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Welcome to Jesuit Community College

ABOUT JESUIT COMMUNITY COLLEGE

Jesuit Community College is a Registered Training Organisation and Learn Local Organisation providing people with 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 nearly five hundred years.

We offer nationally recognised qualifications in:
- General Education for Adults
- Course in EAL (English as an Additional Language)
- Animal Studies
- Skills for Work and Vocational Pathways (FSK).

The College also offers short courses and pre-vocational programs in hospitality, cleaning and creative art.

We deliver Fee for Service and as well as funded programs. Eligibility criteria apply to Government supported places (see more detailed information below).

We can offer training in a range of locations and tailor training to suit different groups of learners.

We can also prepare and help learner to access training offered by other providers, including TAFE.

Who are we?

Jesuit Community College is the training arm of Jesuit Social Services, a not-for-profit organisation, working to build a just society where all people can live to their full potential.

Jesuit Social Services works in four key areas:
- Justice and Crime Prevention
- Settlement and Community Building
- Mental Health and Wellbeing
- Education & Training

Why choose Jesuit Community College?

We work with you to develop a practical and flexible training plan that recognises and builds on your talents and interests and is relevant to you. We offer:
- Nationally recognised qualifications
- Special programs for people needing extra encouragement and support to commence, or return to, study
- Group training, individual coaching or a combination
- 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
Email training@jss.org.au
Website www.jesuitcommunitycollege.org.au

KEY CONTACTS AT JESUIT COMMUNITY COLLEGE

General Manager Lorraine Nesbitt
Email lorraine.nesbitt@jss.org.au

Training and Administration Manager Frank Krasovec
Email frank.krasovec@jss.org.au

Community Partnerships Coordinator Josephine Boffa
Email josephine.boffa@jss.org.au
JESUIT COMMUNITY COLLEGE TRAINING SCOPE 2019

Jesuit Community College has both nationally accredited courses and qualifications on scope, as well as a range of pre-accredited courses.

Our courses in 2019 are:

Nationally accredited training

22476VIC  Certificate I in General Education for Adults (Introductory)
ACM20117  Certificate II in Animal Studies
FSK20113  Certificate II in Skills for Work and Vocational Pathways

Single units of competency (accredited)

BSBWOR203  Work effectively with others
SITHFAB005  Prepare and serve espresso coffee
SITXFSA001  Use hygienic practices for food safety

Non-accredited courses

Language for Life
Introduction to Animal Care
Ready Set Work Barista
Hammertime
Growing Mushrooms in the City
Introduction to Permaculture

Other courses on scope, but not on offer in 2019 are:

ACM10117  Certificate I in Animal Studies
22259VIC  Course in EAL
22472VIC  Certificate I in General Education for Adults
Pathways to further training and employment

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.

Further detail on courses and units on offer in 2019 follows:
## Our courses in 2019

<table>
<thead>
<tr>
<th>Course Name</th>
<th>22476VIC Certificate I in General Education for Adults (Introductory)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate I (Introductory), Foundation Skills</td>
</tr>
<tr>
<td>Course Information</td>
<td>The Certificate I in General Education for Adults (Introductory) course provides learners who have low literacy and numeracy skills the opportunity to build confidence, re-engage with learning and pathway into AQF qualifications.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>The delivery mode is classroom based.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>Typical duration is 48 days over 6 or 12 months</td>
</tr>
<tr>
<td>Course Structure</td>
<td>22476VIC Certificate I in General Education for Adults (Introductory) requires the completion of 16 units.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>VU22358 Develop learning goals&lt;br&gt;VU22359 Conduct a project with guidance</td>
</tr>
<tr>
<td>Core Reading units</td>
<td>VU22360 Engage with simple texts for personal purposes&lt;br&gt;VU22361 Engage with simple texts for learning purposes&lt;br&gt;VU22363 Engage with simple texts to participate in the community&lt;br&gt;VU22362 Engage with simple texts for employment</td>
</tr>
<tr>
<td>Core Writing units</td>
<td>VU22365 Create simple texts for personal purposes&lt;br&gt;VU22366 Create simple texts for learning purposes&lt;br&gt;VU22367 Create simple texts for employment&lt;br&gt;VU22368 Create simple texts to participate in the community</td>
</tr>
<tr>
<td>Core Numeracy units</td>
<td>VU22369 Work with simple numbers and money in familiar situations&lt;br&gt;VU22450 Work with and interpret directions in simple familiar situations&lt;br&gt;VU22370 Work with simple measurements in familiar situations&lt;br&gt;VU22371 Work with simple design and shape in familiar situations&lt;br&gt;VU22372 Work with and interpret simple numerical information in familiar texts</td>
</tr>
<tr>
<td>Elective units</td>
<td>VU22374 Develop verbal communication skills&lt;br&gt;VU22378 Communicate with others in a familiar and predictable context&lt;br&gt;VU21318 Identify Community Options</td>
</tr>
<tr>
<td>Pre-requisites</td>
<td>There are no pre-requisites for entry into this qualification.</td>
</tr>
<tr>
<td>Course outcomes and pathways</td>
<td>Successful completion of all units leads to the award of the Certificate I in General Education for Adults (Introductory). Pathways include further Foundation Skills courses to improve general literacy and numeracy (Certificate I in General Education for Adults 22472VIC), employment preparation and vocational pathways in hospitality, hotels and employment preparation (FSK20113 Skills for Work and Vocational Pathways), animal care (Introduction to Animal Care, ACM20117 Certificate II in Animal Studies), and a range of non-accredited courses in continuing areas of interest.</td>
</tr>
<tr>
<td>Course Name</td>
<td>22476VIC Certificate I in General Education for Adults (Introductory) (Short course)</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate I (Introductory), Foundation Skills</td>
</tr>
<tr>
<td>Course Information</td>
<td>This course is designed for learners who wish to build their language, literacy and numeracy skills, and develop their foundation and employability skills. The course focuses on life skills, personal development and team work, and combines hands on learning and project work. The objective is to prepare learners to continue into further education, training or employment. This course has been successful in re-engaging students who have been out of the workforce for a period, in learning and vocational preparation, and to provide pathways into Certificate II courses or employment.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>The delivery mode is classroom based.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>25 day course over 6 weeks, 3 facilitated mentoring sessions and 2 hours/day self-paced learning.</td>
</tr>
<tr>
<td>Course Structure</td>
<td>22476VIC Certificate I in General Education for Adults (Introductory) requires the completion of 13 units.</td>
</tr>
</tbody>
</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 | BSBWHS201 Contribute to health and safety of self and others  
VU21664 Prepare for employment  
VU22374 Develop verbal communication skills |
<p>| Pre-requisites | There are no pre-requisites for entry into this qualification. |
| Course outcomes and pathways | The Program is a partial completion of the 22476VIC Certificate I in General Education for Adults (Introductory), and successful completion of course units leads to the award of a Statement of Attainment. Students who successfully complete the course will have improved their communication skills, employability skills, and preparedness for work. |</p>
<table>
<thead>
<tr>
<th>Course Name</th>
<th>Ready Set Work Café Operations 22476VIC Certificate I in General Education for Adults (Introductory) (Short course)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate I (Introductory), Foundation Skills</td>
</tr>
<tr>
<td>Course Information</td>
<td>This accredited training course combines practical skills training on a commercial espresso machine, together with foundational skills training in literacy and numeracy. The course provides an opportunity to learn a range of employability skills necessary for work in hospitality, as well as improving language and literacy skills. Course content includes:</td>
</tr>
<tr>
<td></td>
<td>- operating a commercial espresso machine and coffee grinder, to make coffees and beverages to industry standards</td>
</tr>
<tr>
<td></td>
<td>- using hygienic and safe food practices</td>
</tr>
<tr>
<td></td>
<td>- workplace skills and knowledge in health and safety, communications, customer service and customer relations</td>
</tr>
<tr>
<td></td>
<td>- problem solving skills</td>
</tr>
<tr>
<td></td>
<td>- employer expectations and employee responsibilities and rights</td>
</tr>
<tr>
<td></td>
<td>- time management, and personal organisation and presentation</td>
</tr>
<tr>
<td></td>
<td>- learning how to tailor résumés for work in hospitality.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>The delivery mode is classroom based. An optional 25 hours unpaid work experience may also be arranged, subject to availability.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>Course duration may vary according to different circumstances and trainer availability. Typical course times are: 14 days over 4 weeks; 2 days per week over 7 weeks, or 3 days per week over 5 weeks.</td>
</tr>
<tr>
<td>Course Structure</td>
<td>Ready Set Work Café Operations requires the completion of 7 units.</td>
</tr>
<tr>
<td>Core</td>
<td>VU22358 Develop learning goals</td>
</tr>
<tr>
<td></td>
<td>VU22359 Conduct a project with guidance</td>
</tr>
<tr>
<td>Core Numeracy units</td>
<td>VU22369 Work with simple numbers and money in familiar situations</td>
</tr>
<tr>
<td></td>
<td>VU22450 Work with and interpret directions in simple familiar situations</td>
</tr>
<tr>
<td>Elective units</td>
<td>SITWHS001 Participate in safe work practices</td>
</tr>
<tr>
<td></td>
<td>SITXFSAO01 Use hygienic practices for food safety</td>
</tr>
<tr>
<td></td>
<td>SITHFAB005 Prepare and Serve Espresso Coffee</td>
</tr>
<tr>
<td>Pre-requisites</td>
<td>There are no pre-requisites for entry into this qualification.</td>
</tr>
<tr>
<td>Course outcomes and pathways</td>
<td>Successful completion of the course leads to a Statement of Attainment. 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.</td>
</tr>
<tr>
<td>Course Name</td>
<td>Ready Set Work: Plan your Future (16 day course) FSK20113 Certificate II in Skills for Work and Vocational Pathways *</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate II, Foundation Skills</td>
</tr>
<tr>
<td>Course Information</td>
<td>This pre-employment course gives learners the skills and confidence to move into entry level employment or further education and training. The course develops reading, writing, maths and verbal communication skills for the workplace, and improves job readiness. During the course students will learn to read basic workplace documents, forms, signs and symbols and practise verbal workplace communications. Students will prepare a resume and cover letter and prepare for interview, and learn about employer expectations and employee rights and responsibilities.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>Classroom based.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>The expected completion time is 16 days. This may be 4 days per week over 4 weeks, 3 days per week over 6 weeks or 2 days per week over 8 weeks.</td>
</tr>
<tr>
<td>Course Structure</td>
<td>FSK20113 Certificate II in Skills for Work and Vocational Pathways requires the completion of 14 units, 8 core and 6 electives.</td>
</tr>
<tr>
<td>Core units</td>
<td>FSKDIG03 Use digital technology for routine workplace tasks &lt;br&gt;FSKLRG09 Use strategies to respond to routine workplace problems &lt;br&gt;FSKLRG11 Use routine strategies for work-related learning &lt;br&gt;FSKNUM14 Calculate with whole numbers and familiar fractions, decimals and percentages for work &lt;br&gt;FSKNUM15 Estimate, measure and calculate routine metric measurements for work &lt;br&gt;FSKOCM07 Interact effectively with others at work &lt;br&gt;FSKRDG10 Read and respond to routine workplace information &lt;br&gt;FSKWTG09 Write routine workplace texts</td>
</tr>
<tr>
<td>Elective units</td>
<td>BSBWHS201 Contribute to health and safety of self and others &lt;br&gt;SITXFSA001 Use hygienic practices for food safety &lt;br&gt;FSKRDG02 Read and respond to basic workplace signs and symbols &lt;br&gt;FSKOCM02 Engage in basic spoken exchanges at work &lt;br&gt;FSKOCM06 Use oral communication skills to participate in workplace teams &lt;br&gt;FSKWTG02 Write basic workplace formatted text</td>
</tr>
<tr>
<td>Pre-requisites</td>
<td>There are no pre-requisites for entry into this qualification.</td>
</tr>
<tr>
<td>Course outcomes and pathways</td>
<td>Successful completion of the units leads to the award of a nationally recognised qualification in FSK20113 Certificate II in Skills for Work and Vocational Pathways, improved employability skills and job readiness, improved communication skills, and the opportunity to pathway into Jesuit Community college’s employer network programs.</td>
</tr>
</tbody>
</table>
| Course Name | Ready Set Work: Plan your Future (18 day course)  
FSK20113 Certificate II in Skills for Work and Vocational Pathways |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate II, Foundation Skills, 18 days</td>
</tr>
<tr>
<td>Course Information</td>
<td>This pre-employment course gives learners the skills and confidence to move into entry level employment or further education and training. The course develops reading, writing, maths and verbal communication skills for the workplace and improves job readiness. The 18-day course focuses on preparation for employment in hospitality. During the course students will learn basic literacy and numeracy for the workplace, and communications skills, and learn how to prepare themselves for work in the café scene.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>Classroom based.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>The expected completion time is 18 days.</td>
</tr>
<tr>
<td>Course Structure</td>
<td>FSK20113 Certificate II in Skills for Work and Vocational Pathways requires the completion of 14 units, 8 core and 6 electives.</td>
</tr>
</tbody>
</table>

