



Eastwork Training Student guide



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This Student guide remains the property of Eastwork. Questions regarding this guide should be directed to:

Training Coordinator
Eastwork Employment Inc.
Address: Suite 13, Level 2, 4 -10 Jamieson St, Cheltenham, 3192.
Tel/TTY: 03 9583 7888
Fax: 03 9583 7444
Web: www.eastwok.com.au
Email: courses@eastwork.com.au

Introduction

So you want to study with Eastwork – Welcome

Eastwork Training is an Adult Community Education Provider (ID No.10468) offering funded pre-employment programs and job club programs to assist jobseekers acquire the skills and knowledge to get work, change jobs and/or return to work.

Training is delivered within the Southern Metropolitan and Eastern Metropolitan Regions from our Camberwell, Cheltenham and Frankston training rooms.

Eastwork provides pre-accredited training programs to assist our clients develop their employability skills and knowledge. All pre-accredited training is delivered in a flexible manner to ensure that the specific needs of our clients are met.

History

Established in 1991, Eastwork is a community based, charity tax exempt not for profit organisation assisting people with disabilities or disadvantaged to reach their vocational goals.

Eastwork Training was approved as an ACE provider in 2007 and receives annual funding grants to support the delivery of training to people with disabilities and special needs.

Our Training Offices

Cheltenham Head Office and Training Rooms

Address: Suite 13, Level 2, 4 -10 Jamieson St,
Cheltenham, Vic 3192

Tel/TTY: 03 9583 7888

Fax: 03 9583 7444

Web: www.eastwork.com.au

Email: courses@eastwork.com.au



Office hours

Administration staff is available during the following hours:

- 9:00am until 5:00pm Monday to Thursday
- 9.00am to 4.00pm Friday

Eastwork Employment Inc. is closed on public holidays.

Camberwell Training Rooms

1102 Toorak Road,
Camberwell, Vic 3142
Tel: 9809 1277 Fax: 9809 1577

Frankston Training Rooms

459 Nepean Hwy,
Frankston, Vic 3199
Tel: 9701 1011 Fax: 9701 1111

Location of classes

Locations of classes will be determined in consultation with clients and advised in course marketing materials.

Travelling & Parking

All Eastwork offices are accessible by public transport and car. Free parking is available in the surrounding streets for drivers. Refer Metlink website for public transport timetables. <http://www.metlinkmelbourne.com.au/timetables>

Student facilities

Amenities and coffee and tea making facilities are available at each training site. All training facilities are located within easy walking distance of local shops and cafes, which offer reasonable prices.

Occupational health & safety/smoking

All students are required to report any identified hazards or risks in the classroom or student facilities to Reception as soon as possible, this will ensure that any risk to students or staff is minimised or removed immediately. All classes operate in a smoke-free environment.

Code of practice & conduct

Eastwork aims to be at the forefront of pre-employment training. To achieve this we must generate your trust through the delivery of exceptional training programs and quality customer service; from this trust we will be able to assist you improve your skills and knowledge and improve your employment opportunities.

We believe strongly in flexible learning practices with access and equity, across all sectors, and for all parties. We shall meet this practice by:

- developing networks within the disability sector to enable us to obtain advice and direction in relation to customisation, or access to resources, that will support delivery to students with a disability
- establishing a strong referral line to multicultural support networks, with clear processes that will enable customisation to identified student needs in order to respect cultural diversity and assist with language differences
- ensuring our training and assessment services are flexible in approach allowing for demographic, economic, technological and educational differences

We also believe in fostering a learning environment that enables clear and timely communication and feedback. We shall endeavour to meet this practice by:

- ensuring easy and direct lines of access to our trainers and assessors
- facilitating collection of feedback on our training and delivery strategies through a variety of avenues, such as online feedback, client surveys and course feedback
- providing clear and concise feedback to students in relation to their concerns, completed work and assessments

Finally we believe in conducting ourselves in an ethical and responsible manner. We shall endeavour to meet this practice by:

- adhering to local, state and national legislative, industry and government funding compliance requirements, as required
- adhering to the Disability Discrimination Act (DDA) Education Standards, in all actions pertaining to students with disabilities

Student selection, enrolment & induction

Why should you enrol?

