards your studies
- avoid private conversations while someone is speaking
- respect YMCLC facilities and equipment, remembering that other students and staff need to use them (i.e., keep classrooms, equipment, toilets, and kitchen area clean and tidy)
- place mobile phones on silent during class
- take calls outside the classroom so other students are not disrupted
- complete assessments in the required timeframe, in your own time unless time is allocated in class by the trainer
- be punctual and regular in attendance
- notify YMCLC if you are going to be absent from class
- share ideas and ask questions
- refrain from attending class if unwell or under the influence of drugs or alcohol
- refrain from accessing, viewing, sending, transmitting, reading, or downloading material which may be offensive, discriminate against or harass other students, staff or public

- raise any concerns to your trainer or the Training Manager

4.5 Qualification Time Limits

You are expected to progress consistently to complete your qualification by the end date on your training plan. If unable to complete the qualification by the given end date, speak with the Training Manager about your options. Situations will be reviewed on a case-by-case basis.

Funded students are allowed twenty-four (24) months due to the structure of arrangements with Skills First.

Fee for service students can request an extension in writing via email to learning@ymclc.edu.au at least eight (8) weeks prior to their training plan end date. The email must contain:

- a detailed outline of the reason for the extension
- the timeframe needed for the extension
- strategies you will put in place to ensure the qualification is completed within the extended timeframe

YMCLC will review and evaluate an extension request, considering the following requirements:

- current engagement in the qualification
- overall progress and if completion of the qualification is realistic within the allocated extension timeframe
- current skill and knowledge levels and if competency can and will be achieved within the extension timeframe
- qualification transition arrangements and timeframes (if applicable)

Written notice of the outcome to your extension request will be sent via email within fifteen (15) business days of the request.

4.6 Work Placement

Work placement is a compulsory component of training and assessment across many industries, providing an ideal opportunity to put into practice skills learnt during class.

You will be asked your preferences regarding time and location during your Pre-Training Review, so the Training Manager can organise work placement(s) and the necessary paperwork. All relevant parties must sign the work placement agreement before placement can commence.

You will be given a Work Placement Journal/Logbook containing placement information and assessment tasks to be completed while you are on placement.

Under the Fair Work Act 2009, students completing practical placement, are not employees and therefore

are not entitled to minimum wage or other entitlements.

National Police Check & Working with Children

All students undertaking work placement are required to have a valid and current national police check. The cost of this will be borne by YMCLC.

If your work placement requires contact with a child under 18 years as part of your usual duties, you will need a current Working with Children Check as required by the State of Victoria. The cost of this will be borne by you.

4.7 Change of Details

Please notify the Training Assistant or Training Manager of any change of details including:

- Name
- Address
- Phone number
- Email address

4.8 Course Withdrawal

RTO Initiated

Grounds for terminating your enrolment include:

- continual failure to meet assessment standards despite support and guidance
- repeated non-attendance in class with no contact with trainer
- continued non-submission of course assessments with no documented extenuating circumstances and continued non-engagement despite repeated contact attempts
- cheating or plagiarism
- harassment, assault or bullying towards YMCLC trainers, staff, or other students
- bringing, consuming or being adversely affected by drugs, alcohol, or other substances
- failure to pay course fees.

Student Initiated

If you wish to discontinue your studies, you should discuss this with your Trainer in the first instance. If you still wish to withdraw, email learning@ymclc.edu.au, so processes can be followed and your student file officially closed. You will be required to complete a Withdrawal Form.

Fees for training already delivered will apply.

4.9 Qualification Updates

Regular reviews of Training Packages to make sure they are up-to-date, relevant, and in line with industry

and regulatory requirements may result in updates to materials and assessments.

Students enrolled in qualifications with YMCLC will be notified via email and announcements in Moodle, fourteen (14) calendar days prior to implementation of any significant changes to qualification materials.

