

Welcome to
Outlets Co-operative Neighbourhood
House Ltd
t/as Newport Community Education Centre

Funded Courses
Pre-Accredited Courses

Pathway Courses

*This training is delivered under the Victorian
Learn Local Adult Community Further Education*

Student information
2024

Outlets Co-operative Neighbourhood House Ltd
Newport Community Education Centre
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Outlets Co-operative Neighbourhood House Ltd t/as Newport Community Education Centre (*to be known as “Outlets” throughout document*) is a community-based organization committed to ‘Bringing Diverse Communities Together’. Outlets is managed by a committee of people who live or work in Newport and surrounding suburbs.

As an organization we are bound by a range of state and federal legal requirements to protect the rights of everyone who uses our center or works for us. In particular, providing a fair go for all, protecting your privacy and providing a safe environment for you to learn in.

Courses

Outlets is a **Registered Training Organisation No. 6411** approved to deliver the following:

Courses

Pre-accredited courses our courses are designed to lead to pathways within Centre maximizing your learning skills for Further Education and employment.

****Introduction to Computers (30hours)*** .

Ideal for beginners or those who know a little or are self-taught.

Would you like to know more!

Small classes so you are given the attention you deserve. Topics covered:

Basic Theory

File Management

Power Point

MS Word 2019

MS Excel 2019

Internet and Email

e-Learning navigation on internet for further studies or employment

On-Line conferencing – Zoom/MSTeams

One Drive – Google Drive – iCloud - Storage

****Digital Literacy PC's – Navigating Computer Applications (20hours)***

To further develop basic IT knowledge gaining new skills to navigate the online world

Either for employment, career or to social network and keep in touch with what's happening.

Upskill and learn the various forms of IT applications, software, utilities, storage drives.

Social media, Online forms, applications, MyGov, Centrelink, eBay, Facebook, SKYPE

Chat GPT and AI

How to back up your phone, photos and clean up our iCloud, release more space.

Plus, scams, cybersafe—Learn to keep your information SAFE in the online world.

Online shopping, eBay Discover eBay, sell on ebay plus secure payment process

****Digital Learning on Devices (preferably Apple though accept Samsung) (20Hours)***

Learn to use your iPad, iPhone to get the best use.

Uploading downloading Apps, SMS—receiving, sending, saving. Facebook, Maps, Photos

Learn the use of communication tools and correctly use to find information, solve problems

How to change, update your Security & Privacy settings

(iPads available at centre for training-limited number)

****24Preparation 4 Employment (40hours)*** *Job Search-Preparation for Employment and/or Return to employment*

Career Searching.

What job can I do? What are my skills, how can I develop my skills?

In this course we will guide you as to employment in Australia

What skills do you have through informal learning?

Prepare a Resume

Writing a Resume for specific Job applications

On line applications, Interview Skills – phone and face to face

Safety at Work, OHS&W, Fair Work and Legal Rights as an employee.

Casual, Permanent and Part Time work

(optional) +English in everyday Conversation and Work (20hours)

****Conversational in English for Everyday (40hours)***

Develop conversational skills for everyday community participation. Learn customs local shopping, produce Everyday language skills. Understanding signs, maps, timetables and various modes of transport to gain increased independence to get about.

Engage in simple text for reading, writing and numeracy.

***Sewing and Talk- (ESL) Sewing with Conversation English (40hours) - Numeracy Literacy**

- √ Learn the use of a Sewing Machine
 - √ Learn to read Dress Patterns
 - √ Learn to make alterations
 - √ Learn English and conversation while Sewing
 - √ Numeracy and Literacy
- A structured sewing class producing 2-3 Items.
Machines available but limited.

*The above are pathways to other Further Education and Accredited Training Packages.
Please speak with Education Trainer or Co-ordinator to assist you with information of where you can continue study.

These modules will be delivered under for Non-accredited Learning use of the ACE Framework 'Building on the Best' (A-Frame)

The above Pre-Accredited courses will show the learner appropriate pathways to further education through the Skills for Victoria Initiative.

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Pathways

Outlets courses, of our choice, are pathway opportunity for

- Further Education to Higher Educational Courses
- Employment and Job Preparation
- OHS, Safety for Work
- Return to Work for Women
- Employability Skills*
- Course/Career Pathways*

*Outlets can assist you with Course or Career pathways through an interview for Assessment of Informal Learning. An Interview can be arranged with one of our CAIL Trainers.

Tutors/Trainers responsibility to you as a learner and student:

Is that you have a clear understanding of the Centre, its operations, policies and procedures. Strong understanding of your course outline, your expected outcomes, how they will be achieved and how they will be assessed.

You will be supplied with all required manuals, resources needed to complete course enrolled in
(pre-accredited courses only)

That there is an open communication between Student and Trainer and the Centre.