There are many reasons why people enrol in training programs:

- personal development
- preparation for work
- further development of work skills
- thirst for knowledge

Our programs focus on personal and professional development and/or industry skills development – focuses which help our clients develop their skills and knowledge and increase their employment prospects. Individual course brochures are available on our website www.eastwork.com.au or by contacting our office. Individual course brochures will specify course delivery and assessment requirements.

Prior to enrolment it is recommended that you contact our office or speak to your employment consultant to ensure that the selection you have made will provide you with the outcome you are seeking. Program information, calendar and current course costs are located on our website & available from our office on request.

Employability Skills

Employability skills are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies. Australia's Employability Skills were developed in 2002 when it was identified that business and industry require a broad range of skills in their employees. The eight employability skills are:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

Employability Skills are embedded in all our pre-employment programs.

Course selection

Students are selected for courses by demonstration of a genuine interest in the area and a determination to complete the course. Some courses have pre-requisite requirements i.e. a level of knowledge you need to hold prior to enrolling; where this applies our staff will assist you in assessing your skills and experience against these requirements. You will also be told if an interview or assessment is required before you can enroll. Class sizes are limited so it is advisable to enroll early.

Pathways

At Eastwork our programs focus on personal, employability and industry skills development.

Eastwork training programs concentrate on helping our learners to develop their skills and knowledge which increase their employment prospects, assist with progressing into further training, as well as towards achieving their personal goals and objectives.

Enrolment

Enrolment couldn't be easier. Once you have selected the program you wish to enrol in, and received all the information about that course simply complete a registration form available from our head office and forward it to our office with your payment. Original documents to support eligibility for funded programs may be required. You can contact our office to ensure that you clearly understand the aims of the training program, the delivery schedule, fee payments and any other related issues prior to enrolment.

Once enrolled your details or situation may change. It is important that you advise us immediately should that happen.

Please note: Eastwork reserves the right to cancel a course due to insufficient numbers or as a result of any other issue which may impact on our ability to deliver the scheduled course. All enrolled students will be advised in full should cancellation or deferment of a scheduled course occur. All fees will be fully refunded.

Access & equity

If you have special needs which you believe may impact on your ability to participate or complete any part of the training or assessment for the program you are enrolling in it is important that you advise your Trainer. Eastwork is committed to inclusive practices and will work with you to meet your special needs wherever possible. We will also ensure that where required, and with full consultation, reasonable adjustment will be made within a reasonable time frame to enable student participation.

In all consultation and review of training needs you are welcome to have a parent, friend or advocate present to assist in the process.

Please note that we may require time to arrange assistance or special equipment and notification at enrolment is required. Additional cost may apply to this service and will be discussed on application.

Fees and charges

All students are expected to pay for their course on enrolment unless other arrangements have been made. The advertised course fee will be inclusive of all of the materials and amenities used in the course unless otherwise advised. All fees will be advised to the student prior to enrolment; all materials will be provided on commencement of the course.

Eastwork accesses funding through State and Commonwealth Government Departments to run a number of our training programs, fees and charges for these programs are set by the relevant Government Department, you must advise us if you are in receipt of any government benefits as this can affect the fee that we will charge you. Students can seek an exception to

payment of the government fees and charges under a claim of "Extreme Hardship". Extreme hardship would be defined as *"having insufficient surplus funds within the personal budget to enable payment of course fees without impacting on essential needs i.e. food, rent, transport and medical costs"*. Your request can be considered by arranging an interview with the Training Coordinator for an assessment of eligibility.

Please note: Where full payment has not been received Eastwork reserves the right to withhold issuance of a Certificates until payment has been received in full.

Withdrawal from courses

To withdraw from course, discuss your situation with your Trainer or the Training Coordinator and place your request in writing.

Refund policy

Refunds will be made in full if Eastwork has to cancel a course. Eastwork is not responsible for changes in a participant's circumstances. Courses need to be chosen carefully. Where the training is delivered under a funded training contract refunds will be made in accordance with the funding guidelines, this information will be provided to students prior to enrolment.