4.10 Superseded Qualifications

If your qualification is superseded part way through, you will be given the option to:

- be “taught out”, provided you can complete all requirements of the qualification within 12 months of the replacement training product being released on the National Register
- transition your enrolment (if eligible) to the new version once it is on YMCLC’s scope of registration and resources have been sourced
- transfer to another RTO offering the new qualification (if YMCLC is unable to add the qualification to our scope)
- refund fees paid.

During a transition period, all training and assessment must be finalised within the timeframe specified.

4.11 Student Surveys by Government Bodies

There is a possibility that you will receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to participate in a department endorsed project and/or be contacted by the Department of Education and Training (or persons authorised by the Department) for audit or review purposes.

4.12 Online Service Standards

As we deliver training via a blended model, we have Online Service Standards which cover the support provided to students when using our online systems. You are required to complete a digital assessment to ensure that the online resources are suitable, and you are offered additional support through an Individual Learning Plan should you require it.

Your Trainer will inform you of their online availability and be available to answer queries as required.

5 ASSESSMENTS

YMCLC complies with assessment guidelines as defined by the relevant nationally endorsed Training

Package or companion guide. The assessment process (including preparation, assessment performance and dealing with results) will be a joint process between you and the trainer, with assessment information clearly provided by the trainer.

Assessment is a confidential matter. No one involved in the process shall divulge information about results in any course to any unauthorised person. All assessments are conducted in accordance with the principles of assessment and the rules of evidence and provide constant feedback on direction and the rate of progress and eventually confirm that competence has been gained.

YMCLC assess student knowledge and skills by:

- Written questions: In the form of questions, scenarios, case studies and other written accounts of tasks or activities, these assess understanding of the knowledge
- Portfolios and projects: Evidence from a workplace demonstrating skill, knowledge and understanding
- Role Plays: Students may be required to record themselves and others undertaking a defined scenario or role-play demonstrating skills developed during the study
- Verbal Assessments: Students may have structured interviews with their trainer and assessor, the nature and scope of which will be provided before the assessment
- Workplace Assessments: these are a core part of Structured Workplace Learning.
- Third Party Reports from Workplace Supervisors
- Observation by Trainer/Assessor in the workplace

Recognition of Prior Learning (RPL)

You are encouraged to apply for RPL upon enrolment to reduce unnecessary training and encourage more efficient training pathways. It involves assessing previously unrecognised skills and knowledge achieved outside the formal education and training system against the requirements of units of competency within qualifications on our scope, in respect of both entry requirements and outcomes to be achieved.

During the process, you will be required to collate evidence to demonstrate knowledge, skills and experience gained through work, study, life, and other experiences relevant to the qualification. This includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

It is not necessarily a quick process as it requires the same application and rigour as a formal training/assessment environment.

Once the portfolio of evidence has been lodged, YMCLC will match it against the relevant qualification. The

number of units for RPL may increase or decrease throughout the process as our trainers and assessors determine outcomes. You will be informed of all assessment outcomes during this process.

Forms of evidence towards RPL may include:

- Records of work and/or workplace training
- Assessments of current skills and/or knowledge
- Third party reports from current and previous managers
- Relevant unpaid or volunteer experience
- Examples of work products
- Observation by an assessor in the workplace
- Performance appraisal
- Duty statements
- Referees
- Competency conversations
- Self-assessments

Many of these forms of evidence are not sufficient on their own, however, when combined, they start to provide a strong case for RPL. YMCLC reserves the right to have you undertake practical assessment activities of skills and knowledge to satisfy ourselves of your current competence.

Please note that YMCLC charges a \$50 administration fee plus a rate of \$75 per unit to assess the evidence portfolio. Applications for RPL will be assessed on an individual basis.

Credit Transfers (CT)

You are not required to complete any unit of competency in which you have previously been assessed as competent, unless a regulatory or licence condition requires this: e.g. if a unit of competency is superseded and an RTO can no longer deliver or assess it. You must provide a certified copy of the qualification or statement of attainment or USI transcript (preferred). These documents provide details of what units of competency have been previously issued.

