

STUDENT HANDBOOK

Accredited Courses

2024



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Student and Course Information

This handbook is for students and provides you with information that you need for the course. You will need to do some work outside of your class times. Your trainer will give you this work. It might include projects, worksheets, reading, research, practicing things learnt in class, or field trips. You must bring the work back into class the following week. You can contact your trainer if you need help when you are not in class. The trainer's contact details are written below.

We hope that you enjoy your training and learn new skills. We are here to support you to get the most out of your training. If there is anything that you don't understand, talk to your trainer, or ring our office on (03) 5127 7999.

Student Name:	Course: <input type="checkbox"/> Certificate I Transition Education 22567VIC <input type="checkbox"/> Certificate I Work Education 22566VIC <input type="checkbox"/> Certificate I in Initial Adult Literacy & Numeracy – 22555VIC
Training Location:	Proposed commencement date: Proposed completion date:
Class Details: Day: Times:	
Trainer's Name and Contact Details: Name: Phone: Email: Days to contact:	

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Welcome

Hello and welcome to Life Skills Victoria (LSV) and to Vocational Education & Training (VET). The Department of Jobs, Skills, Industry and Regions Victoria provides LSV with some funds to deliver accredited courses.

There are many benefits and challenges when you decide to take a course of study. Some courses are held during the day and some are held at night. Some people want to get a qualification, while some want to have new experiences and learn new skills. It is important to think about why you are studying and to stay focused on achieving your study goals.

LSV is proud of its qualified and experienced Trainers & Assessors and support staff. Classes are small and supportive, where students are valued and individual needs can be catered for.

We wish you all the very best in your studies at LSV. If you need more information, or you do not understand the handbook, or you want to discuss your course, you can speak to your Trainer or to Administration staff at Life Skills Victoria.

Aim and Philosophy

The aim of Life Skills Victoria (LSV) is to facilitate adult vocational and education training and independent skills development to assist people with disabilities to fully exercise their rights and achieve their aspirations as individuals within the community.

LSV aims to make a difference in the lives of people living with a disability. Making a difference informs everything we do.

LSV also supports the development of new ways of doing things as well as improving programs for people with disabilities.

LSV promotes the interests and rights of people with disabilities in the wider community.

Education Vision

A World where the expectations and opportunities are the same for people with disabilities

Education Mission

To provide the highest quality training so that students with disabilities acquire the skills to exceed expectation and take up opportunities.

For more information, please contact Life Skills Victoria.

Phone (03) 5127 7999

Email: office@lifeskillsvic.com.au

www.lifeskillsvic.com.au

Accredited Training

LSV is a registered training organisation (RTO) and offers accredited training. Accredited courses come under the Nationally Accredited Training area.

Accreditation means:

There are standards and processes in place or rules about how training can be delivered across Australia. Successfully completing an accredited course will give you a formally recognised qualification such as a Certificate, Diploma, or Advanced Diploma.

If you would like more information about Accredited Training, please contact us.

Accredited Courses offered by Life Skills Victoria:

Certificate I in Initial Adult Literacy & Numeracy – 22555VIC

Certificate I in Transition Education 22567VIC

Certificate I in Work Education 22566VIC

Course Information

Course information will be given to you when you enrol. It will include:

- Course outline
- Unit outline
- Days of class
- Time of class
- Cost of class
- Trainer details

Completing a Unit or Course

When you have successfully completed the course, you will be issued with a Certificate OR a Statement of Attainment, for individual units completed.

Alternative Formats

If you require any information in languages other than English, or in other formats, please contact Life Skills Victoria on (03) 5127 7999.



Access and Equity

It is LSV's job to give you the same access and opportunities as all the other people doing the course, including:

- Appropriate access to buildings and rooms.
- Having the same rights as everyone else to get information about the course and how you are going in your unit.
- Talking with your Trainer & Assessor or LSV about the course or about your progress in the course.
- Appropriate teaching resources, including computers, internet, photocopiers, digital cameras, books, and DVDs.
- The right to access other local resources, including the library, public transport, and community facilities.

You can ask for a copy of the Access and Equity Policy.

Surveys/Feedback

You may receive a letter or phone call from the Department of Jobs, Skills, Industry and Regions (DJSIR) or National Centre for Vocational Education Research (NCVER) asking you to participate in a survey, a project, or an audit.

Each year you will be asked to complete a Learner Engagement Survey. Life Skills Victoria Trainers can help you fill out the form, or you can ask someone else to help you. This information is then sent to the Victorian Registration & Qualifications Authority (VRQA).

If you do not understand the information, you can ask your Life Skills Victoria Trainer & Assessor for help.

