



Jesuit Community College

Student Handbook 2022



Jesuit Community College
www.jesuitcommunitycollege.org.au
TOID 21800



Australian
Qualifications Framework

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Welcome to Jesuit Community College

About Jesuit Community College

Who are we?

Jesuit Community College is the training arm of Jesuit Social Services (www.jss.org.au), a not-for-profit organisation that works to build a just society where all people can live to their full potential.

Jesuit Community College is a Registered Training Organisation (TOID 21800) and Learn Local Organisation that helps people develop real skills for life, learning and work. We draw on the rich tradition of Jesuit education, committed to 'care of the whole person'. The Jesuits have been educating people in schools, community colleges and universities around the world for five hundred years.

The College is based in Collingwood but delivers training at a range of locations across Melbourne and in regional Victoria.

We deliver training in three main areas:

- Preparation for employment
- Short vocational 'taster' courses
- English language and literacy.

Visit our website for more detailed and current information about our course offerings

jesuitcommunitycollege.org.au

Jesuit Community College offers nationally recognised foundation skills qualifications and accredited courses and qualifications in literacy and numeracy (Certificate 1 in General Education for Adults (Introductory), and FSK2011g Skills for Work and Vocational Pathways.

Our short, pre-vocational courses are in hospitality, carpentry, permaculture and English language and literacy.

We can also prepare and help you to access training offered by other Registered Training Organisations.

We offer supported places funded by the Victorian Government's Skills First program and Adult Community and Further Education (ACFE) program, as well as Fee for Service courses. Eligibility criteria apply to Government supported places – see further information below or in our fact sheets.

More detailed information about our courses is set out below, and on our website.

Why choose Jesuit Community College?

We work with you to develop a flexible training plan that builds on your existing skills and experience. We offer:

- Nationally recognised qualifications
- Place-based learning – that is, training in locations and environments familiar to you
- Financial support for eligible students
- Courses that are designed to help people needing extra encouragement and support to commence, or return to, study
- Access to a range of support staff and services
- Mentoring
- Recognition of existing skills, prior learning and qualifications awarded in Australia
- Non-traditional learning settings
- A safe and supportive environment.

Contact details

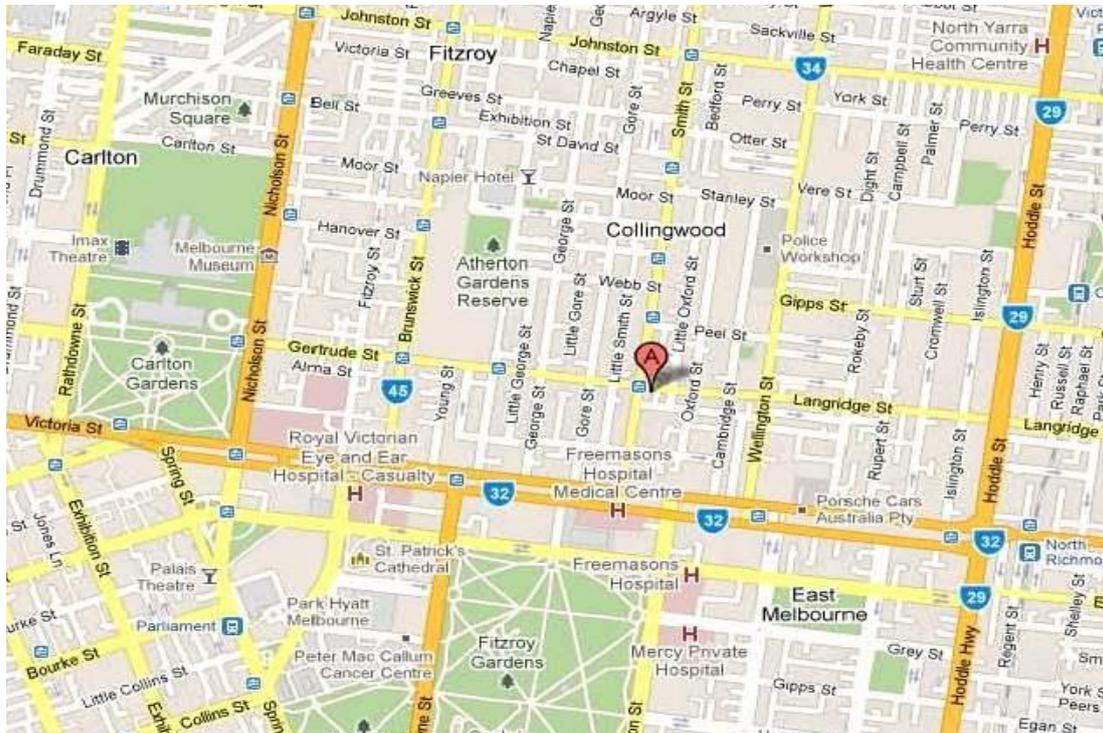
Jesuit Community College's central campus and administration is located at

Street address 1 Langridge Street Collingwood (near the corner of Smith Street)

Postal address PO Box 1141, Collingwood Vic 3066

Telephone 03 9415 8700 Fax: 03 9415 7733

Website jesuitcommunitycollege.org.au Email courses@jss.org.au



Key contacts at Jesuit Community College

- Student enquiries** courses@jss.org.au; (03) 9415 8700
- General Manager** Lorraine Nesbitt Email lorraine.nesbitt@jss.org.au
- Training and Administration Manager** Frank Krasovec Email frank.krasovec@jss.org.au
- Community Partnerships Manager** Josephine Boffa Email josephine.boffa@jss.org.au

Jesuit Social Services is solely responsible for the quality of the training and assessment services we provide. It is also responsible for remaining compliant with the Standards for Registered Training Organisations 2015 and the issuance of all AQF certification documentation.