| Core units | FSKDIG03 Use digital technology for routine workplace tasks  
FSKLRG09 Use strategies to respond to routine workplace problems  
FSKLRG11 Use routine strategies for work-related learning  
FSKNUM14 Calculate with whole numbers and familiar fractions, decimals and percentages for work  
FSKNUM15 Estimate, measure and calculate routine metric measurements for work  
FSKOCM07 Interact effectively with others at work  
FSKRDG10 Read and respond to routine workplace information  
FSKWTG09 Write routine workplace texts |
|------------|---------------------------------------------------------------|

| Elective units | SITHFAB005 Prepare and serve espresso coffee  
VU21664 Prepare for employment  
FSKRDG02 Read and respond to basic workplace signs and symbols  
FSKWTG02 Write basic workplace formatted text  
FSKOCM02 Engage in basic spoken exchanges at work  
SITXFSA001 Use hygienic practices for food safety |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-requisites</td>
<td>There are no pre-requisites for entry into this qualification.</td>
</tr>
<tr>
<td>Course outcomes and pathways</td>
<td>Successful completion of the units leads to the award of a nationally recognised qualification in FSK20113 Certificate II in Skills for Work and Vocational Pathways, improved employability skills and job readiness, improved verbal communication skills and job readiness, and the opportunity to pathway into Jesuit Community College’s employer network programs</td>
</tr>
</tbody>
</table>
### Course Name
**Ready Set Work: Hotel Operations**  
**FSK20113 Certificate II in Skills for Work and Vocational Pathways (Short course)**

### Course type
Nationally accredited training, Certificate II, Foundation Skills

### Course Information
This accredited courses focuses on preparing learners for entry-level employment pathways in the hotel industry (hotel operations and housekeeping).

During the course students will learn:
- about employer expectations and employee responsibilities and rights
- employability skills, such as time management, personal organisation and presentation, workplace communications, and problem solving skills
- basic hotel cleaning and sanitation
- workplace health and safety
- customer service and customer relations.

Upon successful completion of the course learners may be selected to undertake work experience in a 4-5 star hotel, (subject to place availability).

### Delivery Mode
The delivery mode is classroom based.

### Course Duration
15 Days

### Course Structure
FSK20113 Certificate II in Skills for Work and Vocational Pathways requires the completion of 14 units, 8 core and 6 electives.

<table>
<thead>
<tr>
<th>Core units</th>
<th>Elective units</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSKDIG03 Use digital technology for routine work tasks</td>
<td>SITXWHS001 Participate in safe work practices</td>
</tr>
<tr>
<td>FSKLRG09 Use strategies to respond to routine workplace problems</td>
<td>VU22362 Engage with simple texts for employment</td>
</tr>
<tr>
<td>FSKLRG11 Use routine strategies for work-related learning</td>
<td>VU22367 Create simple texts for employment purposes</td>
</tr>
<tr>
<td>FSKNUM14 Calculate with whole numbers and familiar fractions for work</td>
<td>FSKWTG09 Write routine workplace texts</td>
</tr>
<tr>
<td>FSKNUM15 Estimate, measure and calculate routine metric measurements for work</td>
<td></td>
</tr>
<tr>
<td>FSKOCM07 Interact effectively with others at work</td>
<td></td>
</tr>
<tr>
<td>FSKRDG10 Read and respond to routine workplace information</td>
<td></td>
</tr>
</tbody>
</table>