Refunds for courses will only be available for participant's withdrawing prior to, or within 5 working days from commencement of a course. An administrative fee of \$50 will be charged. There will be no refunds after the first week of any course other than those approved under exceptional circumstances.

If exceptional circumstances occur, written application for a partial refund may be made within five working days of course commencement. An administration fee of up to \$50 may be charged for refunds not caused by Eastwork. All refunds will be made by cheque.

Expectations

Rights & responsibilities

All students at Eastwork have the rights of adults as learners in a mature age relationship between teachers and other learners and as a consumer of a high quality commercial product. As such, adult learners have both rights and responsibilities.

Students can expect that they:

- Will receive high quality customer service and training
- Will be treated with respect by Eastwork staff and other students
- Have access to a proper process for the resolution of complaints if dissatisfied with any aspects of the administration or teaching of the course
- Have the right to a course refund in accordance with the fees and charges policy

Students have a responsibility to:

- Pay course fees on enrolment
- Respect the rights of other students to a pleasant, mature and undisturbed (including mobile phones) learning environment
- Care for the facilities and property involved in the provision of the course
- Complete program activities to the best of their abilities
- Attend all timetabled sessions

Attendance policy

Our attendance policy is simple:

- Students must complete the enrolment form and Eastwork must receive payment prior to attending the class room based learning.
- Students must attend all classes on time, with the necessary equipment
- Students must ensure their work is completed within the required time frame
- Students must notify the trainer if they are unable to attend on any scheduled day

Computer usage policy

Students attending our classrooms may have access to computers for research, study and completion of classroom and assessment activities. The use of the classroom computers is subject to adherence to the following computer usage policy:

- Use of the computer/internet resources is for educational purposes only – not for recreational uses
- Appropriate language must be used in all communications including email
- No student may deliberately or carelessly waste computer resources or disadvantage other students e.g. by monopolising equipment or network traffic.
- Consideration must be given to avoiding inconvenience to other students e.g. use headphones to listen to sound or music; leave computers ready for the student; not leave rubbish or paper lying around computers; replace furniture to normal positions when you leave.
- No student may use any classroom computers or electronic services such as email or internet resources for any illegal purposes including for the purposes of bullying, attacking, or intimidating any other person and the promotion of discriminatory practices.
- Students must not:
 - × Use any classroom computer for gambling or playing games
 - × Downloading large multimedia files i.e. music and movies
 - × Downloading or installing programs without permission
 - × Deliberately enter, or remain in, web sites containing offensive material including pornographic material
 - × Intentionally collect or distribute offensive material including pornographic material
 - × Send "spam" (bulk and/or unsolicited e-mail)
 - × Reveal personal information in any communications
 - × Knowingly infringe copyright
 - × Steal or deliberately/carelessly cause damage to any equipment
 - × Attempt to get around or reduce network security
 - × Interfere with or change any software settings
 - × Eat or drink near classroom computers

Regulatory and legislative compliance

Eastwork prides itself on ensuring that legislative compliance is not only embedded in the programs we deliver but also in the manner in which we deliver them. Eastwork complies with all relevant Commonwealth and State legislation. As such you need to be aware that we have policies in place to adhere to these requirements.

These include Policies to ensure:

- a supportive, harmonious and positive learning community of which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- prompt and considerate resolution of your concerns and complaints using procedures that are easily accessible, fair and transparent and do not impede your rights
- adequate, well designed, functional, clean and safe facilities for you to complete your training activities under our supervision
- respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you
- compliance with funded training requirements

Further information can be obtained on request from Eastwork.

Release of information

Eastwork complies with the **Privacy Act 1988**. We are bound by the ten **National Privacy Principles** that can be found at <http://www.privacy.gov.au>.

Information privacy is important. As a requirement of Government funding bodies and for administrative purposes, Eastwork staff may request personal information from students in our courses. Some of the information collected and stored includes:

- Name and address
- Date of birth
- Employment status
- Education achievement
- Ethnicity

The information is required to maintain our student records and is also collected for statistical purposes; these statistics are then submitted to State and Commonwealth Government Departments and funding authorities as required under contractual requirements.