Student Selection, Enrolment and Orientation Procedures

Learners will complete an enrolment form and follow the process, principals and documentation as outline in Student Eligibility and the layers of responsibility being Learners, Tutors and Providers
(Student Eligibility Flow Chart at end of this booklet)

Embedded within the learning aspects and principals the 8 Employability Skills.

- | | |
|----------------------------|----------------------------|
| ✪Communication | ✪Planning and organisation |
| ✪Team Work | ✪Self-Management |
| ✪Problem Solving | ✪Learning |
| ✪Initiative and enterprise | ✪Technology |

Enrolling:

To enroll you will need to meet with our center Co-ordinator, Administrator or one of our teachers. Together we can work out the right class for you or we can tell you about classes delivered in other places/centres.

*All Learner undertaking computer classes will need to talk to one of our staff/admin before enrolling to find the right class – Introduction, Digital Literacy Pcs or Devices.

Priority is given to people on Government benefits or who are experiencing particular hardships, long term unemployment or disadvantaged, these are subsidized through government funded or subsidised courses. (DJSIR- ACFE,). By enrolling in an Pre-accredited course you may be contact by DET to participate in a student survey.

**Please note persons who hold a qualification higher than Course delivered are not eligible for Government Subsidy*

You are not enrolled in a course until you have filled in the enrollment form, been accepted into the course and paid your fees.

In the first class your teacher will show you around the building, answer any questions you have and do all they can to make you feel comfortable so you can enjoy learning at Outlets.

On completion of Course you are requested to complete a *Learners Questionnaire and Student Satisfaction Survey

Victorian Student Number (VSN) <25years

The VSN is a Student identification number that will be assigned by the Dept of Education and Early Childhood Development to all students in government and non-government school and students in Vocational Education and Training Organisations. The number is unique to each student and will remain with student until reaching age of 25years. The VSN provide the capacity to accurately detect patterns of student movement through, and departure from, the VET system.

Language, Literacy and Numeracy Support and Assessment

If you are applying for a course to improve your skills in English, you will have a short informal assessment of your language skills and needs. We will try to help you find the right class for you at Outlets or in another center.

When enrolling in any course at Outlets please let us know if you need extra help with the language, literacy or numeracy requirements of the course. A time will be made to talk to the Language and Literacy Teacher or the center Co-ordinator who will assess your needs and see how we can help you.

Recognition of your Qualifications and Statement of Attainments from other Training Organizations.

We recognize the AQF qualifications and Statement of Attainment issues by any other Registered Training Organization. Other RTO's are equally obliged to recognize any statements of attainment or qualifications issued by Outlets. Your qualifications are portable and flexible and you may choose to complete a certificate at another organization, perhaps in another state. They are all part of an integrated Nationally Recognized Training System.

Fees and Charges for ACFE Funded pre-accredited Courses

If you have enrolled in a Pre-Accredited Course - (the maximum charge is \$140.00 for the year that includes a \$10.00 amenities charge.

Concession fee are applicable for those who may be eligible for Government Student eligibility exemptions Implementation.

Details of Fees and Charges are in agreement with the 2024 Service Agreement in the 2024 Guidelines about Fees.

Accordingly, all providers of government-funded training and further education will levy tuition fees for these enrolments at the hourly rate of \$1.08, with a minimum and concession fee of \$55 and a maximum of \$500. (Table 2 of the 2024 Guidelines about Fees) Amenity fees and material are additional.

If you are enrolled and **receive one of the following benefits**, the concession fee for the course is \$75.00 (This includes a \$10.00 amenities charge.)

- Disability Support Pension
- Job Search Allowance – providing that the person has not been a full-time secondary student in the preceding sixteen weeks

- Newstart Allowance
- Widow's Pension
- Youth Training Allowance
- Partner Allowance
- Healthcare card holder
- Age Pension
- Veteran's Affairs Service Pension (Age)
- Veteran's Affairs Service Pension (Invalid)

Exemption of Payment of Fees

If it is really hard to pay this fee then we may be able to grant an exemption on the grounds of 'extreme hardship'. Please talk to your Teacher or the center Co-ordinator.

Refunds

You are entitled to a refund when:

- You don't begin the course and cancelled or withdrew one week prior to commencement date. A 10% fee for administration is incurred and deducted from Full fee.
- If 'We' cancel the program.
- There is no refund for course fees paid once the course has commenced
- Cancellation during the course – no refund on installment paid
- Refunds are not given for unsuccessful RPL/RCC applications

Student Support

If you need help with your course, talk to your teacher. If you have a personal or emotional difficulty, we can arrange for you to see a counselor. Practical support can sometimes be offered through our knowledge of local resources. We are always happy to make a time to discuss any difficulties you may have. Other support services available include:

- Literacy, language and numeracy support
- Access to on-line computers
- Information on further education and other courses
- Links with other providers to facilitate pathways
- Links with other agencies for job search advice

Other Services at Outlets

Please see Term Program for other courses of Leisure, Recreation and Self Help Groups.