### Pre-requisites
There are no pre-requisites for entry into this qualification.

### Course outcomes and pathways
This program is a partial completion of the FSK20113 Certificate II in Skills for Work and Vocational Pathways. Successful completion of the course leads to a Statement of Attainment, greater understanding of the skills and knowledge required for entry level work in the hotel sector, greater understanding of workplace documents and communication, improved employability skills and job readiness, improved confidence and pathways to further education, training and employment.
<table>
<thead>
<tr>
<th>Course Name</th>
<th>ACM20117: Certificate II in Animal Studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Nationally accredited training, Certificate II</td>
</tr>
<tr>
<td>Course Information</td>
<td>This is a general qualification for entry into sectors of the animal care and management industry, where workers provide care for animals in workplaces such as animal shelters, kennels, catteries, sanctuaries and veterinary clinics. It is recommended that learners gain a period of work placement or work experience in an animal care environment or workplace. Students will learn about various aspects of animal care, including handling, feeding and watering a variety of animals, caring for the health and well-being of animals, how to perform the tasks of an animal shelter attendant, or kennel hand, workplace communications, workplace health and safety, and employer expectations and employee responsibilities and rights.</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>Delivery is classroom based, in a simulated animal care environment. Excursions to a variety of animal care workplaces also take place.</td>
</tr>
<tr>
<td>Course Duration</td>
<td>The expected completion time for the Certificate II in Animal Studies is up to 6 months.</td>
</tr>
<tr>
<td>Course Structure</td>
<td>ACM20110 Certificate II in Animal Studies requires the completion of 12 units.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core units</td>
<td>ACMGAS201 Work in the animal care industry ACMGAS202 Participate in workplace communications ACMGAS203 Complete animal care hygiene routines ACMGAS204 Feed and water animals ACMGAS205 Assist in health care of animals ACMGAS206 Provide basic first aid for animals ACMOHS201 Participate in workplace health and safety processes ACMMSUS201 Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elective units</th>
<th>ACMGAS208 Source information for animal care needs ACMGAS209 Provide information on companion animals, products and services ACMSP304 Provide basic care of domestic dogs ACMSP310 Provide basic care of mammals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-requisites</td>
<td>There are no pre-requisites for entry into this qualification.</td>
</tr>
<tr>
<td>Course outcomes and pathways</td>
<td>Successful completion leads to award of the nationally accredited ACM20117 Certificate II in Animal Studies. Students will have gained practical skills and knowledge required for working in animal care. Successful graduates will also have gained greater self-confidence in approaching employers and applying for jobs, improved employability and job readiness for ongoing employment, a career pathway to qualifications in Animal Studies, Veterinary Nursing, Companion Services and Captive Animals. Graduates may also have the opportunity to pathway into Jesuit Community College’s employer network.</td>
</tr>
</tbody>
</table>
## Single units of competency

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course type</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXFSA001 Use hygienic practices for food safety</td>
<td>Single unit of competency, nationally accredited training</td>
</tr>
</tbody>
</table>

**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.

**Delivery Mode**
The delivery mode is class-room based, in mainstream workplace environments.

**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.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>SITHFAB005 Prepare and serve espresso coffee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Single unit of competency, nationally accredited training</td>
</tr>
</tbody>
</table>

**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.

**Delivery Mode**
The delivery mode is class-room based, in mainstream workplace environments.

**Course Duration**
The expected completion time for SITHFAB005 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 or reduced to achieve competency.

**Pre-requisites for course**
SITXFSA001 Use hygienic practices for food safety
English language and literacy

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Language for Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course type</td>
<td>Non-accredited training</td>
</tr>
</tbody>
</table>
| Course Information| The Language for Life course aims to help non-English speakers to acquire English language speaking, listening, reading and writing skills. This non-accredited course focuses on the valuable language skills and knowledge needed to participate in and engage with the community. Language for Life is intended to help participants with
  ➢ Language for everyday living
  ➢ speaking and listening in English
  ➢ reading and writing in English
  ➢ potential education, training and employment pathways |
| Delivery Mode     | The course is classroom based. |
| Course Duration   | The course runs during Victorian school terms in a number of locations across Melbourne |
| Eligibility       | Permanent Resident and/or Australian Citizen/New Zealand Citizen, and not enrolled in mainstream secondary school |
| Pre-requisites for course | There are no pre-requisites for entry into this qualification. |

Short vocational courses

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

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


Short vocational courses are offered periodically through the year. Regular course offerings for 2019 include –
**Introduction to Animal Care**

This is a practical course designed for people looking for employment and training for the animal care industry. Successful completion can lead to further studies in ACM20117 Certificate II in Animal Studies, improved employability skills and greater confidence, and work in a range of animal care industries.

**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 provides an introduction to using hand and power tools for woodworking. Successful learners will have made two to three timber projects together with a Statement of Participation by the end of the course.

**Introduction to Permaculture**

This practical introductory course teaches skills in building garden boxes with recycled timber, and landscaping and horticulture, and builds understanding of the basic principles of ecosystems.

**Growing Mushrooms in the City**

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

Contact Jesuit Community College on courses@jss.org.au or 03 9415 8700 to find course times and dates for our short vocational courses.
Course enrolment

ENROLMENT PROCESS(es)

There are three streams of referrals. You may have been referred by an agency to Jesuit Community College, or by staff of Jesuit Social Services, or you may have decided independently, to start your training at Jesuit Community College.

Before commencing an accredited course prospective students meet with staff from Jesuit Community College to participate in a Pre-training Review to assess literacy and numeracy skills. This review provides information to ensure that students enrol in courses suitable and appropriate to their needs and goals.

Students will be informed about specific information relevant to the course - including start and end dates, location, times, and key contacts.

During the enrolment process Jesuit Community College staff will verify your eligibility for Government subsidised training. (For more information about eligibility, refer to the section below about eligibility.) Eligible applicants will then complete the enrolment process. You will be asked to supply your USI (Unique Student Identifier).

Proof of your identity is a requirement when you enrol. One of the following documents will need to be provided to support your enrolment:

a. An Australian Birth Certificate; or
b. A current Australian Passport; or
c. A current New Zealand Passport; or
d. A naturalisation certificate; or
e. A current green Medicare card; or
f. Formal documentation issued by the Australian Department of Immigration and Border Protection confirming permanent residence; or
g. A proxy declaration for individuals in exceptional circumstances as per Clauses 2.16-2.20 of the 2018 Guidelines about Determining Student Eligibility and supporting Evidence- Skills First Program.

Rights and responsibilities as a student and the fees and charges of the College are explained below in this document.

Recognition of prior learning and credit transfer

During your enrolment interview, you will be offered the opportunity to apply for Recognition of Prior Learning (RPL) to identify all units of competency you have already achieved as a result of past work and life experiences.

Your RPL application will be processed by Jesuit Community College, as designated by the Victorian Government.

You may also be eligible for Credit Transfer for any relevant formal training you have already completed. Original transcripts of your previous qualification/s will be required to verify this.

Flexible learning and assessment

We will ensure your individual learning needs are met by evaluating the effectiveness of different methods of learning and assessment. To ensure our training suits different learning styles, our assessments include a variety of methods, including observation/demonstration, oral and written questions/answers or reports, case studies, individual and group assessments, presentations, research projects, role plays, written assignments or tests, or visual and audio media.
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 programs 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 Act 2010. 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.

ELIGIBILITY CRITERIA FOR A SUBSIDISED PLACE

Eligibility for Skills First training

If you are eligible for Skills First funding, you may not need to pay fees directly to Jesuit Community College for training. This applies to enrolment in the following courses in 2019:

- 22476VIC Certificate I in General Education for Adults (Introductory)
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- ACM20117 Certificate II in Animal Studies.

In order to be eligible for Skills First Victorian Government funded education, you must be either

- an Australian citizen or
- an Australian Permanent Resident (holder of a permanent visa) or
- a New Zealand citizen (holder of a current New Zealand passport) or
- an Asylum Seeker holder of a current valid Bridging Visa Class E (BVE), Safe Haven Enterprise Visa (SHEV) or Temporary Protection Visa (TPV) as verified via the Commonwealth’s Visa Entitlement Verification Online (VEVO), and
- not enrolled in mainstream education (any secondary schooling from Years 7-12, including High Schools, Specialist schools and Secondary Colleges), and
- not enrolled in the Commonwealth Government’s Skills for Education and Employment program, and
- not have completed an Australian qualification at Diploma level or above.

Additional criteria also apply as to how many subsidised courses you have completed in a calendar year.

Eligibility criteria for places funded through the Adult and Community Further Education are:

- an Australian citizen or an Australian Permanent Resident (holder of a permanent visa) AND
- a New Zealand citizen (holder of a current New Zealand passport) AND
- not enrolled in mainstream education (school means any secondary schooling including, House Schooling, VCE and VCAL delivered at TAFE and other RTO’s) AND
- not enrolled in the Commonwealth Government’s Skills for Education and Employment program.
Detailed criteria are given in Appendix 3.