On receipt of the application, we will check the qualification or statement of attainment for authenticity.

If CT is being sought for a unit of competency with a different title or code, it is necessary to establish equivalence between the unit held and the unit being sought. As a general guide, if there is no mapping available then we are not obliged to recognise the unit through CT.

There are no fees associated with the Credit Transfer Application Process.

Please refer to our Recognition of Prior Learning Policy for further information regarding RPL or CT.

Competence

To be awarded a Nationally Recognised Qualification, you must demonstrate the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace, and transfer and apply those skills and knowledge to new situations and environments in all aspects of the qualification.

Evidence of competence is assessed through tasks in our Learning Management System (Moodle) and workplace assessment where required.

Underpinning knowledge will be assessed with verbal questioning when absences are deemed by the trainer to have a direct effect on relevant units.

YMCLC is required to retain completed assessment tasks as evidence of competencies.

5.1 Submitting Assessments

Assessments must be submitted by the due date noted on the course timetable. Instructions on how to submit assessments in Moodle (LMS) will be provided upon enrolment. If you have any concerns or questions, contact your trainer and assessor or email learning@cmclc.edu.au.

Before submitting your assessment ensure:

- It has your full name, the unit code and title
- It is typed or handwritten (legibly) in clear simple language
- You use correct grammar and punctuation, and give clear references (if appropriate)
- All tasks are completed
- You have signed the declaration or electronically agreed that you are ready to be assessed and the work submitted is your own

Copyright

A certain amount of copying for research or study purposes is allowed. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with or employed by, an educational institution.

Care must be taken when copying the work of others. The owner of the material may take legal action against you if their copyright has been infringed.

Plagiarism

Plagiarism is the act of passing off another person's work as your own and is a form of cheating. YMCLC has a no tolerance policy for plagiarism, cheating and collusion.

When submitting an assessment, students must:

- Act with integrity and only submit authentic work that is their own or that has been appropriately referenced.
- Sign a declaration that they have not cheated, plagiarised or colluded with any other students

Plagiarism may include presenting work:

- by another individual as one's own unintentionally
- markedly like or copied from another student
- of another individual or group as your own
- without adequate acknowledgement of sources used, (there is nothing wrong with assessments taken totally or in part from the Internet, just acknowledge your source)

If found to have submitted plagiarised assessments, you will be required to resubmit the assessment or in extreme cases may be excluded from the course.

In the event you feel you are being unfairly treated, you have the right to appeal the process in line with YMCLC's Complaints and Appeals Policy. Such cases will be handled in line with these requirements until the matter is resolved and a final decision made.

Please refer to our Plagiarism & Cheating Policy for more information.

Use of Artificial Intelligence

You may not utilise artificial intelligence (AI) chatbots to augment your assessment response. YMCLC's assessment system is specifically designed to assess your own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. You are expected to demonstrate your skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

YMCLC has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy may be applied. Additional steps to ensure your course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that your capabilities are accurately assessed based on your own understanding, knowledge, and learning.

Assessment Extensions

An extension may be requested in writing on the approved form in exceptional circumstances and will be considered by your trainer and the Training Manager. Should you not submit an assessment or request for extension by the due date you will be required to make an appointment to discuss your situation with the Training Manager.

The only legitimate reasons for an extension are:

- incapacitating illness of yourself, a relative or friend, where you have to take care of the person
- Death of a relative or friend
- Personal problems causing emotional distress

- Any other extenuating circumstance deemed valid by your trainer

Under no circumstances will an indefinite extension be granted to finish an assessment. Timeframes will be agreed upon and must be adhered to. Failure to adhere to regular, on time submission of assessments could result in your withdrawal from the course.