Jesuit Community College COVID-19 safety measures

Jesuit Community College continues to place the health and safety of our students and trainers as its highest priority. To ensure that our training is delivered in an appropriate and COVID-19 safe way, Jesuit Community College continues to adopt the advice provided by the Victorian Government.

More detail on Covid-19 safety measures is available from our website <https://www.jesuitcommunitycollege.org.au/about> and at each training venue.

Jesuit Community College Training

Jesuit Community College delivers nationally accredited qualifications and units of competency as well as shorter specialised pre-vocational and non-accredited courses.

Nationally accredited training

- 22476VIC Certificate I in General Education for Adults (Introductory)
- *Ready Set Work Café Operations* (including Responsible Service of Alcohol) 8 units
 - Certificate I in General Education for Adults (Introductory) incorporating the Bounce program 13 units.

Single units of competency (accredited)

- SITXFSA001 Use hygienic practices for food safety
- SITHFAB005 Prepare and serve espresso coffee (pre-requisites apply)
- SITHFAB0002 Provide responsible service of alcohol

Non-accredited courses

- Language for Life
- Money for Life – financial literacy
- Digital skills for Learning
- Ready Set Employment
- Ready Set Aged Care Services
- Ready Set Construction
- Ready Set Work Barista
- Introduction to Animal Care
- Hammertime
- Introduction to Permaculture
- Growing Mushrooms in the City
- Zero waste and sustainable food systems

Pathways to further training

Jesuit Community College students are able to progress from Foundation Skills courses to further training in a range of areas.

Typical educational pathways are shown below.



Our Courses

Course Name	22476VIC Certificate I in General Education for Adults (Introductory) incorporating the Bounce Program (13 unit course)										
Course type	Nationally accredited training, Certificate I (Introductory), Foundation Skills										
Course Information	This course is designed for students who wish to improve their language, literacy and numeracy skills. The course focuses on life skills, personal development and teamwork, and combines hands-on learning and project work. The objective is to prepare students to continue into further education/ training or into employment. This course has been successful in re-engaging students who have been out of the workforce for a significant period in learning and vocational preparation, and to provide pathways into Certificate II qualifications or employment.										
Delivery Mode	The delivery mode is classroom based.										
Course Duration	25 day course over 6 weeks, 3 facilitated mentoring sessions and 2 hours/day self-paced learning sessions per week. Class times are 9.00am-3.30pm.										
Course Structure	<p>22476VIC Certificate I in General Education for Adults (Introductory) short course requires the completion of the following 13 units.</p> <table border="1"> <tr> <td>Core</td> <td>VU22358 Develop learning goals VU22359 Conduct a project with guidance</td> </tr> <tr> <td>Core Reading units</td> <td>VU22360 Engage with simple texts for personal purposes VU22361 Engage with simple texts for learning purposes VU22362 Engage with simple texts for employment</td> </tr> <tr> <td>Core Writing units</td> <td>VU22365 Create simple texts for personal purposes VU22366 Create simple texts for learning purposes VU22367 Create simple texts for employment</td> </tr> <tr> <td>Core Numeracy units</td> <td>VU22369 Work with simple numbers and money in familiar situations VU22450 Work with and interpret directions in simple familiar situations</td> </tr> <tr> <td>Elective units</td> <td>BSBWHS211 Contribute to health and safety of self and others VU21664 Prepare for employment VU22374 Develop verbal communication skills</td> </tr> </table>	Core	VU22358 Develop learning goals VU22359 Conduct a project with guidance	Core Reading units	VU22360 Engage with simple texts for personal purposes VU22361 Engage with simple texts for learning purposes VU22362 Engage with simple texts for employment	Core Writing units	VU22365 Create simple texts for personal purposes VU22366 Create simple texts for learning purposes VU22367 Create simple texts for employment	Core Numeracy units	VU22369 Work with simple numbers and money in familiar situations VU22450 Work with and interpret directions in simple familiar situations	Elective units	BSBWHS211 Contribute to health and safety of self and others VU21664 Prepare for employment VU22374 Develop verbal communication skills
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Elective units	BSBWHS211 Contribute to health and safety of self and others VU21664 Prepare for employment VU22374 Develop verbal communication skills										
Pre-requisites	There are no pre-requisites for entry into this qualification.										
Course outcomes and pathways	<p>The course is a partial completion of the 22476VIC Certificate I in General Education for Adults (Introductory). Students will receive a Statement of Attainment for all units successfully completed.</p> <p>Students who successfully complete the course will have improved communication skills, employability skills, and preparedness for work.</p>										

Course Name	Ready Set Work Café Operations 22476VIC Certificate I in General Education for Adults (Introductory) (8 unit course)
Course type	Nationally accredited training, Certificate I (Introductory), Foundation Skills
Course Information	This accredited training course combines practical skills training on a commercial espresso machine, together with foundational skills training in literacy and numeracy. The course focuses on the employability skills required for work in hospitality, as well as improving language and literacy skills.