FEES AND CHARGES

Your tuition fee is set by the Government and may be partially funded by the Skills First Program fund. It is funded based on the number of hours of your enrolment, at a rate that is dependent on the category of the course as listed below.

Vocational Education Tuition indicative fees

<table>
<thead>
<tr>
<th>Program/Course details</th>
<th>Duration in days</th>
<th>Nominal hours</th>
<th>Govt subsidy per nominal hour</th>
<th>Govt concess tuition fee contribution per nominal hour</th>
<th>Concession Tuition fee per nominal hour (WITH concession)*</th>
<th>Concession Tuition fee per nominal hour (NO concession)</th>
<th>Victorian Govt subsidised course fees (WITH concession)*</th>
<th>Victorian Govt subsidised course fees (NO concession)</th>
<th>Resources Fee</th>
<th>Full-fee place for non-Government funded students</th>
</tr>
</thead>
<tbody>
<tr>
<td>22476VIC Certificate I in General Education for Adults (Introductory)</td>
<td>48</td>
<td>430</td>
<td>$7.00</td>
<td>$3.06</td>
<td>$0.77</td>
<td>$3.83</td>
<td>$3,010.00</td>
<td>$331.10</td>
<td>$1,646.90</td>
<td>$4,656.90</td>
</tr>
<tr>
<td>22476VIC Certificate I in General Education for Adults (Introductory) (Short Course)</td>
<td>25</td>
<td>315</td>
<td>$7.00</td>
<td>$3.06</td>
<td>$0.77</td>
<td>$3.83</td>
<td>$2,205.00</td>
<td>$242.55</td>
<td>$1,206.45</td>
<td>$3,411.45</td>
</tr>
<tr>
<td>FSK20113 Certificate II in Skills for Work and Vocational Pathways</td>
<td>16</td>
<td>180</td>
<td>$7.00</td>
<td>$3.06</td>
<td>$0.77</td>
<td>$3.83</td>
<td>$1,155.00</td>
<td>$138.60</td>
<td>$689.40</td>
<td>$1,944.40</td>
</tr>
<tr>
<td>FSK20113 Certificate II in Skills for Work and Vocational Pathways (Short Course)</td>
<td>12</td>
<td>165</td>
<td>$7.00</td>
<td>$3.06</td>
<td>$0.77</td>
<td>$3.83</td>
<td>$1,155.00</td>
<td>$127.05</td>
<td>$631.95</td>
<td>$1,130.95</td>
</tr>
<tr>
<td>ACM20117 Certificate II in Animal Studies</td>
<td>28</td>
<td>410</td>
<td>$8.00</td>
<td>$2.26</td>
<td>$0.57</td>
<td>$2.83</td>
<td>$3,280.00</td>
<td>$233.70</td>
<td>$1,160.30</td>
<td>$4,440.30</td>
</tr>
<tr>
<td>SITXPSA001 Use hygienic practices for food safety</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Full fee applies</td>
<td></td>
<td></td>
<td>$100.00</td>
</tr>
<tr>
<td>SITHFAB005 Prepare and serve espresso coffee</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Full fee applies</td>
<td></td>
<td></td>
<td>$300.00</td>
</tr>
</tbody>
</table>

*You may be eligible for a concession on your Tuition Course fee if you are in a Victorian Government subsidised place and you meet the eligibility criteria to apply for a concession. Tuition fees are subject to change depending on a student's individual circumstances.

Fee for Service

Individuals may or may not be eligible to attract funding under an available funding stream, but may still able to undertake any of College 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 with the College Training and Administration Manager in the first instance.

Concessions

With a relevant concession, the minimum tuition contribution for a course will apply.

All students who enrol and commence training in Government subsidised training and who are holders of a Commonwealth Health Care Card, Pensioner Concession Card or Veterans' Gold Card will pay the minimum fee.

To qualify for the concession you must provide proof at the time of enrolment that you are the card holder, or the dependant spouse or dependent child of the card holder. If your name appears on your spouse or parent's Health Care Card or Pensioner Card, please produce the card at time of enrolment.

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 website www.centrelink.gov.au.

With a concession, the minimum tuition contribution for a course category will apply.
Jesuit Social Services Student Support Fund

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

In some cases, meeting the cost of training course fees may impose additional hardship. 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. The establishment of this fund draws on the rich tradition of Jesuit education committed to ‘care of the whole person’ and development of active and informed citizens.

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 Course tuition fees. Applications are open to be received all year round. They can be handed to your Jesuit Community College Trainer/Assessor or enrolment officer, emailed to courses@jss.org.au, sent by post to PO Box 1141, Collingwood VIC 3066, or lodged by hand at Jesuit Community College, 1 Langridge St Collingwood.

Before you apply for this financial support, you should consider alternative funding options.

Applicants must:

- be studying a 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,
- demonstrate adequate academic progress for the duration of their funding.

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

Withdrawals and Refunds

To withdraw officially from a course, unit or unit of study, you must do so within four (4) weeks of the date the first class started, regardless of when you enrolled or when you attended classes.

If you officially withdraw from the whole course you may apply for a refund of any fees paid minus a $50 administration charge. If fees were partially waived due to hardship there is no administration charge payable.

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, talk to the Training and Administration Manager.
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

Your Assessment will be:

- **Valid**: it will measure what it is intended to measure
- **Reliable**: it will provide consistent results in given contexts
- **Fair**: it will not disadvantage any individual and allows the individual to appeal the result
- **Flexible**: it can be adapted to meet different contexts or special needs of individuals

Evidence collected will be:

- **Valid**: Assessor will ensure that the evidence provided by the student directly covers the unit(s) of competency for which they are seeking recognition
- **Current**: it is critical that appropriate evidence is available or is obtained to show that the student is currently able to use the skills and knowledge for which recognition is sought
- **Sufficient**: Assessor will ensure that the student has provided enough evidence to make a confident judgment that competency has been achieved
- **Authentic**: Assessor will ensure that the evidence is actually the work of the student and not someone else.

It will encompass:

- **Mutual Recognition**, which is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework qualifications and Statements of Attainment and qualifications issued by other Registered Training Organisations, enabling individuals to receive national recognition of their achievements.
- **Recognition of Prior Learning (RPL)**, which is a process whereby evidence is collected and a judgment made by an assessor or assessment team against the requirements of one or more endorsed units of competency from a relevant industry Training Package.
- **Validation**, which involves checking to see if the process assesses what it is supposed to be assessing, whilst taking into account the student and the assessment context and then acting on the finding by changing or modifying the process as required

Assessment tools used by Jesuit Community College

Your assessment will be based on evidence collected using a range of assessment tools.

Some examples of assessment methods or tools used by the College are:

**Observation/Demonstration**

Observation/Demonstration is designed to assess competencies within the unit with specific reference to practical skills and knowledge that can be physically demonstrated. You will be asked to demonstrate a task or series of tasks for your peers and/or assessor to observe. Clear outcomes of observable criteria must be understood by the assessor who is required to verify you are competent in the practical skill or demonstrated knowledge using an observation checklist.
**Oral questioning**

Oral questioning is conducted between you and your trainer to assess competency within the unit. Questions devised for oral question are designed to elicit a response from you that demonstrates the application of specific knowledge that you may have learnt through:

- Theory/information contained in accompanying reading material
- Practical experience
- Supplementary material provided by the trainer

A list of the questions asked of you and your responses must be recorded and mapped against relevant elements, performance criteria, critical aspects and/or required skills and knowledge employability skills.

**Portfolio**

Provision of a portfolio of evidence may be used to assess your competence against the elements, performance criteria, critical aspects and required skill, knowledge and employability skills. Evidence must be specific to you and your individual competence. Evidence must be verified and mapped against the elements, performance criteria, critical aspects and/or required skills and knowledge, employability skills as outlined in the portfolio requirements.

**Written work**

Written work is designed to assess competencies within the units which include required skills and knowledge, elements and/or performance criteria critical aspects of evidence employability skills. You are required to present written responses as directed by your trainer.

Responses might be drawn from:

- Theory/information contained in accompanying reading material
- Additional reading and research
- Supplementary materials provided by the trainer/assessor
- Practical experience

**Project/Case Study**

A project/case study is designed to provide an example of a situation or circumstance likely to occur in the industry related to your training. Complementary questions or requirements are designed to elicit a response from you that demonstrates the application of specific knowledge that you may have learned through:

- Theory/information contained in accompanying reading material
- Practical experience
- Additional reading and research
- Supplementary materials provided by the trainer/assessor

**Formal test**

Formal testing may be conducted as a form of assessment. A combination of questions and case studies will be devised and presented in a test format to elicit written responses based on critical aspects, elements, performance criteria and required skills and knowledge and employability skills.