Privacy Statement

LSV has to follow the law when we keep information about you. In Victoria, the law is the *Information Privacy and Data Protection Act 2014 (Vic)*. LSV has to keep your file in a safe place. Sometimes LSV needs to give information to other organisations, such as DJSIR. The enrolment form has a section that gives us permission to pass on your information if required. If you would like to look at your file, you need to fill in a form. Speak to LSV or your Trainer & Assessor if you want more information or if you would like to look at your file.

LSV respects an individual's right to privacy and will meet all requirements of the Privacy Legislation when dealing with student information and records.

Changes to Training

Where there are any changes to agreed services, we will advise you of the changes as soon as practicable. This includes changes to class times, venues, trainers, or changes in RTO arrangements.

Practical Placements

Practical placements are undertaken by students enrolled in Certificate I in Work Education. Practical placements that are in post-secondary vocational education and training (VET) courses are intended to develop job-related skills (in the area of the particular post-secondary course). They vary widely in duration and content from course to course.

Trainer & Assessor Qualification Policy

LSV will get the right people to teach you the course. The Trainers & Assessors have to be qualified and have experience in the subjects that they teach.

Student Welfare Policy

LSV understands that sometimes things can happen to you that might stop you from getting your work done. It is the job of the Trainer & Assessor to listen to you when you have a problem about getting the work done, and to help you to do the work at a different time. You can speak to LSV or a Trainer & Assessor about this if you need it.

Student welfare and safety is extremely important at LSV, and we aim to ensure that:

- Your class will not go for more than eight hours in any one day. Classes will not start before 8.00am or finish after 10.00pm. This includes time allocated for self-paced or online studies (unless an exemption is sought from VRQA).
- Class schedules will be developed as part of the *Training and Assessment Strategy* and will be given to students at the first training session.
- Students will be informed of the hours for classes in the course brochures and Training Plan.
- If training occurs after 6.00 pm, or where delivery is in an isolated or high risk area, appropriate security and safety measures will be taken to maximise student security and safety in attending and in travelling to/from the provider's premises.
- Students will be informed about security/safety measures prior to enrolment through the Course Information brochure and after enrolment through signage at the RTO (or any other means suitable, such as regular reminder emails and Trainer & Assessor reminders)
- Students will be asked to complete a *Student Feedback Form* to comment on the adequacy of security/safety measures. This will provide LSV with information to improve its support and services.

Centrelink Information

It is your responsibility to let Centrelink that know you are a student doing a course of study offered by Life Skills Victoria. You may be eligible for the Pensioner Education Supplement.

We can provide you with the information to take to Centrelink.

You can contact Centrelink by:

- Website www.humanservices.gov.au
- Phone 132717



Language, Literacy and Numeracy Information

LSV Trainers & Assessors will offer support should a student indicate that they have difficulties with language, literacy or numeracy, or if the Trainer & Assessor identifies that a student has such a need. Trainers & Assessors will follow these guidelines:

- Observe, identify and act immediately when a student has problems with language, literacy or numeracy
- Trainer & Assessors will make every effort to maintain the confidentiality of the student's needs
- Students with language, literacy, or numeracy needs will be offered counselling about their particular skill deficiency, and possible impact on the proposed LSV training program
- Recommendations for assistance will be presented to the student to help them develop the skills needed. However, no student will be rejected because they decline this advice unless they cannot meet the basic requirements of the units of competency.

Course Enrolment, Review and Assessment

Students are assessed as to whether or not they are suitable for the course or unit in which they wish to enrol. This can be done by asking questions about other courses you have done, what current skills you have, reading through your school reports, or speaking to your family or support staff. This information will be used to advise you on the most suitable course or unit for you, to plan a pathway for more study, or to help you with getting a job. This is called a **Pre-Training Review and a Foundation Skills Assessment**.

This is how you can enrol in a course or unit:

- Ring LSV on (03) 5127 7999 for more information, or attend an information session
- LSV will determine if you are eligible for government funding. We will provide you with the costs of the course. The course will cost more if you are not eligible for government funding
- You will need to complete the following:
 1. Enrolment Form (every question must be answered unless the question says otherwise)
 2. Eligibility Declaration completed
 3. Provide your Unique Student Identifier (USI)

4. Show your Concession Card, if applicable
5. Show your Medicare card
6. Show evidence that you meet the course pre-requisites. For LSV courses, this is evidence of intellectual disability or acquired brain injury (this evidence could be a doctor's letter or a school ID / school report from a Special School)
7. If you are applying for Credit Transfers, bring evidence of prior study (such as a Certificate or Statement of Attainment)
8. Show evidence that you have been triple vaccinated against COVID-19, or that you have a valid medical exemption

When you have enrolled, you will be given this information:

- Class days and times
- What to bring to class

Your enrolment forms are kept in the office. We need to send some of your details to DJSIR as part of our funding agreement.

Fees and Charges

General information

Fees are charged for all Accredited Courses and Units.

We will tell you how much the course will cost before you start. A list of fees is also on our website and an invoice will be sent you after enrolment.