Delivery Mode & Assessment methods	Delivery is classroom based. Assessments will be completed via an online assessment management system. An optional 25 hours unpaid work experience may also be arranged, subject to availability, post program.								
Course Duration	17 days over 6 weeks 9.30am -3.30pm								
Course Structure	<p>Ready Set Work Café Operations requires the completion of the following 8 units.</p> <table border="1"> <tr> <td>Core</td> <td>VU22358 Develop learning goals VU22359 Conduct a project with guidance</td> </tr> <tr> <td>Core Numeracy Units</td> <td>VU22370 Work with simple measurements in familiar situations</td> </tr> <tr> <td>Core Writing Units</td> <td>VU22368: Create simple texts to participate in the community</td> </tr> <tr> <td>Elective units</td> <td>SITXFSA001: Use hygienic practices for food safety SITHFAB005 Prepare and serve espresso coffee* SITXWHS001: Participate in safe work practices SITHFAB002 Provide Responsible Service of Alcohol</td> </tr> </table>	Core	VU22358 Develop learning goals VU22359 Conduct a project with guidance	Core Numeracy Units	VU22370 Work with simple measurements in familiar situations	Core Writing Units	VU22368: Create simple texts to participate in the community	Elective units	SITXFSA001: Use hygienic practices for food safety SITHFAB005 Prepare and serve espresso coffee* SITXWHS001: Participate in safe work practices SITHFAB002 Provide Responsible Service of Alcohol
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Pre-requisites	There are no pre-requisites for entry into this course. SITXFSA001 Use hygienic practices for food safety is a pre-requisite for SITHFAB005 Prepare and serve espresso coffee.								
Course outcomes and pathways	<p>The course is a partial completion of the 22476VIC Certificate I in General Education for Adults (Introductory). Students will receive a Statement of Attainment for units successfully completed.</p> <p>Students who complete the course will have learned practical skills and knowledge required for working in hospitality, and improved their employability skills and job-readiness for ongoing employment. Successful completion may lead to a pathway plan to employment, further education and training, and the opportunity to pathway into Jesuit Community College's employer network programs.</p>								

Single units of competency

Course Name	SITXFSA001 Use hygienic practices for food safety
Course type	Single unit of competency, nationally accredited training
Course Information	This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards. A Statement of Attainment will be issued on successful completion of the unit.
Delivery Mode	The delivery mode is class-room based
Course Duration	The expected completion time for SITXFSA001 Use hygienic practices for food safety is 1 day.
Pre-requisites for course	There are no pre-requisites for entry into this course.

Course Name	SITHFAB005 Prepare and serve espresso coffee
Course type	Single unit of competency, nationally accredited training
Course Information	This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders. It requires the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines and grinders. A Statement of Attainment will be issued on successful completion of the unit.
Delivery Mode	The delivery mode is class-room based
Course Duration	The expected completion time for SITHFAB005 Prepare and serve espresso coffee is 2 days. From time to time, depending on the skill and knowledge of the cohort, the course may be extended to achieve competency.
Pre-requisites for course	SITXFSA001 Use hygienic practices for food safety

Course Name	SITHFAB002: Provide responsible service of alcohol
Course type	Single unit of competency, nationally accredited training
Course Information	This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol
Delivery Mode	The delivery mode is class-room based
Course Duration	The expected completion time for SITHFAB002: Provide responsible service of alcohol is 1 day
Pre-requisites for course	There are no pre-requisites for entry into this course.
Other	Jesuit Community College is accredited by the Victorian Commission for Gambling and Liquor Regulation to deliver their Responsible Service of Alcohol Course. Upon successful completion, you will also be awarded with a VCGLR Certificate in addition to the national unit of competency SITHFAB002. The VCGLR certificate is required to work in Victorian liquor outlets.

Short vocational courses

Jesuit Community College offers a number of short vocational and interest based courses in animal studies, hospitality, English literacy, trade skills, and environmental sustainable practices.

A full list of current short courses is available from our Current Courses webpage

www.jesuitcommunitycollege.org.au/courses

Courses are designed to be flexible to meet students' needs and support them to return to study, improve their literacy and numeracy skills, gain a qualification, broaden their employment options and learn new skills.

Short vocational courses are offered periodically through the year. Regular course offerings include –

Ready Set Work Barista

This practical short course teaches basic barista skills, and how to use a commercial espresso machine to make a range of coffees. Pathways include the *Ready Set Work: Café Operations* course, leading to work in the vibrant café scene.

Hammertime

Hammertime is an introduction to wood working for women interested in working in or studying a trade. Students learn how to use hand and power tools to make two to three timber projects.

Introduction to Animal Care

This is a practical course designed for people looking for entry level employment and/or training in the animal care industry. Successful completion can lead to accredited training in ACM2011g Certificate II in Animal Studies

Introduction to Permaculture

This is a practical course which introduces students to the basic principles of permaculture, horticulture and sustainability.

Introduction to Permaculture - Growing Mushrooms

Students learn to create and maintain their own home mushroom grow kit, and to grow oyster mushrooms.

Zero Waste and Sustainable Food Systems

A practical course where students learn how to cook without waste and understand how food gets from the paddock to our plates.

Contact Jesuit Community College on courses@jss.org.au or 03 9415 8700 to find course times and dates or check our website jesuitcommunitycollege.org.au

Eligibility requirements and enrolment

SHORT VOCATIONAL AND NON-ACCREDITED COURSES

Our non- accredited courses are funded through the Victorian State Government's Adult Community and Further Education funding (ACFE) Board.