Each question on a formal test will have an individual score attached to it and an overall score will be awarded to you. A minimum pass rate must be achieved in order to demonstrate competency.
**Self-assessment**

Self-assessment is designed to assess competencies within a unit through reflection of your own skills and knowledge. You may be asked to undertake a task or series of tasks or a written response. Clear outcomes or observable criteria must be outlined and understood by you so you can reflect on your skills and knowledge and identify your personal strengths and weaknesses with regard to these skills and knowledge.

**Presentation**

Presentations are designed to enable holistic assessment of a unit of competency. Presentations are devised in the context of the specific industry sector and/or course and contextualised as necessary. You are required to adapt and apply the required skills and knowledge and performance criteria as outlined in the presentation guidelines and may be required to provide a report alongside the presentation.

**Other tools and methods**

To ensure assessment methods are flexible other assessment methods may be employed to determine your competence, including but not limited to: research projects; outline and implementation of a workplace plan; photographs; recorded visual demonstrations; audio visual and multi-media files and practical tasks.

**Guidelines for reasonable adjustment**

Reasonable adjustment refer to measures or actions taken to provide students with a disability the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for Jesuit Community College and must be allowable within rules defined by the training package.

Engaging in reasonable adjustment activities, such as assisting students to identify their learning needs or offering a wide variety of course options and delivery modes, exemplifies good teaching practice. We will 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.

**AWARDS**

Students who successfully complete all the requirements of their training program will receive a qualification that is recognised nationally. If you do not complete the full requirements of the qualification then a Statement of Attainment for the individual units successfully completed will be issued.

All students not entitled for either of the above awards and who have completed the training will be acknowledged 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 study program and will be advised of the date, time, location and the cost of the program.
2. During the program, students will be provided with suitably qualified and experienced Trainers to deliver the program. Trainers will attend all timetabled lessons or training sessions on time, or the student will be advised of the staff absence.
3. Students will receive an induction into the campus and the study program.
4. Students will be provided with appropriate resources during their study program, including access to study resources. Any course expenses incurred by students will be explained prior to paying any fees.
5. Students will have access to referral agencies for counselling services and disability support services where appropriate.
6. Students will undertake assessment only when the student and the Trainer believe that the competency can be achieved.

Student Obligations

1. Students need to ensure all fees or program expenses are paid prior to commencing the course.
2. Students will attend all classes at the time, date and location advised. Minimum attendance is 80%
3. Students will take responsibility for their own learning with the support of their Trainer.
4. Students will maintain a satisfactory standard of behaviour within Jesuit Community College and will care for all Jesuit Community College & other campus property. Students will comply with occupational health and safety, smoke-free, road traffic rules, and other JCC policies.
5. Students will present themselves for all assessment requirements.

Absences

What should I do if I can’t make it to class?

If you know you will be absent from class please notify your Trainer in the event of illness. 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.

STUDENT CODE OF CONDUCT

STUDENTS HAVE A RIGHT TO:

- Be treated with respect and fairly by fellow students, College staff and volunteers
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Privacy of their personal information and student records held by Jesuit Community College
- Lodge a complaint without fear of victimization.

STUDENT RESPONSIBILITIES

- Treat other students, trainers or volunteers with respect and fairness
- Follow any reasonable direction from College staff
- Not engage in plagiarism, collusion or cheating in any assessment activity
• Be punctual and regular in attendance
• If you cannot come you must inform the College as soon as possible
• Submit assessment tasks by the due date or seek approval to extend the due date
• Mobile phones must be on silent or turned off
• Treat equipment/materials with respect
• Observe normal safety practices eg. wear approved clothing and equipment as required
• Refrain from swearing
• Must not smoke in College buildings and move to outside designated areas for such purposes
• Behave in a responsible manner by not:
  o Harassing fellow students, trainers or volunteers
  o Damaging, stealing, modifying or misusing property (including electronic records, files or storage media)
  o Being under the influence of alcohol or drugs
  o Engaging in any other behavior which could offend, embarrass or threaten others

STUDENT CODE OF CONDUCT POLICY:

1. Jesuit Community College is committed to the principle of ensuring that every student has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes or the wellbeing of individuals

2. Both trainers and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones.

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

4. Jesuit Community College trainers may apply any of the following penalties where he/she is satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
   • A verbal or written reprimand
   • A requirement to attend counselling at specified time and place
   • Payment of compensation by student for damages or loss of resources
   • Restitution of property removed or damaged
   • Use of specified equipment only in accordance with certain conditions (for a set period)
   • Suspension of studies from Jesuit Community College. Where suspension is decided the student must participate in an interview with the General Manager or Training and Administration Manager to be considered for re-entry into the program.

5. The student may appeal the penalty under Jesuit Community College’s Complaints Policy.

BREACH OF THE STUDENT CODE OF CONDUCT means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work or is in breach of the Jesuit Community College rules/code of conduct.

This may occur if a student or students:
• Disrupts others
• Assails a person on the premises of the organisation
• Unlawfully removes, damages or uses any property of another person or Jesuit Community College
• Disrupts staff or students of Jesuit Community College in the performance of their duties
• Obstructs the teaching/training of a group or an assessment activity
• Commits or engages in any dishonest or unfair act in relation to an assessment policy
• Willfully disobeys or disregards any lawful order or direction given by a member of staff
• Enters part of Jesuit Community College when directed not to do so by a member of staff
• Fails to leave part of the Jesuit Community College premises when directed to do so by a member of staff
• Fails to pay financial commitments to Jesuit Community College
• Enters part of Jesuit Community College whilst under the influence of alcohol or a drug
• Engages in any unlawful activity on Jesuit Community College premises such as using, possessing or supplying any prohibited drug, substance or weapon
• Discriminates against a person on the grounds of the person’s age, race, sex sexuality, gender identity, marital status, physical or intellectual disability or religion
• Incites hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the grounds of age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group.

PROCEDURE FOR BREACH OF THE STUDENT CODE OF CONDUCT:

1. A staff member who believes a breach of conduct has occurred should report the breach to the General Manager of Jesuit Community College without delay.
2. If appropriate the student can be ordered to leave Jesuit Community College premises for the remainder of the day on which the breach takes place. Circumstances where it may be appropriate to exclude the student from the premises for the remainder of the day will include serious cases of breach of conduct such as violence, abusive behaviour, discrimination, vandalism, wilful disobedience of a staff direction or blatant assessment cheating. If a student is asked to leave and refuses College staff has the right to call police.
3. The staff member reports the breach to the General Manager of Jesuit Community College in writing using the Jesuit Social Services Incident Report form.
4. Where a student has been asked to leave they can’t return until a meeting has been held with the Training and Administration Manager or the College General Manager, where required.
5. Situations of greater urgency, such as cheating or violence an oral report will be made to Jesuit Community College’s General Manager in the first instance, followed by the written report as soon as practicable thereafter.
6. Within 5 days of the report, the General Manager will speak to the student privately, in the presence of the relevant staff member if possible and if not then in the presence of a third party chosen by the General Manager. The student will be cautioned and advised of the possible consequences and the grounds for such a report. Confidentiality of the meeting will be maintained.

Any penalty to be imposed will be communicated to the student in writing within 10 days of the above meeting. The student must also be advised of the right to appeal the penalty under Jesuit Community College Complaints Policy. Actions taken under this policy will be documented and archived for audit purposes.

The General Manager of Jesuit Community College is the person responsible for the
implementation and maintenance of the policy. The General Manager will be the person responsible for the implementation and maintenance of the policy.

JESUIT COMMUNITY COLLEGE POLICIES AND PROCEDURES

The College has a range of policies and procedures that apply to trainers, 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.

SEXUAL HARASSMENT

Jesuit Community College is committed to providing equal employment opportunities and educational outcomes for all our staff and students and 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 and acknowledge that, in particular, people from non-English speaking backgrounds and Australian indigenous people have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination. In all our activity 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.

LANGUAGE AND LITERACY SUPPORT

If you need any assistance or support with language, literacy or numeracy you can speak confidentially with your trainer. 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 also refer you to services outside the College.