Marking and Feedback

Assessments will be marked by a YMCLC trainer and assessor within fifteen (15) business days. During this process you will receive written feedback via Moodle. If you need further clarification, contact your trainer and assessor, who can help you understand the assessment feedback.

You will receive formal and informal feedback throughout your enrolment via:

- Oral feedback during face-to-face classes, phone conversations and workplace observation tasks
- Written feedback on summative assessments submitted on Moodle
- Written feedback and guidance via email correspondence
- Documented feedback in the assessment tool, completed by the trainer and assessor and uploaded into Moodle

Re-assessment & Re-submission

You are allowed up to three (3) attempts to complete each assessment task satisfactorily. If required to resubmit an assessment, you may need to:

- Resubmit incorrect answers to questions
- Resubmit part or all a project or assessment task, depending on how the error impacts on the total outcome of the task
- Redo a role play after receiving appropriate feedback about your original performance
- Be observed undertaking any tasks/activities that were not satisfactorily completed, after being provided with appropriate feedback

Where required to resubmit an assessment task, your trainer will provide a due date for resubmission.

If, after the third attempt, the assessment task is still not completed satisfactorily, YMCLC will review your results to determine alternative arrangements and additional support where possible.

If, after support has been given, you still fail to demonstrate the required competencies, a result of “Not Competent” will be granted. At this stage, YMCLC reserves the right to reconsider your suitability in the enrolled qualification and may cancel your enrolment.

Appealing an Assessment Decision

You have the right to appeal any decision made by YMCLC about academic issues, such as assessment decisions, requests for extensions, and findings of plagiarism. To lodge an appeal, complete the Grievances, Complaints and Appeals Form and email it to learning@ymclc.edu.au, or hand it to the Training Manager within twenty (20) days of receipt of assessment feedback.

Once the written appeal has been received, the Training Manager will acknowledge it in writing within five (5) business days. Relevant YMCLC management will be involved in resolving appeals (e.g. it may be decided a different trainer and assessor will re-mark the assessment to moderate the assessment result).

You will be advised of the result of the assessment appeal in writing within twenty (20) business days of receipt unless there is a significant reason for the matter to take longer. Where YMCLC considers more than sixty (60) calendar days are required to process your appeal, YMCLC will inform you in writing and provide regular updates to you on the progress of the matter. The decision communicated to you will be final and recorded in our Student Management System and Moodle.

Please refer to our Complaints & Appeals Policy for further information.

5.2 Issue of Certificates and Outcomes

A qualification must be issued if you can demonstrate suitable competence against the relevant units in the endorsed industry training package.

A Statement of Attainment must be issued when you complete one or more accredited units of competency, without completing an entire qualification.

YMCLC will issue qualifications or statements of attainment within thirty (30) days of the requirements being met, including:

- completing all assessments and work placement requirements (where applicable), and
- being deemed competent in all areas of study, and
- meeting all financial obligations, and
- providing a unique student identifier (USI)

Certification Re-issue

YMCLC acknowledges the requirement to provide past and present students with re-issued qualifications and statements of attainment. Re-issues will only be produced for the individual to whom the Qualification or Statement of Attainment was originally issued.

An administrative fee of \$10 will be charged.

6 PROTECTING OUR STUDENTS

To provide a high quality and personalised service, YMCLC collects and records personal information to ensure compliance is upheld for relevant national, state and territory laws and reporting requirements for agencies or statutory bodies. Information is gathered under these laws to satisfy the requirements of government funding bodies, and for research, statistical, quality improvement and internal management purposes. When collecting personal information YMCLC will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

Information collected is kept in a secure location that can only be accessed by authorised people. It will only be used for the purposes for which it was collected. No information will be divulged to unauthorised persons without your written permission.

During your engagement in a qualification, there may be circumstances that require YMCLC to discuss your progress with an appropriate third party, such as an employer. There may also be a need to examine workplace samples for the purposes of authenticating assessment. All discussions with any third party will be strictly confidential and in your best interest. YMCLC will not disclose information to a third party, such as another RTO, without your consent.