Eastwork will use a student's name and address for communication purposes. This may be to send information about your current course, other courses which we offer or to send out certificates or invoices. Occasionally, your name and address will be used to request information about the customer service you have received from us or to gain feedback about the courses you have attended.

Eastwork understands that privacy is a right and all staff will respect that right.

Access to student records

All students have the right to access their student records and documented progress at any time. To arrange access to your records contact Student Administration. As your student records may take time to access it is important to provide Eastwork with twenty four hours notice of your need to access this information.

Where student records have been archived (where your training was completed in the previous calendar year) a fee may be charged for this service, this fee will be advised on request; a minimum charge of \$20 GST incl. applies.

Training & assessment

Mode of delivery

All pre-employment programs are delivered in a classroom environment. Classroom delivery provides a structured and supported learning environment where skills and knowledge are learnt in a shared environment drawing on students shared experiences throughout the program.

Assessment process

In pre-accredited training assessment confirms that the transfer of knowledge from the trainer to the participant has occurred. Assessment information will be clearly provided to all students on enrolment.

Assessment can be conducted through the following means:

- Observing the student in the classroom
- Active participation in the class room
- Written activities from the student workbooks
- Oral questioning
- Assignments, workbooks and portfolio
- Trainer's feedback and reports
- Self assessment reports

Issuance of certificates

A Certificate of Attendance will be issued to confirm your attendance at a pre-accredited course; this certificate is supported by a statement listing the employability skills developed during the course.

The certificate will clearly state the program delivered, the date achieved and the training provider details. Certificates will be issued within fourteen days of completion of the training program.

Misplaced pre-accredited certificates can be reissued on request. A cost of \$20 GST incl. will be charged.

Complaints/appeals & disciplinary action

Complaints/appeals process

Eastwork will ensure that students receive accurate information about:

- Course content, course competencies, teachers, venues, dates and times, fees and charges
- Course module details including assessment procedures
- Changes to the advertised times, venues, tutors, training delivery, course content, competencies and assessment procedures.
- Training progressions including assessment outcomes

If you feel these statements have not been achieved, you may lodge a complaint. Each complaint or problem will be treated seriously and will be investigated and resolved within a mutually agreed time frame. Our policy on Privacy and Confidentiality will be adhered to at all

times within the complaint process and your consent will be sought before any steps are taken to address the issue.

Eastwork aims to maintain an environment where students and staff can discuss issues openly, without fear of retribution. You may have a parent, friend or advocate present when you make your complaint. If you need assistance in overcoming communication barriers Eastwork will also assist in providing these resources.

There are several steps you should take in making a complaint:

- You should firstly try to solve the problem with the trainer/person involved.
- If you cannot solve the problem with the trainer/person involved, you should discuss the matter with the Training Coordinator, who will respond to your request within one business day.
- If the problem is still not resolved your complaint will be referred to the Executive Director, who will respond to your request within three business days.
- If the problem still cannot be resolved your complaint will be referred to the President of the Eastwork Committee of Management (C.O.M), the referral will be responded to within twenty one days.

These people can be contacted at Eastwork Employment Head Office. The C.O.M is the governing body of an incorporated organisation and is elected to make decisions on behalf of the organisation and to exercise their powers in the best interests of the organisation and to act in good faith. If you are not satisfied at any time throughout this process the Training Coordinator can refer you to the education and training authority.

Who else can help?

If you are not satisfied with the handling of your complaint by Eastwork, or there are extenuating circumstances that preclude you from lodging your complaint directly with us, you may lodge your complaint with the registering body Skilling Australia on 13 38 73 or email nationaltraininghotline@mailus.com.au. Complaints to the National Training Complaints Hotline are referred to the appropriate registering body.

Disciplinary action

A student can be suspended or removed from a program if they fail to adhere to any of the student responsibilities outlined in this guide. A student will be given a first and second verbal warning; where the issue remains unresolved following the second warning, a written warning will be issued. The written warning will outline a final date for review and if the issue has not been resolved by this date, the student will be exited from the course without further notice. A student is free to appeal at any time during this process.