Eligibility for ACFE funded place

For more information about eligibility for ACFE funding go to <https://www.jesuitcommunitycollege.org.au/acfe-eligibility>

ACCREDITED COURSES

Assessing eligibility and suitability for enrolment

Before commencing an accredited qualification or course prospective students meet with staff from Jesuit Community College to participate in a **pre-training review**. This review provides students with

Find course times and dates for our short vocational courses:

Check our website at

jesuitcommunitycollege.org.au/courses

OR

Email: courses@jss.org.au

OR

Phone: 03 9415 8700

information to ensure that they enrol in the qualification /course that is most suitable and appropriate to their needs and goals. At this meeting students will also undertake a language, literacy and numeracy assessment. This is used to assess your literacy and numeracy skills and determine if any students require additional support.

Students will also be informed about specific information relevant to the course - including delivery strategy, schedules, location, times, key contacts and assessment methods.

Jesuit Community College staff will verify your eligibility for Government subsidised training at the same time.

Eligibility for a Skills First funded place

For more information about eligibility for Victorian Government Skills First funding go to www.jesuitcommunitycollege.org.au/skills-first-eligibility

Your rights and responsibilities as a student, and the fees and charges of the College, are explained below.

UNIQUE STUDENT IDENTIFIER (USI)

Students will also be asked to supply a USI (Unique Student Identifier).

All students enrolled in an Australian Vocational Education & Training (VET) course must apply for a Unique Student Identifier (USI) from the USI Registrar. <http://usi.gov.au/Students/Pages/default.aspx>

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of the student's recognised training and qualifications gained in Australia, from all training providers they may have enrolled with
- will give students access to their training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with the student for life.

You will need to create a USI and provide it to Jesuit Community College for verification as part of your enrolment. Please note, we are prohibited from issuing certificates and statements of attainment of nationally recognised qualifications to students who have not provided their USI.

Jesuit Community College is also required to include your USI in data we submit to the Victorian Government.

Your USI will not otherwise be disclosed without your consent unless release has been authorised by you or required by or under law.

Jesuit Community College recommends you refer to the USI website for comprehensive fact sheets, video and resources to provide information on the requirements, benefits and purpose of your USI: <https://www.usi.gov.au/students>

or contact the USI Office directly

on their website <https://www.usi.gov.au/contact-us>

Phone: 1300 857 536 (within Australia) or +61 2 6240 8740 (International enquiries)

Open Monday to Friday 8.30am to 5.00pm Australian Central Standard Time

Fees and charges

Fee subsidies may be available for eligible applicants through Victorian Government Skills First funding. Eligibility criteria apply. See Fees and charges schedule <https://www.jesuitcommunitycollege.org.au/fees-and-charges>

Fee for Service

Individuals who are not eligible for a Skills First funded place may undertake any of College courses/qualifications on a Fee for Service basis. Full course fees will apply to this delivery method, and payment plans are available for those who wish to take up this option. Please speak to the College Training and Administration Manager for further information

Concessions

The minimum tuition contribution for a course will apply to all students who are holders of a current Commonwealth Health Care Card, Pensioner Concession Card or Veterans' Gold Card, and who wish to enrol and commence training in Victorian Government subsidised training.

To qualify for the concession, you must provide proof at the time of enrolment that you are the card holder, or the dependent spouse or dependent child of the card holder.

If you have a low income, we recommend you contact Centrelink to determine if you are eligible for one of these cards – telephone 131021 or through the website www.centrelink.gov.au.

Jesuit Social Services Student Support Fund

Jesuit Social Services is committed to working with people who experience significant social and economic disadvantage to engage them in education, training and employment. We know that many people need support to engage in learning, to succeed in their learning programs, and to continue on to further training and employment.

In order to assist students of Jesuit Community College who, due to financial or other forms of hardship, might not be able to meet the cost of their Jesuit Community College course tuition fees, Jesuit Social Services has established a Student Support Fund.

Applications for assistance through the Student Support Fund are open to students who require financial support to meet the cost of their Jesuit Community College Courses tuition fees. Application to the Fund is part of the enrolment process.

Applicants must:

- be studying a qualification/course at Jesuit Community College;
- be an Australian citizen, or
- hold permanent residency status, or
- hold a permanent humanitarian visa;
- be a Centrelink Concession Card holder; or,
- hold a current New Zealand passport; and,

For any queries please contact Jesuit Community College by email to training@jss.org.au or by phone on (03) 9415 8700.

Withdrawals and Refunds

To withdraw officially from a course/qualification, you must do so within the one (1) week of the date the first class started, regardless of when you enrolled or when you attended classes.

If you are a Fee for Service student and officially withdraw from the whole course/qualification you may apply for a refund of any fees paid minus a \$50 administration charge. If fees were waived due to hardship there is no refund.

If you were eligible for a concession, but didn't have your Commonwealth Health Care Card, Pensioner Concession Card or Veterans' Gold Card when you enrolled and have paid full fees, you may apply for a refund of the concession for tuition fees by producing a concession card or confirmation letter from Centrelink that is dated prior to the date on which classes start.

For further clarification on any point about fees and charges, contact the Training and Administration Manager.

Recognition of prior learning

During your enrolment you will be offered the opportunity to apply for Recognition of Prior Learning (RPL). This is a process designed to assess your relevant prior learning (formal and informal) against the competency outcomes of the qualification/course in which you wish to enrol, to determine your existing level of competency. If you can demonstrate that you have the necessary skills and knowledge you will not be required to complete all units.