SUPPORT SERVICES FOR STUDENTS

Jesuit Community College provides support for your health, safety and welfare through staff and skilled volunteers. Referral to specialised support services in terms of academic and personal counselling may also be provided. Please talk to your trainer to find out more about support services. Some readily available services include:

- Mental health services (such as Headspace www.headspace.org.au, or Mind Australia www.mindaunited.org.au)
- Alcohol and other drugs services (such as Odyssey www.odyssey.org.au or Turning Point Drug and Alcohol Services www.turningpoint.org.au)
- Housing services (such as Human Services Office of Housing, Mind Australia www.mindaunited.org.au)
- Aboriginal services (such as Victorian Aboriginal Health Services Co-op www.vahs.org.au)
- Family services (such as Anglicare Victoria www.anglicarevic.org.au, or Good Shepherd Youth and Family Service www.goodshepvic.org.au)

A more comprehensive list is given at the end of this document.
SAFETY

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

You will be asked to complete a written questionnaire to give feedback on your training experience at the completion of your training. This is to monitor the quality and relevance of our ongoing training and career pathway opportunities for students, and to guide future training.

We will also seek feedback and information from trainers and students at regular intervals during training. Industry consultation will occur prior to course commencement and is used to ensure industry standards and relevance are current. Feedback which suggests that any discrimination or anti-equal opportunity practices have occurred will be acted upon.

You 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.

All feedback will be used by Jesuit Community College to improve our training resources and delivery.

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 (Cwlth). We respect the privacy rights of all individuals during their training to ensure compliance with the NPPs.

For more information about the Privacy Act please refer to the Victorian Government VET Student Enrolment Privacy Notice attached at the end of this document.

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.

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 detail information, please contact Jesuit Community College.
COMPLAINTS AND APPEALS PROCEDURE

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, usually assessment decisions.

Complete details of Complaints procedure is available on our website: http://jss.org.au/feedback-and-complaints/

GUIDING PRINCIPLES

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 involve the person bringing the complaint (‘the complainant’) or appealing a decision (‘the appellant’) in decisions about how to resolve issues, will give them reasonable notice of any processes, and ensure our decisions are unbiased.
- We will treat all complaints and appeals in confidence, use independent people to hear formal complaints and will involve only those people who need to know, and then only with the complainant’s permission.
- 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://rms.asqa.gov.au/registration/newcomplaint.aspx

INFORMAL COMPLAINTS

Learners and employees are encouraged to raise complaints as soon as possible with trainers or the Training and Administration Manager. The process is as follows.

The person who first hears the complaint is responsible for seeing that the issue is addressed and followed through; this may include ensuring that the complaint is passed on to the appropriate person and resolved.

With the complainant’s permission, the informal process would usually involve meeting with other people involved to discuss the problem and identify any options for resolution. This may involve helping the person bringing the complaint to bring their complaint directly to any others involved, if this is what the complainant wants to do.

The informal complaint, and any agreements or outcomes should be recorded and placed on relevant personal files, student, staff, or other.

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 learner 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 and should be a brief statement of the complaint and any relevant details including the complainant’s contact details. The complainant must sign and date the statement.

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 must be independent of the issue; that is, they must not be directly involved in the matter. This could be a person from an external agency.

4. The person who hears the complaint will record full details of the complaint, including: defining the problem; taking details of others involved and any informal processes already undertaken; recording any relevant events and dates and taking; any suggestions from the complainant about how the issue could be resolved.

5. The person who hears the complaint will discuss processes for investigation and resolution with the person who brought the complaint.

6. Others involved will be provided with a right of reply to the complaint and mediation might be involved if appropriate.

7. 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.

8. The Training and Administration Manager will follow up within an agreed timeframe to ensure the resolution is working.

9. The Jesuit Community College will complete the process within 14 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 learners 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.

Learners and others have the right to take complaints to external agencies. Learners also have the right to contact the JESUIT COMMUNITY COLLEGE regulatory body Australian Skills Quality Authority (ASQA).

INFORMATION RETAINED REGARDING COMPLAINTS

The Training and Administration Manager will ensure records are kept as follows.

- The original complaint, the response, and all follow-up and notes related to the specific complaint will be filed in hard copy in the lockable filing cabinet. They also may be kept electronically under a password protected file. All information will be kept in the Training and Administration Manager’s Office.

- Personal files of people involved will also contain relevant details, for example action to be taken.

- While this information is kept strictly confidential, complaints in general will be considered annually as part of the annual internal audit where the procedure for handling complaints will also be reviewed to ensure appropriateness.
APPEALS OVERVIEW

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 learner 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.

APPEALS PROCESS

The appeal follows the procedure outlined below. The learner may choose to follow the internal appeals process, or seek external support for an appeals process (for example, Work Safe).

- An appeal about an assessment decision should be provided in writing to the Training and Administration Manager within 14 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 they are appealing; any further information or evidence to support their 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 learner (or review evidence presented) and make a judgement.
- Appeals about any other matter will be handled in line with our complaints procedures.
- We will attempt to complete the appeals processes within 14 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.
- The person managing the appeal will place a copy of information on the appeal and outcomes to the relevant personal files, and will use the more general information in the review of assessment procedures for the course or unit.

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

Consumer Affairs Victoria
Phone: 1300 55 81 81
e-mail: consumer@justice.vic.gov.au
website: www.consumer.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission
FURTHER STUDY AT JESUIT COMMUNITY COLLEGE

Prior to completion of your course, staff is available to meet with you to discuss your further education opportunities here and possible pathways. Please speak with the Training Administration Manager, to book in a time with the designated staff member.

Contact
Training and Administration Manager
courses@jss.org.au
Tel: 03 9415 8700
JESUIT COMMUNITY COLLEGE

and its staff

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Service name</th>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mental health and wellbeing</td>
<td></td>
<td>jss.org.au/what-we-do/mental-health-and-wellbeing/</td>
</tr>
<tr>
<td></td>
<td>Education and training</td>
<td></td>
<td>jss.org.au/what-we-do/education-training-and-employment/</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>Co Health</td>
<td>Outreach service and community health centre</td>
<td>cohealth.org.au</td>
</tr>
<tr>
<td></td>
<td>Headspace</td>
<td>Support to young people experiencing mental health issues</td>
<td>headspace.org.au</td>
</tr>
<tr>
<td></td>
<td>Mind Australia</td>
<td>Support for mental health recovery</td>
<td>mindaustralia.org.au</td>
</tr>
<tr>
<td>Alcohol and other drugs</td>
<td>St Vincent’s Drug and Alcohol Service</td>
<td>Information and referral service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Odyssey</td>
<td>Drug and alcohol treatment and support</td>
<td>Odyssey.org.au</td>
</tr>
<tr>
<td></td>
<td>Innerspace Drug Safety Services</td>
<td>Health care services for people who inject drugs</td>
<td>Innerspace.org.au</td>
</tr>
<tr>
<td>Health services</td>
<td>North Richmond Community Health</td>
<td>Health services</td>
<td>nrch.com.au</td>
</tr>
<tr>
<td></td>
<td>North Yarra Community Health Service</td>
<td>Health and wellbeing</td>
<td>nych.org.au</td>
</tr>
<tr>
<td>Disability services</td>
<td>Independence Australia</td>
<td>Support service</td>
<td>Independenceaustralia.com</td>
</tr>
<tr>
<td></td>
<td>Job Co</td>
<td>Disability employment service</td>
<td>Jobco.com.au</td>
</tr>
<tr>
<td>Housing services</td>
<td>Mind Australia</td>
<td>Supported accommodation</td>
<td>Mindaustralia.org.au</td>
</tr>
<tr>
<td></td>
<td>Human Services – Office of housing</td>
<td>Public and social housing</td>
<td>Housing.vic.gov.au</td>
</tr>
<tr>
<td>Aboriginal services</td>
<td>Victorian Aboriginal Health Services Co-op</td>
<td>Health and wellbeing</td>
<td>Vahs.org.au</td>
</tr>
<tr>
<td>Legal services</td>
<td>Neighbourhood Justice Centre</td>
<td>Support services, community course</td>
<td>Neighbourhoodjustice.vic.gov.au</td>
</tr>
<tr>
<td>Family services</td>
<td>Anglicare Victoria</td>
<td>Family support</td>
<td>Anglicarevic.org.au</td>
</tr>
<tr>
<td></td>
<td>Domestic Violence Resource Centre</td>
<td>Information and referral service</td>
<td>Dvrcv.org.au</td>
</tr>
<tr>
<td></td>
<td>Good Shepherd Youth and Family Service</td>
<td>Support and housing for disadvantaged families</td>
<td>Goodshepvic.org.au</td>
</tr>
</tbody>
</table>

JCC Student Handbook_V6.0_January2019
<table>
<thead>
<tr>
<th>Interpreter services</th>
<th>Kildonan Uniting Care</th>
<th>Family support</th>
<th>Kildonan.org.au</th>
</tr>
</thead>
<tbody>
<tr>
<td>Migrant services</td>
<td>Victorian Interpreting and Translation Service</td>
<td>Interpreting service</td>
<td>Vits.com.au</td>
</tr>
<tr>
<td>Youth services</td>
<td>YSAS</td>
<td>Youth support service</td>
<td><a href="http://www.ysas.org.au">www.ysas.org.au</a></td>
</tr>
</tbody>
</table>

You can also contact your local government and community service organisations.
APPENDIX 2

Jesuit Community College is required to collect your personal and enrolment data for student administration and reporting purposes to the Victorian Government, as well as to the National Centre for Vocational Education Research Ltd (NCVER).

