Jesuit Community College

Student Handbook 2025

Jesuit Social Services
Building a Just Society

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

Learn Local

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 and 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 digital literacy.

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 FSK20119 Skills for Work and Vocational Pathways.

Our short, vocational tasters are in hospitality, carpentry, English language and digital literacy.

Jesuit Community College is funded by the Victorian State Government, Department of Jobs, Skills, Industry and Regions (DJSIR) under Skills First and ACFE funding contracts to provide education and training services to disadvantaged job seekers through our Jobs Victoria Employment Service (JVES). In addition to this, our Skills First Reconnect (SFR) program assists participants in overcoming the barriers preventing them from engaging in education and training and provides support into further study and/ or employment pathways. For more information, please go to Skills First Reconnect

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: e.g. Skills First Reconnect programs
- Supported learning with personable and experienced trainers
- Non-traditional learning settings
- A safe and supportive environment.

CONTACT DETAILS

Postal address: Jesuit Social Services, PO Box 271. Richmond VIC 3121

Telephone: 03 9415 8700

Website: jss.org.au

Email: courses@jss.org.au

KEY CONTACTS AT JESUIT COMMUNITY COLLEGE

Student enquiries: Ph: (03) 9415 8700	Email: courses@jss.org.au
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 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

22689VIC Certificate I in General Education for Adults (Introductory) - Café Operations

22689VIC Certificate I in General Education for Adults (Introductory) - Get Ready for Work including Bounce

Single units of competency (accredited)

SITXFSA005 Use hygienic practices for food safety

SITHFAB025 Prepare and serve espresso coffee (pre-requisites apply)

SITHFAB021 Provide responsible service of alcohol

CPCWHS1001 Prepare to Work Safely in the Construction Industry

Hospitality Vocational Starters (accredited)

Ready Set Work Café, Food & Bar:

- SITXFSA005 Use hygienic practices for food safety
- SITHFAB025 Prepare and serve espresso coffee
- SITHFAB021 Provide responsible service of alcohol

Ready Set Work Café and Food:

- SITXFSA005 Use hygienic practices for food safety
- SITHFAB025 Prepare and serve espresso coffee

Ready Set Work Food and Bar:

- SITXFSA005 Use hygienic practices for food safety
- SITHFAB021 Provide responsible service of alcohol

Short courses

Jesuit Community College offers a number of short vocational and interest-based courses in the following areas:

- English language and Literacy
- Digital literacy
- Vocational tasters

Pathways to further training

Jesuit Community College students are able to progress from Foundation Skills 22689VIC - Certificate I in General Education for Adults (Introductory) courses, to higher level language and vocational courses and qualifications at other Registered Training Organisations:

- general education, literacy and numeracy
- services (e.g. hopsitality, community services)
- trades (e.g. carpentary, building and construction)

OUR COURSES

Course Name	***22689VIC Certificate I in General Education for Adults (Introductory) - Get ready for Work including Bounce***
Course type	Nationally accredited training, Certificate I (Introductory), Foundation Skills
Course Information	This 36-day course, is designed to enhance the student's personal and professional skills, improve language and literacy skills and provide tips and techniques in identifying jobs that best suit the individual. During this course students will set personal and vocational goals and learn about the steps involved in career planning. Develop time management, problem solving, workplace communication skills, gain greater confidence, self-awareness and acquire basic digital literacy skills to look for work.
Delivery Mode	Delivery is classroom based. Assessments will be completed via an online learning management system.
Course Duration	36 days - Class times are 9.00 am - 3.30 pm
Course Structure	22689VIC Certificate I in General Education for Adults (Introductory) - Get ready for Work including Bounce requires the completion of the following units: • VU23771 Engage with simple texts for personal purposes • VU23769 Develop learning goals • VU23763 Work with number in highly familiar situations • VU23792 Identify and use common digital devices • VU23772 Engage with simple texts for learning purposes • VU23777 Create simple texts for learning purposes • VU23776 Create simple texts for personal purposes • SITXWHS005 Participate in safe work practices • VU23789 Identify community options • VU23765 Work with directions in highly familiar situations • VU23770 Undertake a project with guidance • BSBTEC201 Use Business software applications • VU23773 Engage with simple texts for employment • VU23764 Work with money in highly familiar situations • VU23780 Work with whole numbers in familiar and predictable situations