If you wish to apply for RPL please contact the Training and Administration Manager, who will outline the process involved in applying for RPL. All applications need to be submitted prior to your course/qualification start date.

There are fees involved if you apply for RPL. Please contact the Training and Administration Manager for further details.

Credit Transfer

You may also be eligible for Credit Transfer for any relevant formal accredited training you have already completed that has identified equivalence in content and learning outcomes. Proof of your previous qualification/s or Statements of Attainment will be required to verify this.

You are required to complete an application for credit transfer form. You will need to submit a certified statement of results or academic transcript of the unit/s you are applying for Credit Transfer in. These will then be verified by Jesuit Community College before credit transfer is awarded.

There is no cost associated with applying for credit transfer.

Flexible learning and assessment

We will ensure your individual learning needs are met by using different methods of teaching delivery and assessment of students' work. To ensure our training suits different learning styles, our learning and assessments include a variety of methods. For example:

Learning activities:

- group work
- class discussions
- role plays
- written work
- practical activities

Assessments:

- observation/demonstration of practical tasks
- oral and written questions
- reports
- written assignments
- case studies
- individual and group assessments
- presentations
- role plays.

Assessments may be conducted on paper, or via our online assessment management system.

Assessment Process

Competency Based Training Principles

Our nationally recognised training is assessed under the principles of Competency Based Training. Under these principles, competency is defined as: *"the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments."* (National Quality Council, 2009)

Assessment outcomes:

For each assessment you will be marked as either *satisfactory* or *not satisfactory*. For each unit you will be deemed competent or not competent. If you are deemed not satisfactory or not competent you will be given another two attempts to resubmit the assessment. Your Trainer/Assessor will make comments on all assessments that you submit and provide feedback. You are encouraged to also make comments and discuss the outcome of the assessment with your Trainer/Assessor.

Guidelines for reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide students with a disability the same educational opportunities as everyone else. Examples may include offering an oral assessment to a student instead of a written one, or giving a student longer time to complete an assessment. The outcome of the assessment will not alter the requirements of the unit.

Jesuit Community College is committed to provide reasonable support or special assistance to help you address any potential language, literacy and/or numeracy difficulties and/or disability that you may have.

Cheating And Plagiarism

Trainers/Assessors will outline this policy and procedure at your course induction. This will ensure that you thoroughly understand the concept of cheating and/or plagiarism prior to the commencement and throughout the course.

Cheating is the attempted or actual practice of dishonest acts for the purpose of gaining an unfair advantage such as improving one's grade. This could be done alone or could also include assisting another student to do so.

Some examples could be:

- copying another person's assessments
- claiming an assigned share of a team assessment, where insufficient or no contribution was made.
- stealing another student's assessment and submitting it as one's own work.

Plagiarism is to take and use the ideas and/or expressions and/or wording of another person or organisation, and then pass them off as one's own, or by failing to give appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished.

You will be asked to sign a declaration for each assessment you hand in stating:

- that the assessment is your own work based on your personal study and or research and not the work of another student and/ or source
- that you acknowledge all materials and sources used in your response
- and that you have not plagiarised or copied any part of this assessment from the work of any other student or source.

If you are found to have cheated or plagiarised, you will be deemed Not Yet Satisfactory or Not Yet Competent for the assessments. Your Trainer/Assessor will discuss this with you and the Training and Administration Manager.

For further information, please refer to the policy *SM4: Student plagiarism, cheating and collusion*, which is available through the Training and Administration Manager.

Awards

Students who successfully complete all the requirements of a qualification, will receive a certificate and statement of results that is recognised nationally.

If you undertake a course that is not the complete qualification or do not complete the full requirements of the qualification, then a Statement of Attainment for the individual units successfully completed will be issued. This is also recognised nationally.

Certificates and Statements of Attainment are issued within 30 days of the completion of the qualification or course, if all payments have been completed. There is no fee associated with the first Certificate and/or Statement of Attainment.

Students who are not entitled to receive either of the above awards and who have completed the training will be issued with a Certificate of Participation. There will be NO re-issue of the Certificate of Participation.

If you require a Certificate or Statement of Attainment to be re-issued a minimum fee of **\$20** is applicable and you must apply in writing to the

General Manager

Jesuit Community College

P.O. Box 1141

Collingwood VIC 3066.

Student entitlements and obligations

Student Entitlements

1. Students will have an agreed Training Plan and will be advised of the dates, times, and location of the program.
2. Any expenses including payment of fees incurred by students will be explained prior to commencement of the qualification/course.
3. All courses will be led by suitably qualified and experienced Trainers/Assessors.
4. The Trainer/Assessor will attend all timetabled training sessions on time. Students will be advised prior to commencement of the session if the staff member is absent for any reason.
5. Students will receive an induction of the campus and course/qualification.
6. Students will be provided with learning materials and resources for their course/qualification.
7. Students will have access to referral agencies for counselling services and disability support services where appropriate.
8. Students will undertake assessments only when the student and the Trainer/Assessor believe that the student is ready.

Student Obligations

1. Students need to ensure all fees and/or course expenses are paid prior to commencing the program.
2. Students will attend all classes at the time, date and location advised.
3. Students will take responsibility for their own learning with the support of their Trainer/Assessor.
4. Students will maintain a satisfactory standard of behaviour while attending Jesuit Community College courses and will care for all Jesuit Community College and other campus property.
5. Students will comply with occupational health and safety, smoke-free and other Jesuit Community College policies.