Childcare is offered to all day courses (please check for costs)

Occasional Childcare is offered on a Full day and 3 hour basis booking are to be made weekly.

Assessment Procedures

Every course tells us how to assess you. This can be different for each course. Most courses have learning outcomes or competencies that must be demonstrated before a **Statement of Attainment** or **Certificate** can be issued. Your tutor will give you a list of these in your first class. Assessment tasks vary, but may take the form of a class discussion, a short questionnaire, a group project, a folio of work, an assignment etc. **Some courses also have attendance criteria** before certificates can be issued. All assessments will be guided by the Principles of:

- Validity
- Reliability
- Flexibility
- Fairness

Your teacher will talk to you more about this in your first class.

Special consideration: If you are experiencing personal issues that are unavoidable and you are unable to complete assignments in time frame please speak with your facilitator/teacher or Centres Co-ordinator and further arrangements can be made.

Flexible Learning and Assessment Procedures

Currently all LLACFE funded courses at Outlets are classroom based. Should you be unable to continue with us, please enquire about flexible learning?

Confidentiality/Privacy

Our funding bodies Learn Local ACFE and Higher Education Skills Group (HESG) requires us to collect information about you so they can see who is coming to their funded programs and to maintain a record of units/modules completed. This information is entered into a data system. It will not be used for any other purpose. All information is secured by password.

Information about students will not be given to anyone else without your written permission. You can see your own personal records by asking in writing. We will show you within 21 days. You will need to give us proof of identity by name, address and Date of Birth.

Outlets comply with the Victorian Government's Privacy Legislation and will ensure no inappropriate use is made of any information we receive from you. Talk to any staff member if you are concerned.

Access and Equity

Everyone is welcome at Outlets. As an organization we work to make sure that everyone is treated fairly. We believe people should not be treated differently because they:

- Are poor
- Have little education
- Don't speak English
- Are from other countries
- Have a disability
- Are Aboriginal or a Torres Strait Islander
- Are gay or lesbian
- Are different in any other way

We believe everyone has the right to join in:

- Planning
- Activities
- Classes
- Decisions
- Services

If you believe that you are not being treated fairly please talk to our center Co-ordinator.

What to do if you have any general concerns or issues:

Complaints and Appeals Procedures *(please refer to Complaints and Appeals policy)*

1. You should first discuss your concern or issue with your Teacher. If you cannot reach a solution the matter should be referred to the center Co-ordinator.
2. If after the discussion the center Co-ordinator is unable to solve the problem, the complaint should be put in writing and sent to the Outlets Co-operative Neighbourhood House Ltd Committee of Management. Both parties have the right to address the Committee of Management.
3. A written statement of the appeals outcome will be given to you.
4. Alternatively you could refer your complaint to an external body such as the state or territory registering body and to the National Training Complaints hotline, ph 1800 000 674

Student Behaviour

We believe that everyone at Outlets should treat people and property with respect. If a student's behavior is causing concern to a staff member or another class member, and the teacher is unable to resolve the matter, the following procedure applies:

1. A meeting will be held to discuss the problem. The problem will be clearly stated and the requirements of Outlets in relation to it made explicit.
2. The meeting will involve all relevant parties. The student may bring another person as a support.
3. A record of the meeting will be kept. The student can be asked to sign an undertaking as a result of agreements reached.
4. If the problem persists, the student will be asked to meet with the center Co-ordinator/Committee member. They may bring a support person. Failure to comply with Outlets requirements after this will result in exclusion from class. A record will be kept of all meetings.

Plagiarism

Plagiarism is a form of theft. Plagiarism is the use of somebody else's work and/or ideas without giving them credit for it and claiming it as one's own.

Plagiarism, as defined in the 1995 Random House Compact Unabridged Dictionary, is the "use or close imitation of the language and thoughts of another and the representation of them as one's own original work."

All original work will be checked for plagiarism by the tutor/assessor. If you wish to quote somebody else's work you may do so provided that you: 1) 'quote' it as that person's work and 2) reference the source of the quote (See paragraph above).

The tutor will cover this in greater detail during the induction. If you have any questions about plagiarism please ask your tutor.

Who to Contact:

Office phone: (03) 9391 8504

Email: outlets@outletsco-op.com.au

Therese McKenney-Campbell
Jeremy Driver

CEO/Director - Dip in Business Mgt, CAIL/Cert IV+TAE
Adult Educator – TESOL/Cert IV+TAE/Computer

And Finally!!

We know there is a lot of information in this booklet. Please ask us if you want anything explained. We hope you enjoy your time at Outlets.

Student eligibility at 1 July 2009