	• VU23778 Create simple texts for employment purposes • VU23725 Participate in job seeking activities
Pre-requisites	There are no pre-requisites for entry into this qualification.
Course outcomes and pathways	Students who successfully complete the course will have improved communication skills, employability skills, and preparedness for work.

Course Name	***22689VIC Certificate I in General Education for Adults (Introductory) - Café Operations***
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	Delivery is classroom based. Assessments will be completed via an online learning management system.
Course Duration	36 days - Class times are 9.30am - 4:00pm
Course Structure	22689VIC Certificate I in General Education for Adults (Introductory) - Café Operations requires the completion of the following units. • SITXFSA005 Use hygienic practices for food safety • SITXWHS005 Participate in safe work practices • VU23765 Work with directions in familiar and predictable situations • VU23789 Identify community options • SITHFAB025 Prepare and Serve Espresso Coffee • VU23783 Work with measurement in familiar and predictable situations • VU23781 Work with fractions, decimals and percentages in familiar and predictable situations • VU23769 Develop learning goals • VU23772 Engage with simple texts for learning purposes • VU23777 Create simple texts for learning purposes • VU23773 Engage with simple texts for employment purposes • VU23778 Create simple texts for employment purposes • VU23780 Work with whole numbers in familiar and predictable situations • VU23764 Work with money in highly familiar situations • SITHFAB021 Provide responsible service of alcohol • VU23770 Undertake a project with guidance • VU23775 Participate in simple spoken interactions • VU23771 Engage with simple texts for personal purposes • VU23776 Create simple texts for personal purposes
Pre-requisites	There are no pre-requisites for entry into this course. SITXFSA005 Use hygienic practices for food safety is a pre-requisite for SITHFAB025 Prepare and serve espresso coffee.
Course outcomes and pathways	Students who complete the course will have learned practical skills and knowledge required for working in hospitality and improved employability

	skills and job-readiness for ongoing employment. Successful completion may lead to a pathway plan to employment, further education and training.

SINGLE UNITS OF COMPETENCY

SITXFSA005 Use hygienic practices for food safety

Course Name	**SITXFSA005 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 classroom based
Course Duration	The expected completion time for SITXFSA005 Use hygienic practices for food safety is 1 day.
Pre-requisites for course	There are no pre-requisites for entry into this course.

SITHFAB025 Prepare and serve espresso coffee

Course Name	**SITHFAB025 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 classroom based
Course Duration	The expected completion time for SITHFAB025 Prepare and serve espresso coffee is 3 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	SITXFSA005 Use hygienic practices for food safety

SITHFAB021 Provide responsible service of alcohol

Course Name	SITHFAB021 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 classroom based
Course Duration	The expected completion time for SITHFAB021: 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 an approved training provider for Liquor Control Victoria to deliver the Responsible Service of Alcohol Course. Upon successful completion, you will be awarded with a Liquor Control Victoria Certificate in addition to the national unit of competency SITHFAB021. The Liquor Control Victoria certificate is required to work in licensed Victorian venues. * Other states /territories may have different requirements so please check if you are planning to work interstate.