Absences

If you know you will be absent from class, please notify your Trainer/Assessor. Special consideration may be permitted for any effect on academic progress upon submission of a medical certificate.

It is the responsibility of the student to catch up on any work they may have missed.

Support Services For Students

Language, literacy and numeracy support

If you need any assistance or support with language, literacy or numeracy you can speak confidentially with your Trainer/Assessor. Our experienced staff can discuss different ways of conducting training and assessment and, if required, help you find additional tutoring/ specialist training in language, literacy and numeracy. We can assist you to access external services.

Safety and wellbeing

Jesuit Community College provides support for your health, safety and welfare through staff and skilled volunteers. Referral to specialised support services, or academic and personal counselling, may also be provided when necessary. Please talk to your Trainer/Assessor to find out more about support services. Some readily available services are listed at the end of this document. :

In all learning activities, including any conducted off-site, your safety is our foremost concern. As part of your enrolment and in any new training setting, you will be advised of safe entry and exits to the training site, emergency procedures and safe use of equipment.

Training Evaluation

Jesuit Community College consults with relevant industry stakeholders when developing courses to ensure that the resources and assessments are current and in line with their requirements and standards.

At the completion of training, students will be asked to complete a questionnaire (AQTF Learner Questionnaire) to give feedback on their training experience. This is to monitor the quality and relevance of our ongoing training and career pathway opportunities for students, and to guide future training.

In addition to the AQTF survey, Jesuit Community College will ask students to complete surveys throughout the course. Students are surveyed at the following intervals:

- Recruitment & Enrolment
- Learning & Assessment
- Completion.

Student feedback is a key component in the review and continuous improvement of our courses.

Students may also be asked to participate in a NCVER (National Centre for Vocational Education and Research) survey and/or an invitation to participate in a Victorian Government Department endorsed project. Students should also be aware that they may be contacted by the Department (or authorised persons) for audit purposes.

National Privacy Act

Jesuit Community College understands individuals' concerns regarding confidentiality and is committed to respecting and upholding individuals' rights to privacy protection under the provisions of the National Privacy Principles (NPPs) set out in the Privacy Act 1988 (C'th). We respect the privacy rights of all individuals during their training to ensure compliance with the NPPs.

You are welcome to access your training records or confidential information. Requests can be made to Training and Administration Manager via email: training@jss.org.au.

Policies And Procedures

The College has a range of policies and procedures that apply to Trainers/Assessors, students and all staff of the College. These policies and procedures are available on request. Below are explanations of some of the key commitments we make to support your training and the environment in which your training occurs.

Code of Conduct Policy and Procedure

Jesuit Community College is committed to the principle of ensuring that every student has the right to be treated with respect and participate in training courses, free of inappropriate behaviour that may impair the learning processes or the wellbeing of individuals.

Students' responsibilities include:

- treating other students, Trainers/Assessors and volunteers with respect and fairness
- not engaging in plagiarism, collusion or cheating in any assessment activity
- informing the Trainer/Assessor and case manager if you cannot attend a class
- treating equipment/materials with respect
- observing normal safety practices e.g. wear approved clothing and equipment as required
- not being under the influence of alcohol or drugs.

Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedures are involved. These include:

- a verbal or written reprimand
- referral back to the agency/consultant
- referral to Training and Administration Manager
- payment of compensation by student for damages or loss of resources
- suspension of studies from Jesuit Community College. Where suspension is decided the student must participate in an interview with the Training and Administration Manager to be considered for re- entry into the program.

Sexual Harassment

Jesuit Community College is committed to preventing and/or eliminating sexual harassment from the working and learning environment. We recognise that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment in accordance with current legislation.

Racism

Jesuit Community College is firmly committed to providing a working, teaching and learning environment free from racism.

We recognise the value of racial and ethnic diversity. We also acknowledge that, in particular, people from backgrounds where English is an additional language and Australian indigenous people have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

In all our activities we:

- promote interfaith and intercultural dialogue
- encourage staff and students to respect and value diversity
- and actively seek to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Student Welfare

Jesuit Community College strives to protect the welfare of students and ensure students have positive training experiences. To achieve this the Jesuit Community College:

1. does not normally schedule classes to run for more than eight (8) hours in a day (including time allocated for self-paced studies)
2. does not normally schedule classes prior to 8.00 am and/or after 10.00 pm (including time allocated for self-paced studies)
3. will put a student safety and security plan in place to outline the steps to be taken to mitigate risk for students travelling to and from training venues and Jesuit Community College premises, and provide this information to student, if, for any reason:
 - a. the College is required to operate after 6.00 pm or on weekends **and**
 - b. if venues/facilities are located in industrial areas or
 - c. if venues/facilities are based in an area remote from built up areas or
 - d. facilities are based more than 500 metres from regular scheduled public transport.

Access and Equity

Jesuit Community College is committed to ensuring you are aware of all available options in order to meet your individual training needs and to give everyone the opportunity to reach their full potential. We strive to ensure our training and assessment courses are fair and inclusive, and conducted in a manner that includes and reflects diversity.

Human rights and disability

Jesuit Community College is an Equal Opportunity Organisation (EEO) committed to equity and access in the provision of its services and employment.

Jesuit Community College recognises and abides by the *Charter of Human Rights and Responsibilities Act 2006*. The Charter ensures human rights are valued and protected within the community.