Please refer to our Privacy Policy for further information.

6.1 Student Safety

Student safety is of paramount importance to YMCLC.

YMCLC's training facility (the Learning Centre), is located in McLean Street, Yarrawonga on the grounds of Yarrawonga College P-12. It is a modern facility equipped with smoke detectors, fire extinguishers and exterior security lighting. Portable electrical equipment is tested and tagged.

You are neither required nor permitted to undertake training or attend scheduled classes for more than eight hours per day. A regular training day will be held between the hours of 9:00am and 5:00pm.

Where evening classes are required, these will commence by 5:00pm and finish by 9:00pm.

On-street parking is available. Evening class students are advised to walk in groups to parked cars when leaving.

Please inform the Executive Officer or Training Manager immediately if you observe any safety risks so that appropriate action can be taken.

6.2 Child Safety and Wellbeing

YMCLC is committed to the safety and wellbeing of all children and young people (under 18) accessing our programs. All staff and volunteers at YMCLC are responsible for the protection of children within our care and for reporting information about suspected abuse or neglect towards children.

We have a zero-tolerance policy of child abuse. If you have any concerns about a child or young person's safety and wellbeing whilst at YMCLC, please speak with our Child Safety Officer.

For more information, please refer to our Child Safety & Wellbeing Policy.

6.3 Drugs and Alcohol

YMCLC has a zero-tolerance policy on illegal drugs and alcohol. Anyone in possession or under the influence of illicit drugs and/or alcohol will be asked to either discontinue contact (if online or on the phone) or leave the premises (if engaging in face-to-face learning). In some cases, prescription drugs may affect a student's performance. Please discuss this during the pre-training review (if applicable).

6.4 Records Retention Policy

YMCLC collects personal student information for the sake of reporting. Records are created and maintained relating to enrolment, progress, communication, and certification.

Please refer to our Records Management Policy for further information.

6.5 Third-Party Arrangement

Information on any Third-Party arrangements in place relating to a qualification will be advised during the pre-training review (if applicable).

6.6 Harassment and Discrimination

Harassment, victimisation and bullying undermine proper harmonious relationships and may cause low morale, absenteeism and resignations amongst staff, and absenteeism and poor results for students.

Behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person will not be tolerated at YMCLC.

According to anti-discrimination law:

- Harassment is any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment

- Victimisation is where you are treated unfairly because you made a discrimination complaint
- Bullying is verbal, physical, social, or psychological abuse by either a YMCLC staff member or another student. Bullying falls under work health and safety legislation

All incidents of harassment, discrimination or bullying must be reported, and investigation procedures instigated. If proven, instances of harassment or bullying could result in a student being barred from attending YMCLC for any purpose, and/or legal action.

If you feel harassed, victimised, or bullied, you should lodge a complaint as per YMCLC's Complaints & Appeals Policy. Alternatively, you can have a discussion with your trainer or the Training Manager to unpack different options to resolve the issue.

6.7 Sexual Harassment

Sexual harassment is an unacceptable form of behaviour that may cause the loss of trained and talented employees, damage staff morale and productivity, or cause absenteeism and poor results for students. Under the Victorian Equal Opportunity Act (1995) and the Federal Sex Discrimination Act (1984) sexual harassment is against the law.

YMCLC believes that all people have the right to work and study in an environment free of intimidation and sexual harassment and is committed to providing an environment which is safe for its employees and students. Any reports of sexual harassment will be treated seriously and sympathetically and will be investigated promptly, thoroughly, confidentially, and impartially.

Your support is sought in monitoring and avoiding practices, attitudes and traditions which lead to discrimination and harassment.

Management will also ensure that complainants and witnesses are not victimised in any way.

6.8 Equal Opportunity

The principles and practices adopted by YMCLC aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with us.