CPCWHS1001 Prepare to Work Safely in the Construction Industry - White Card

Course Name	**CPCWHS1001 Prepare to Work Safely in the Construction Industry White Card**
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 classroom based
Course Duration	The expected completion time for CPCWHS1001 Prepare to Work Safely in the Construction Industry - White Card is 6 hours
Pre-requisites for course	There are no pre-requisites for entry into this course.
Other	Jesuit Community College is an approved training provider for WorkSafe Victoria to deliver the White Card Course. Upon successful completion, you will be awarded with a White Card Certificate in addition to the national unit of competency CPCWHS1001. A White Card is required to work on a construction site. * Other states /territories may have different requirements so please check if you are planning to work interstate.

SHORT COURSES

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

www.courses.jss.org.au

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 courses are offered periodically throughout the year. Regular course offerings include:

Contact Jesuit Community College on courses@jss.org.au or 03 9421 7600 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 jss.org.au/programs/jesuit-community-college/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 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 jss.org.au/programs/jesuit-community-college/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. www.usi.gov.au/students

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: www.usi.gov.au/students

or contact the USI Office directly on their website 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.

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 (listed spouse or dependents) 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 13 1021 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 to further training and employment.

To assist students at 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, birth or citizenship certificate.

For any queries, please contact Jesuit Community College by email to training@jss.org.au

or by phone on (03) 9421 7600.

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 information on refunds please navigate to the Jesuit Community College Refund Policy.

Recognition of Prior Learning

Jesuit Community College does not offer Recognition of Prior Learning due to our foundation skills scope of registration.

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 will need to submit a certified statement of results or academic transcript of the unit/s you are wanting 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
- written assignments
- case studies
- individual and group assessments
- presentations
- role plays.

Assessments are completed via our online learning 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 with 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 before 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.

Commented [FK1]: Wiyh the signing of assessments declrartion are we asking our students when they sign off on their assessments?

AWARDS

ACCREDITED:

Students who successfully complete all the requirements for a qualification will receive a certificate or Statement of Attainment 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 accredited units successfully completed will be issued. This is also nationally recognised.

Certificates and Statements of Attainment for accredited units are issued within 30 days of the completion of the qualification or course, providing there are no outstanding fees.

SHORT COURSES:

Students who undertake short courses will receive a Statement of Participation within 7 days of the completion of the program.

Commented [FK2]: I suggest a Heading SUSTAINABILITY above As the College moves

As the college moves to environmentally and more sustainable work practices, Certificates, Statements of Attainment and Statements of Participation will be emailed to students in the timeframes specified above.

There is no fee associated with the issuance of Certificates and/or Statements of Attainment or Statements of Participation.

Students who would like a hard-copy Certificate, Statement of Attainment and/or Statement of Participation free of charge should apply in writing to the

General Manager

Jesuit Social Services, T/A **Jesuit Community College** PO Box 271. Richmond VIC 3121

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 training site 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 a Recruitment & Enrolment Survey.

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 the 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 that 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: 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 jss.org.au/what-we-do/education-training-employment/jesuit-community-college

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: 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 under Complaints and Appeals section: Complaints and Appeals - Jesuit Social Services
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 reassessment 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 reassess 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: 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 font

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153
Website: 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 a time with the designated staff member.

Contact
Training and Administration Manager
training@jss.org.au
Phone: 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 Community College		Education, training and employment	jss.org.au/what-we-do/education-training-employment/
Jesuit Social Services programs		Justice and reconciliation	jss.org.au/what-we-do/justice-reconciliation/
		Disability, mental health and wellbeing	jss.org.au/what-we-do/disability-mental-health-wellbeing/
		Community and connection	jss.org.au/what-we-do/community-connection
		Housing and support	jss.org.au/what-we-do/housing-support
		Gender Justice - The Men's Project	jss.org.au/what-we-do/gender-justice
		Just Places	jss.org.au/what-we-do/just-places
		Policy research and advocacy	jss.org.au/what-we-do/policy-research-advocacy
		Ignatius Learning Centre	jss.org.au/programs/ignatius-learning-centre/
Mental Health Services	Co Health	Outreach service and community health Centre	www.cohealth.org.au/
	Headspace	Support to young people experiencing mental health issues	headspace.org.au/