Jesuit Community College recognises and abides by the Disability Discrimination Act 1992. The Act provides for a stronger whole of government, whole of community response to the rights and needs of people with a disability, and is the framework for the provision of high-quality services and support for people with a disability.

Jesuit Social Services' consumer protection policy

Jesuit Social Services, including the Jesuit Community College, uses a comprehensive and systematic strategy to ensure that consumers' rights are protected and the organisation follows all related legislation and regulatory requirements. The strategy includes:

- Ethical and accurate advertising/marketing
- Comprehensive information provision
- Fee protection
- Accessible and transparent Complaints and Appeals Processes and systems
- Protection of consumer's personal information

For more detailed information, please contact Jesuit Community College. Or go to:

<http://consumerlaw.gov.au/consumers-and-the-acl/>

Complaints and Appeals Policy and Procedure

Policy and procedures for Complaints and Appeals is available from our website

<https://www.jesuitcommunitycollege.org.au/student-information>

Definition of Complaints and Appeals

'Complaints' refer to any issue a person might have with any aspect of our services;

'Appeals' refer to appeals against any of our decisions, including assessment decisions.

- Anyone associated with our organisation has the right to bring a complaint and to appeal our decisions.
- We support informal, consultative processes to resolve issues wherever possible, but we also have processes to deal with formal complaints and appeals.
- We will treat all people involved in any complaints process fairly and reasonably in line with the principles of natural justice.
- We will treat all complaints and appeals in confidence.
- We will promptly act on any substantiated complaint, with the action in line with the seriousness of the complaint.
- We will follow the *National Guideline for Responding to Complaints about Vocational Education and Training Quality*.
- Anyone who wishes to make a complaint to the ASQA about the Jesuit Community College can contact the ASQA on 1300 701 801 or through their website:
<https://www.asqa.gov.au/complaints>
- Students and employees are encouraged to raise complaints as soon as possible with Trainer/Assessor.

If the complainant is not satisfied with the outcome of the informal process, or finds it difficult to approach others informally, they may submit the issue in writing (this becomes a 'formal complaint').

Formal Complaints

When a student wishes to bring a formal complaint, this procedure will be discussed with them, and their options and choices clearly communicated. At this time, they can choose to have their complaint heard through the internal process or the external process and can choose to have someone be with them.

Formal resolution of a complaint involves the following steps.

1. Complaints must be made in writing to the Training and Administration Manager using the Complaint form which is available on the Jesuit Social Services website.
<https://jss.org.au/feedback-and-complaints/>
2. The Training and Administration Manager will offer the complainant the opportunity to formally present their case with another person of their choice to assist if required.
3. The person who hears the complaint will discuss processes for investigation and resolution with the person who brought the complaint.
4. Others involved will be provided with a right of reply to the complaint and mediation might be involved if appropriate.
5. Once a decision has been decided by the person hearing the complaint, it will be discussed with the person bringing the issue forward, and put in writing to that person and others as applicable. All resolutions will include clear timelines for any action.
6. The Training and Administration Manager will follow up within an agreed timeframe to ensure the resolution is working.
7. Jesuit Community College will complete the process within 7 days of receiving the complaint. If this is not possible, the Training and Administration Manager will provide a written notice to the complainant nominating a date for the completion of the process.

Independent agencies

While we prefer to deal with complaints internally, sometimes students might not be happy with this process. The complainant may choose to have their complaint resolved through the external process either at the beginning, or at any time throughout the resolution process.

Students also have the right to contact the Jesuit Community College regulatory body Australian Skills Quality Authority (ASQA).

The Training and Administration Manager will ensure all records are kept as in hard copy in a lockable filing cabinet in the Training and Administration Manager's office. They also may be kept electronically under a password protected file.

Appeals process

Anyone can appeal any of our decisions by providing information in writing to the Training and Administration Manager, preferably as soon as possible after the decision.

If a student disagrees with an assessment decision, including RPL, they are encouraged to discuss this with their assessor in the first instance. However they may make a formal appeal concerning the decision through the formal complaints procedure.

The student may choose to follow the internal appeals process, or seek external support for an appeals process (for example, Worksafe).

- An appeal about an assessment decision should be provided in writing to the Training and Administration Manager within 7 days of receiving notice of the assessment outcome. The appeal must include details of: the unit or units of competency; the assessment time and place; why there is an appeal and any further information or evidence to support the appeal.
- The Training and Administration Manager will offer a re-assessment with another internal assessor. If this is not satisfactory to the appellant, the appeal will be referred to an assessor from another RTO.
- The assessor will re-assess the student (or review evidence presented) and make a judgment.
- Appeals about any other matter will be handled in line with Jesuit Social Services complaints and appeals procedures.
- We will attempt to complete the appeals processes within 7 days of receiving the appeal notification. If a longer period of time is required, the Training and Administration Manager must inform the appellant in writing including the new date for the completion of the appeal.

Appeals decisions and records

- The Training and Administration Manager will provide the outcomes of the appeal in writing to the person bringing the appeal, including reasons for the decision. A copy of the will be kept on the relevant personal files.
- The complaint will also be registered on the Jesuit Community College Complaints and Appeals register.

Contact information- external bodies

The following groups and organisations may be consulted for more information or to help with dispute resolution.