All people will be treated courteously throughout the process of enquiry, selection, and enrolment and throughout their participation in a qualification. All complaints will be handled as efficiently as possible as per policies and procedures.

YMCLC provides equity in access to the level of training and support required by each student and will ensure there is no discrimination. Our courses are open to all members of the community regardless of race, age,

sex, culture, or creed, according to the Equal Opportunity Act 2010, including the disadvantaged, culturally diverse, disabled, aged, business and industry. The policy of YMCLC is to ensure that the provision of services meets the needs of all as stated in the Equal Opportunity Policy.

Please refer to our Access & Equity Policy for further information.

6.9 Complaints and Appeals

YMCLC acknowledges that complaints, appeals, and feedback are necessary for continued and effective improvement as an RTO. We are committed to ensuring any type of feedback (good or bad) is acknowledged, recorded, considered and actioned in a fair and timely manner.

In most cases, issues that arise during training and assessment can be resolved when they occur, through proper communication and respect between the people involved, without the need to draw on a formal complaint procedure. Issues may arise in relation to any administration and training services, activities and decisions including but not limited to:

- the application and enrolment process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment, and outcomes
- trainers and assessors
other staff
- other students
- access to records
- the way someone has been treated
- bullying and harassment
- fees, charges, and refunds
- privacy and confidentiality
- lack of support from the RTO

All complaints will be addressed efficiently, effectively and in a consistent manner using a documented mechanism. They will be investigated by the Training Manager and/or Executive Officer to ensure an effective resolution within a reasonable timeframe. Additional information may be requested from the complainant and others involved with the issue.

If the issue of concern cannot be resolved informally, the complainant may request their complaint be dealt with formally.

You will be informed of the outcome of your complaint and if you are still not satisfied, you have the right to appeal that decision.

Please refer to our Complaints & Appeals Policy for further information.

6.10 External Review

If a complainant remains unsatisfied with the processes applied by YMCLC, they may refer their grievance to the Australian Skills Quality Authority (ASQA), who is YMCLC's regulator. Be aware that ASQA will require you to have exhausted all avenues through YMCLC's internal complaints handling procedures and the State Training Authority (STA) before taking this option.

7 FACILITIES

The Learning Centre in McLean Street has 3 intimate classrooms to cater to our primary goal – the learning needs of students. There is also a training room located in the Community Centre, diagonally across the road at 1 Hargrave Court. Each training room is equipped with air-conditioning and Wi-Fi access and is set up for multi-purpose use. Two of the training rooms have audio-visual equipment installed, and there are also a portable projector and an electro board available for use.

A tidy and well-organised facility keeps the environment positive, reduces potential for accidents and can enhance work/study efficiency. Please remember that the Learning Centre is shared with others and help to maintain the cleanliness of the communal kitchen area. Please use the dishwasher provided for this purpose. If you are utilising the fridge in the Learning Centre, please note that any items remaining in the fridge at the end of each week will be disposed of.

You are encouraged to keep your area orderly and clean. Please do not move classroom furniture without approval from the Training Manager.

7.1 Wall Care

Please only use Blu-Tac to display items on the walls (Cello tape and masking tape must not be used as they remove the surface). Please ensure that displays are removed when they become out of date.

7.2 Smoking

To protect the health of all employees and students from the ill effects of cigarette smoke and to ensure safety in the workplace YMCLC is a designated smoke free workplace.

Smoking is not permitted indoors and is only allowed in the designated outside area (please ensure you cross the road from YMCLC and walk down past the bus-stop whilst smoking). Students smoking in this area are reminded it is their responsibility to ensure all cigarettes are properly extinguished and disposed of. Always keep the area clean.

Students are expected to comply with the provisions of the smoking policy.

7.3 Work Hazards

It is everyone's responsibility to contribute to a safe working environment. If you notice any hazard or potential danger to staff, students, or visitors within the YMCLC facilities and grounds you should report it immediately to the Executive Officer or Training Manager.