Category	Service name	Description	Website
	BeyondBlue	Resources for anxiety and depression	beyondblue.org.au
	Lifeline	Counselling service	www.lifeline.org.au
	Mind Australia	Support for mental health recovery	mindaustralia.org.au/
Alcohol and Other drugs and Alcohol Service	St Vincent's Drug	Information and referral	www.svhm.org.au/our-services/departments-and-services/a/addiction-medicine
	Odyssey	Drug and alcohol treatment and support	www.odyssey.org.au/wp-signup.php?new=odyssey.org.au
	Innerspace Drug Safety Services	Health care services for people who inject drugs	www.cohealth.org.au/health-services/drugs-and-alcohol/
Health services	Community Health services	Health services Various locations across metropolitan Melbourne	www.cohealth.org.au/ www2.health.vic.gov.au/primary-and-community-health/community-health
Disability services	Independence Australia	Support service	www.independenceaustralia.com.au/
		WICG	Home - WCIG To inform people about WCIG services.
Housing services	Mind Australia	Supported accommodation	mindaustralia.org.au/
	Human Services – Office of housing	Public and social housing	www.housing.vic.gov.au/online-services
	Vincent care	Emergency accommodation	vincentcare.org.au/
Aboriginal services	Victorian Aboriginal Health Services Co-op	Health and wellbeing	www.vahs.org.au/
	Relationships Australia-Victoria	Aboriginal and Torres Strait Islander Support Child & Family Services Counselling Disability Counselling Family disputes resolution	www.relationshipsvictoria.com.au/services/aboriginal-and-torres-strait-islander-support/

Category	Service name	Description	Website
	VACSAL	Indigenous Outreach Homeless Outreach Aboriginal Centre for Males Referral Service	www.vacsal.org.au
Legal services	Family Relationships Legal Advice	Family Law Indigenous Legal Advice	www.familyrelationships.gov.au/legal-advice
	Neighbourhood Justice Centre	Support services, community course	www.neighbourhoodjustice.vic.gov.au/
	Victorian Legal Aid	Free Legal Advice. Access to free Publications & Resources	www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice
Family services	Mackillop Family Services	Melbourne and Western Melbourne areas	www.mackillop.org.au/programs/integrated-family-services
	Anglicare Victoria	Family support	www.anglicarevic.org.au/
	Domestic Violence Resource Centre	Information and referral service	www.areyousafeathome.org.au/
	Good Shepherd Youth and Family Service	Support and housing for disadvantaged families	goodshep.org.au/
	Kildonan Uniting Care	Family support	www.unitingkildonan.org.au/
Interpreter services	National and Victorian interpreting and translation services	Interpreting service	tisnational.gov.au/ www.vic.gov.au/interpreters-and-translations
	Better Health	Immediate phone Interpreter Service	www.betterhealth.vic.gov.au/health/ServiceProfiles/translating-and-interpreting-service
Migrant services	Migrant and cultural services	Migrant Resource Centre • Northwest • Eastern • Southern	www.mrcnorthwest.org.au/ miceastmelb.com.au/ smrc.org.au/
	ASRC	Asylum Seeker Resource Centre	asrc.org.au

Category	Service name	Description	Website
	Spectrum	Sunshine	spectrumvic.org.au/
	AMES Australia	Youth Services for Migrant Families. Settlement Job Seekers Skilled Migration	www.ames.net.au/find-a-course/youth-services
Youth services	YSAS	Youth support service	www.ysas.org.au/
	Reach Out	Skills and information on young people's mental health	www.reachout.com
Employment and related services	Jobs Victoria Mentors	Resources and links to Jobs Victoria Mentor	jss.org.au/what-we-do/education-training-employment/jobs-victoria-mentors-service/
	Australian Apprenticeship Centre	All matters related to traineeships and apprenticeships	apprenticeships.gov.au

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