The following notices about privacy are included in the enrolment form.

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### Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

#### Collection of your data

Jesuit Community College is required to provide the Department with student and training activity data. This includes personal information collected in the Jesuit Community College enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth’s Unique Student Identifier (USI).


#### Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

Similarly, Jesuit Community College may use your data for course and student administration, monitoring, planning and research.

A student’s USI may be used for specific VET purposes including the verification of student data provided by Jesuit Community College, the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

#### Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

#### Legal and Regulatory

The Department’s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

#### Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted. You may also be contacted by Jesuit Community College to participate in surveys.

#### Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

#### Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

#### Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: [http://www.education.vic.gov.au/Pages/privacypolicy.aspx](http://www.education.vic.gov.au/Pages/privacypolicy.aspx).


### Additional information about Jesuit Community College

NCVER privacy notice

Under the Data Provision Requirements 2012, Jesuit Community College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Jesuit Community College for statistical, administrative, regulatory and research purposes. Jesuit Community College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

The standard student declaration at the end of the enrolment form is shown below.

Student declaration

I DECLARE THAT:

1. The information I have provided in this enrolment form is true and correct to the best of my knowledge;
2. I have read the Victorian Government’s VET Student Enrolment Privacy Notice above;
3. I understand and acknowledge that Jesuit Community College is required to submit data from this enrolment to the Victorian Government, and to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement;
4. I understand and acknowledge that the information from this enrolment form may be used by Jesuit Community College or my School, Employer, Government departments and authorised agencies, NCVER, organisations conducting student surveys, and researchers, for administrative, regulatory and research purposes as set out in the VET Student Enrolment Privacy Notice above;
6. I ☐ give permission ☐ do not give permission (tick appropriate box) for Jesuit Community College to use photographs or footage of me in programs and courses for the purpose of publication, promotion, illustration or advertising. I understand that no fee is payable by Jesuit Community College for this use, and that Jesuit Community College owns all copyright of content within the photograph or footage.

Given name

Family Name

Signature

Date

If student is LESS THAN 18 years of age at the time of enrolment

Legal guardian name

Legal guardian signature
Appendix 3

Extract from 2019 Guidelines about Determining Student Eligibility and Supporting Evidence (Version 1.0, published October 2018)

These Guidelines apply to all enrolments in Victorian training subsidised through the Skills First Program.

SECTION 1
1. DETERMINING AN INDIVIDUAL’S ELIGIBILITY FOR THE SKILLS FIRST PROGRAM

The eligibility criteria for the Entitlement to Funded Training are outlined in Clause 2 of Schedule 1 of the VET Funding Contract. The following information is provided to assist the Training Provider in determining an individual’s eligibility, specifically with regard to:

- the ‘upskilling’ requirement;
- the ‘2 in a year’ limitation;
- the ‘2 at a time’ limitation;
- the ‘2 at level’ limitation;
- accredited courses with the title ‘Course in...’; and
- courses on the Foundation Skills List.

**Upskilling: determining prior completed qualification for the purpose of eligibility.**

1.1. For the purpose of applying Clause 2.2(c)(v) of Schedule 1 of the VET Funding Contract, which is the eligibility criterion relating to the highest qualification held (upskilling), the following prior qualifications are not taken into account:

a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions
b. qualifications listed in the Foundation Skills List (Attachment 1 to these Guidelines)
c. any VET certificates completed as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
d. qualifications with the title ‘Course in...’ which are not aligned to a specified level within the Australian Qualifications Framework (AQF); and
e. non-Australian qualifications, except where equivalency has been formally established with a qualification within the AQF;

1.2. In accordance with the AQF and for the avoidance of doubt, Vocational Graduate Certificate and Vocational Graduate Diploma level qualifications are higher than qualifications at the Bachelor Degree level.

**2 in a year and 2 at a time: determining the number of courses an individual is eligible to commence/undertake in a calendar year.**

1.3. For the purpose of applying subclauses 2.3(a) and 2.3(b) of Schedule 1 of the VET Funding Contract:

a. an individual is eligible to commence a maximum of two government subsidised courses in each calendar year.
b. an individual is eligible to undertake a maximum of two government subsidised courses at any one time in each calendar year.
c. the following scenarios will not be counted towards the course maximum outlined at Clause 1.3(a):
   i. if an individual is transitioning from a superseded qualification to the current version of the same qualification;
   ii. if an individual is recommencing training in the same qualification (at either the same or a different provider); or
   iii. if an individual is seeking to enrol in an apprenticeship (not traineeship) after having participated in one of the Pre-Apprenticeship and Pathway Qualifications identified at Attachment 2 to these Guidelines.
d. participation in the following will not be counted towards the course maximum outlined at Clause 1.3(a) and 1.3(b):
   i. ‘22469VIC - Course in Introduction to the National Disability Insurance Scheme’; or
   ii. any course or skill set undertaken as part of the Department of Education and Training ‘Skills Uplift Pilot Program’.

**2 at level: determining the number of courses previously commenced**

1.4. For the purpose of applying subclauses 2.3(c) and 2.3(d) of Schedule 1 of the VET Funding Contract, which are the eligibility criteria relating to the lifetime limit on commencements at the same level (the 2 at level lifetime limit), the following commencements are not taken into account:
a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions;

b. qualifications listed in the Foundation Skills List (Attachment 1 to these Guidelines);

c. any VET certificates undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);

d. where an individual is transitioning from a superseded qualification to the current version of the same qualification;

e. where an individual is recommencing training in the same qualification (at either the same or a different provider);

f. ‘22469VIC - Course in Introduction to the National Disability Insurance Scheme’; and

g. any course or skill set undertaken as part of the Department of Education and Training ‘Skills Uplift Pilot Program’.

Eligibility for accredited courses with the title ‘Course in…’

1.5. A number of courses with the title ‘Course in…’ are accredited. These are nationally recognised training products providing skills recognition leading to a Statement of Attainment, rather than the award of a qualification recognised within the Australian Qualifications Framework (AQF). They are not aligned with the AQF.

a. Enrolment in a ‘Course in…’ is subject to the same Entitlement to Funded Training eligibility requirements as other enrolments.

b. To address ‘upskilling’ requirements, an individual who holds a qualification no higher than Certificate IV is to be considered eligible to enrol in a ‘Course in…’ (subject to meeting other eligibility criteria).

c. Qualifications at Diploma level or higher are considered higher than courses with the title ‘Course in…’.

d. An individual is eligible to commence a maximum of two government subsidised accredited courses with the title ‘Course in…’ in their lifetime (subject to meeting other eligibility criteria).

Eligibility for courses and qualifications on the Foundation Skills List

1.6. If the individual is enrolling in qualifications or courses on the Foundation Skills List, previous commencements should not be taken into account for the purpose of applying the eligibility criteria relating to the lifetime limit on commencements at the same level (the 2 at level lifetime limit).

1.7. An individual is not eligible for training subsidised through the Skills First Program in courses and qualifications on the Foundation Skills List (Attachment 1 to these Guidelines) if the individual is:

a. The holder of a qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher.

b. Enrolled in the Commonwealth Government’s ‘Skills for Education and Employment’ program.

SECTION 2

2. EVIDENCE OF ELIGIBILITY FOR THE SKILLS FIRST PROGRAM

2.1 Evidence of an individual’s eligibility for the Entitlement to Funded Training is to be sighted and retained by the Training Provider for each Eligible Individual, prior to commencement in training, in accordance with these Guidelines.

Evidence to be sighted and retained by the Training Provider for all Eligible Individuals

2.2 Prior to the commencement of training, for each individual that the Training Provider assesses as eligible for the Entitlement to Funded Training, the Training Provider must:

a. complete in hard copy or electronically, the information and declarations specified in the Evidence of Eligibility and Student Declaration form at Attachment 3 to these Guidelines; and

b. sight and retain the evidence of eligibility specified in the Evidence of Eligibility and Student Declaration form by:

<table>
<thead>
<tr>
<th>Sighting</th>
<th>Retaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. a hard copy original</td>
<td>a photocopy or electronic copy of the hard copy original</td>
</tr>
</tbody>
</table>

or
2.3 If the Training Provider uses a document verification service as part of obtaining and assessing evidence of eligibility, the Training Provider should independently establish that any such service provides the same level of assurance as human processes to support the Training Provider declaration in the Evidence of Student Eligibility and Student Declaration form (or electronic equivalent) that evidence has been appropriately sighted and retained.