8 GENERAL INFORMATION

8.1 Personal Belongings

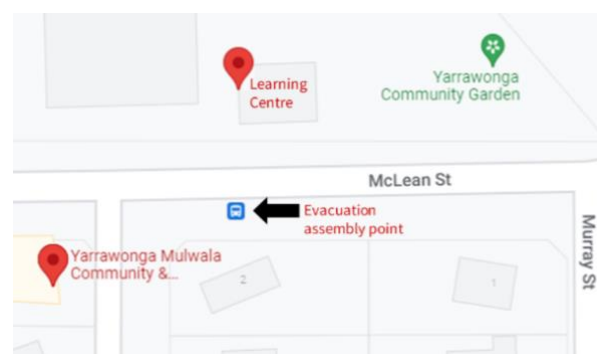
It is your responsibility to ensure your personal belongings are secured in an appropriate manner. YMCLC is not responsible for lost or stolen property. Do not leave bags, keys, wallets, or other personal property unattended.

All thefts, attempted thefts, vandalism, or similar incidents should be reported to the trainer or Training Manager, who will escalate the matter if required.

8.2 Fire and Emergency Drill Procedures

You will be shown the emergency exits during your induction, and there are exit signs in both buildings. In the event of a fire or emergency, follow the displayed evacuation plan/signage, quietly and calmly move to the nearest emergency exit.

Our evacuation assembly point is the bus stop on McLean Street (out the front door of the Learning Centre, across the road to the left). Once there, do not wander off, or attempt to re-enter the building until advised it is safe to do so.



8.3 Emergencies/First Aid

It is the policy of YMCLC to ensure, so far as is reasonably practicable, that all employees, volunteers, students, and visitors are safe from injury and risk to health while at work, training or visiting the premises. Forms to report accidents and injuries are available from the training staff.

In the event of an emergency, alert the Training Manager, who can assist with minor injuries as necessary. Do not provide first aid unless trained to do so. There is a First Aid kit in Training Room 1, and an Automated Electronic Defibrillator (AED) is located in the foyer (near the toilet entry).

Should urgent medical treatment be required, an ambulance will be called, and your emergency contact notified.

8.4 Security

YMCLC staff and/or students who discover, witness, or have knowledge of criminal, dangerous or unauthorised practices or conditions, or a violation of security regulations, including unauthorised access on YMCLC premises, should immediately report the matter verbally to the Executive Officer or Training Manager. You are requested to make a note of the incident in the event security or police request follow up or a written report.

You should not put yourself in harm's way to prevent or stop an incident unless you feel you have the knowledge and ability to resolve the issue or incident peacefully. The overriding aim is to observe and report.

8.5 Marketing

YMCLC is committed to ensuring that marketing and advertising of AQF qualifications is ethical, accurate and consistent with our scope of registration. When advertising our products, we will:

- not provide any guarantees about the successful completion of training or any employment outcome that is outside of the control of YMCLC
- only advertise qualifications or units of competency that are listed as current on YMCLC's scope of registration
- identify qualifications by their full code and title as they appear in the training package and not represent these qualifications or units of competency in any other way
- maintain a clear distinction between nationally endorsed training and other training being offered by YMCLC
- identify YMCLC in any marketing material by its full RTO code and legal name
- not refer to another person or organisation in any marketing material without obtaining prior consent and approval
- clearly distinguish where training and assessment is being delivered on behalf of YMCLC by any third-party organisation
- include details about any government funded subsidy or other financial support arrangements

associated with the provision of training and assessment

8.6 Continuous Improvement

YMCLC has a commitment to continuous improvement across the entire organisation, with reference to RTO compliance with VET Quality Framework. YMCLC will monitor its continuous improvement plan on a regular basis. We gather data from a range of sources and welcome feedback from students and other stakeholders to inform our continuous improvement.

If you have any questions about the content within this handbook, please contact the Training Manager.

We wish you the best of luck with your learning journey!