National Training Complaints Hotline

Tel: 1800 000 674 (free call)

Australian Skills Quality Authority Complaints Unit

Phone: 1300 701 801

website: <https://www.asqa.gov.au/complaints>

Consumer Affairs Victoria

Phone: 1300 55 81 81

email: consumer@justice.vic.gov.au

website: www.consumer.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153

website: <https://www.humanrightscommission.vic.gov.au/make-a-complaint>

Further study at Jesuit Community College

Staff are always available to meet with you to discuss your further education opportunities here and possible pathways. Please speak with your Trainer/Assessor or with the Training and Administration Manager, to book in a time with the designated staff member.

Contact

Training and Administration Manager

training@jss.org.au

Tel: 03 9415 8700

JESUIT COMMUNITY COLLEGE

**wishes you the very best
for your future journey
and encourages you
to keep in touch.**

Appendix 1

Additional support services for students through Jesuit Social Services or external agencies. Note that this listing is general, and not comprehensive.

Category	Service name	Description	Website
Jesuit Social Services programs		Justice and crime prevention programs	jss.org.au/what-we-do/justice-and-crime-prevention/
		Mental health and wellbeing	jss.org.au/what-we-do/mental-health-and-wellbeing/
		Education and training	jss.org.au/what-we-do/education-training-and-employment/
		Settlement and community building	jss.org.au/what-we-do/settlement-and-community-building/
Mental Health Services	Co Health	Outreach service and community health centre	https://www.cohealth.org.au/
	Headspace	Support to young people experiencing mental health issues	https://headspace.org.au/
	BeyondBlue	Resources for anxiety and depression	beyondblue.org.au
	Lifeline	Counselling service	www.lifeline.org.au
	Mind Australia	Support for mental health recovery	http://mindaustralia.org.au/
Alcohol and other drugs	St Vincent's Drug and Alcohol Service	Information and referral service	https://www.svhm.org.au/our-services/departments-and-services/a/addiction-medicine
	Odyssey	Drug and alcohol treatment and support	https://www.odyssey.org.au/wp-signup.php?new-odyssey.org.au
	Innerspace Drug Safety Services	Health care services for people who inject drugs	https://www.cohealth.org.au/health-services/drugs-and-alcohol/
Health services	Community Health services	Health services Various locations across metropolitan Melbourne	https://www.cohealth.org.au/ https://www2.health.vic.gov.au/primary-and-community-health/community-health
Disability services	Independence Australia	Support service	https://www.independenceaustralia.com.au/
	Job Co	Disability employment service	https://jobco.com.au/en/
Housing services	Mind Australia	Supported accommodation	http://mindaustralia.org.au/
	Human Services – Office of housing	Public and social housing	https://www.housing.vic.gov.au/online-services
	Vincent care	Emergency accommodation	https://vincentcare.org.au/
Aboriginal services	Victorian Aboriginal Health Services Co-op	Health and wellbeing	https://www.vaahs.org.au/

Category	Service name	Description	Website
	Relationships Australia- Victoria	Aboriginal and Torres Strait Islander Support Child & Family Services Counselling Disability Counselling Family disputes resolution	https://www.relationshipsvictoria.com.au/services/aboriginal-and-torres-strait-islander-support/
	VACSAL	Indigenous Outreach Homeless Outreach Aboriginal Centre for Males Referral Service	http://www.vacsal.org.au/programs.aspx
Legal services	Family Relationships Legal Advice	Family Law Indigenous Legal Advice	https://www.familyrelationships.gov.au/legal-advice
	Neighbourhood Justice Centre	Support services, community course	https://www.neighbourhoodjustice.vic.gov.au/
	Victorian Legal Aid	Free Legal Advice. Access to free Publications & Resources	https://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice
Family services	Mackillop Family Services	Melbourne and Western Melbourne areas	https://www.mackillop.org.au/programs/integrated-family-services
	Anglicare Victoria	Family support	https://www.anglicarevic.org.au/
	Domestic Violence Resource Centre	Information and referral service	https://www.areyousafeathome.org.au/
	Good Shepherd Youth and Family Service	Support and housing for disadvantaged families	https://goodshep.org.au/
	Kildonan Uniting Care	Family support	https://www.unitingkildonan.org.au/
Interpreter services	National and Victorian interpreting and translation services	Interpreting service	https://www.tisnational.gov.au/ https://www.vic.gov.au/interpreters-and-translations
	Better Health	Immediate phone Interpreter Service	https://www.betterhealth.vic.gov.au/health/ServiceProfiles/translating-and-interpreting-service
Migrant services	Migrant and cultural services	Migrant Resource Centre <ul style="list-style-type: none"> Northwest Eastern Southern 	https://www.mrcnorthwest.org.au/ https://miceastmelb.com.au/ https://smrc.org.au/asrc.org.au
	ASRC	Asylum Seeker Resource Centre	asrc.org.au
	Spectrum	Sunshine	https://spectrumvic.org.au/

Category	Service name	Description	Website
	AMES Australia	Youth Services for Migrant Families. Settlement Job Seekers Skilled Migration	https://www.ames.net.au/find-a-course/youth-services
Youth services	YSAS	Youth support service	https://www.ysas.org.au/
	Reach Out	Skills and information on young people's mental health	www.reachout.com
Employment and related services	Jobs Victoria Employment Services	Resources and links to Jobs Advocates and JVES providers	https://jobs.vic.gov.au/help-for-jobseekers/find-support-in-your-local-area
	Australian Apprenticeship Centres	All matters related to traineeships and apprenticeships	http://australianapprenticeships.gov.au

You can also contact your community service organisations connected with your local council.