2.4 If the Training Provider uses a document verification service as part of obtaining and assessing evidence of eligibility and the document verification service is unable to verify an individual’s document, then the Training Provider must offer that individual the opportunity to provide their evidence of eligibility in an alternative format, prior to making an assessment of that individual’s eligibility.

2.5 A certified photocopy is a photocopy of an original document which has been certified as being a true copy by a person listed at Attachment 4 to these Guidelines.

2.6 Certified photocopies that are scanned or faxed are not acceptable forms of evidence for the purpose of sighting evidence as required by Clause 2.2(b)(ii).

2.7 The Evidence of Eligibility and Student Declaration form must be completed by an authorised delegate of the Training Provider.

2.8 An authorised delegate of the Training Provider is defined as:
   a. an employee/s of the Training Provider who has been formally delegated this function from the CEO or equivalent and written evidence of such a delegation is available at audit, or
   b. a duly authorised agent of the Training Provider, and a legally binding agreement between the Training Provider and the agent is in place and available at audit.

2.9 The Evidence of Eligibility and Student Declaration form does not replace existing eligibility assessment processes or student enrolment forms. Completion of the Evidence of Eligibility and Student Declaration form alone does not constitute a comprehensive eligibility assessment.

2.10 Eligibility assessment processes must involve informative discussions with applicants, as well as comprehensive assessments of the circumstances against the eligibility requirements of the VET Funding Contract, including any variations to that VET Funding Contract.

2.11 Where an individual’s response to the Evidence of Eligibility and Student Declaration form indicates that the individual is not eligible but the Training Provider considers them eligible based on a comprehensive discussion, the Training Provider must evidence the reason it found the student to be eligible and retain this evidence.
   For example: an individual (who has met all other eligibility criteria) responds to the form indicating they have completed a Bachelor degree. This would suggest the individual is not eligible for the Entitlement to Funding Training. However, the Training Provider gathers, through a discussion with the individual, that the Bachelor degree declared is an overseas qualification and equivalency has not been formally established with a qualification within the AQF. The Training Provider may therefore enrol the individual in suitable government subsidised training, but must retain evidence for why the upskilling requirement is not applicable.

2.12 The Training Provider must make available to the Department (or persons authorised by the Department) for audit or review purposes, the information and copies of evidence specified in Clause 2.2(a) and (b).

2.13 Where the Training Provider has sighted and retained evidence of eligibility specified in the Evidence of Eligibility and Student Declaration form about that individual’s citizenship and (where relevant) their age, and determined that individual to be eligible, the Training Provider may rely upon this information it has sighted and retained for any subsequent commencements by that individual with only that Training Provider, provided that evidence has not expired when a subsequent enrolment occurs. In such circumstances, the Training Provider must
continue to retain this information for audit, review or investigation purposes. The Training Provider must make all other assessments of an individual’s Entitlement to Funded Training for each subsequent enrolment.

**Electronic completion of the Evidence of Eligibility and Student Declaration form**

2.14 The Training Provider may choose to complete, and have individuals complete, the *Evidence of Eligibility and Student Declaration* form electronically. If the *Evidence of Eligibility and Student Declaration* form (or equivalent) is completed electronically, the Training Provider must ensure:

a. that the information collected is exactly the same as that which would have been collected had the hard copy *Evidence of Eligibility and Student Declaration* form been used;

b. that the authorised delegate of the Training Provider completes the information in Section A, including their name and position, and undertakes an electronic action equivalent to their signature upon sighting and retaining the individual’s evidence of eligibility; and

c. that the individual completes the information in Section B and undertakes an electronic action equivalent to their signature.

For the purposes of Clause 2.14 b) and c), an electronic action by an individual will be considered to be equivalent to a signature where the action identifies the individual and indicates the individual has completed the information required, and is as reliable as appropriate in light of all the circumstances (including so that the Department can rely on the action as demonstrating the individual’s completion of the information in the event of any audit pursuant to these Guidelines or the VET Funding Contract).

2.15 Electronic completion of the *Evidence of Eligibility and Student Declaration* form (or equivalent) does not in any way remove or negate the requirements for the individual to provide and the Training Provider to sight documentation and retain a copy in support of eligibility as per Clause 2.2 (b).

**Proxy declarations for individuals in exceptional circumstances**

2.16 In absolutely exceptional circumstances where an individual is unable to provide any of the listed documents specified in the *Evidence of Eligibility and Student Declaration* form a proxy declaration, being a signed declaration by the CEO of the Training Provider or of a relevant government or community service provider, may be acceptable pending the approval of the Department.

2.17 The Training Provider must make all reasonable efforts to assist an individual to demonstrate their citizenship/residency status in the conventional way, with a proxy declaration being used in exceptional and specific circumstances only.

2.18 The Training Provider must seek the approval of the Department for each individual for whom a proxy declaration is being proposed. Cases should be presented as robustly as the circumstances allow via the enquiry function of the Skills Victoria Training System (or successor).

2.19 Proxy declarations are not acceptable where an individual has simply been reluctant to incur the cost or inconvenience of obtaining relevant documents.

2.20 The Training Provider may be required to demonstrate its decision making process in this regard and to show the proxy declaration at audit.

**Evidence to be sighted and retained by the Training Provider for individuals referred under particular initiatives**

2.21 Prior to commencement in training, for individuals referred to training under initiatives specified in Part C of Schedule 1 of the VET Funding Contract, the Training Provider must:

**Asylum Seeker VET Program**

a. sight a ‘Referral to Government Subsidised Training - Asylum Seekers’ form issued by the Asylum Seeker Resource Centre or the Australian Red Cross Victims of Human Trafficking Program and retain a copy of the form; or

b. if enrolling without the abovementioned referral form at a TAFE institute or Learn Local organisation, sight confirmation that the individual holds a valid BVE, SHEV or TPV through the Commonwealth’s *Visa Entitlement Verification Online* (VEVO) and retain an electronic copy or printed copy of the confirmation; or

**Latrobe Valley Initiative**

c. for individuals seeking to undertake training with a Training Provider that is a TAFE Institute, a Dual Sector University as defined in the Act, a Learn Local Organisation or the Centre for Adult Education or AMES (each as defined in the Act), sight and retain a copy of a referral by the Latrobe Valley Authority or the Morwell Skills and Jobs Centre, which may include:
i. a referral letter, form or other written advice from the Latrobe Valley Authority or Morwell Skills and Jobs Centre;

ii. where the Training Provider is contacted directly by a Latrobe Valley Authority transition case worker: either an email from the case worker confirming the referral; or a file note recorded by the Training Provider documenting a telephone referral from the case worker, which includes the name of the case worker, the name of the Eligible Individual and the date of the phone call; or

iii. for former Engie employees of the Hazelwood power plant and mine only, evidence may include a copy of the separation certificate or letter confirming retrenchment from work at the power station or mine, even if there has been no referral from the Latrobe Valley Authority.

d. For individuals seeking to undertake training with a Training Provider that is not a provider of the type referred to in Clause 2.21(c), sight and retain a copy of a Training Referral Letter signed by the Executive Director, Industry Engagement and VET Systems Division of the Department of Education and Training.

e. Individuals referred to training under Clause 2.21(d) must commence training in accordance with the timelines detailed in the Training Referral Letter.

Back to Work

f. sight and retain a copy of the standard email issued by the State Revenue Office to the individual’s employer that confirms the individual’s status as a ‘Back to Work’ participant.

TAFE and Learn Local Eligibility Exemptions for up to 20% of Commencements

g. if an individual is a retrenched worker, an automotive supply chain worker, a Jobs Victoria Employment Network (JVEN) client, or from another specific cohort as determined by the Department from time to time:
   i. confirm the individual has attended a Skills and Job Centre to discuss referral to training
   ii. sight and retain a copy of:
      A. a separation certificate from the individual’s employer;
      B. a letter from an employer/receiver on company/receiver letterhead stating that the individual has been made redundant;
      C. a letter from the individual’s current employer on company/receiver letterhead specifying that retrenchment will occur for that individual on a nominated date; or
      D. If an individual is a JVEN client, a signed JVEN registration form.