Website link - <https://lifekillsvic.com.au/resources/publications/>

The invoice will show you the amount that you need to pay. We will not ask you to pay fees before you start your course.

The Ministerial Statement on Fees and Charges sets out the rules for courses. This comes from the Minister of Education and is sent to LSV each year.

Fees for Accredited courses at LSV are made up of three components:

1. Tuition Fee

This is worked out by the number of hours it takes to deliver the training

2. Services and Amenities Fee

This will help cover costs such as administration, maintenance, equipment, utilities and consumables

3. Other Fees

This will help cover costs of any materials used in your course

Sometimes you will have to pay extra money for things that happen in the course, such as if you go on an excursion, bus or train fares, etc.

Concessions

If you have one of the following cards, you pay the concession price for fees. You will need to show us your current card:

- Pensioner Concession Card
- Commonwealth Health Care Card
- Veterans Gold Card

Fees and Refunds

- Classes will run if there are sufficient enrolments
- Classes with low enrolments may be postponed or cancelled
- We will make every effort to notify you of any cancellations

Course fees are non-transferable, however a *partial refund* of Tuition and Enrolment fees is available. We will charge an amount for administration.

We will refund part of your fees for the following reasons:

- If you change your mind and decide not to do the course or a different course in the first 4 weeks of enrolment
- If Life Skills Victoria cancels the course

A partial refund of materials charges may be made where applicable

If you do not pay your fees, we cannot issue you with a Certificate or Statement of Attainment until full payment has been made. If you have trouble paying your fees, please talk to your Trainer & Assessor, or contact the LSV office.

If you would like to find out more information about fees or refund of fees, you can speak to the Education & Training Coordinator at the LSV office.

Assessment Policy and Procedure

LSV understands that it is important to be fair and flexible when deciding what work and assessments you have to do.

If you cannot write, or if you have trouble with writing, then the staff will find other ways for you to do the work. This may include things like having you type instead of write, or someone writing things that you have said so that you can copy the words and letters.

A qualified Trainer & Assessor will look at your work.

The work that you are asked to do must match what the unit says.

The Trainer & Assessor has to give you different work so that they can see if you have learnt different skills.

The Trainer & Assessor must tell you what task you are to do and explain how it is to be done.

The Trainer & Assessor has to give you enough time to do your work and time to ask questions.

If you do not understand what you have to do, you need to ask the Trainer & Assessor to explain the task to you again.

After you have done your work, the Trainer & Assessor will tell you if you have passed or if you need to do some of the work again (re-submit).

If you are not sure about your results, or if you are unhappy about them, you can talk to the Trainer & Assessor about it. Ask how the decision about your work was made.

Appeals Procedure

If you do not agree with the Trainer & Assessor's decision, then you can:

- Ask the Trainer & Assessor questions about how the decision was made.
- You can write a letter or make a time to talk to the CEO to let them know you do not like the decision. You may have to bring your work to show the CEO what you have done, including any work that you did outside of the classroom.
- The CEO will talk to the Trainer & Assessor about the decisions and write down what the problem is.
- The CEO may decide to change the decision or to keep it the same.
- The CEO will write to you to give you the results of your appeal.

Cheating and Plagiarism

Cheating and plagiarism is unacceptable at LSV. Definitions of cheating and plagiarism are:

- **Cheating:** violation of the assessment rules to gain an advantage
- **Plagiarism:** the copying of the language, ideas or thoughts of another author, and representation of their work as student's original work.

This means that if you use other people's words, ideas, research findings, or information without acknowledgment - that is, without stating where you got the information from - this is plagiarism. This includes taking things from books, the internet, photos, magazines, and movies.

Some plagiarism is intentional: this is called cheating

Trainers and Assessors will actively monitor students for cheating and plagiarism. Consequences for cheating and plagiarism are the same and may result in one or more of the following:

- a) the student will be required to complete another, equivalent, assessment task
- b) the student will be given a final written warning outlining the details, which will be signed by the CEO, the Trainer & Assessor, and the student. This will be kept on the student's file.
- c) any further infringements will result in the student being expelled from LSV with NO REFUND given. A letter will be given to the student explaining the situation and a copy will be kept on student's file.

Application for Recognition for Prior Learning (RPL), Mutual Recognition of Qualifications, and Credit Transfer

Recognition of Prior Learning (RPL), Mutual Recognition of Qualifications, and Credit Transfer enables us to acknowledge an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies that may have been gained through:

- previous study, including courses at school, through adult education classes, or through training programs at work
- work experience, including both paid and unpaid work
- life experience, such as leisure pursuits or voluntary work.

You will need to fill out the RPL Form SH2. A copy is provided at the end of this handbook.

Give this to your Trainer & Assessor, who will arrange an RPL meeting. You may need to provide certificates, some of your work, letters of support, or other forms of evidence.

When obtaining recognition for prior learning, we need to make sure that the knowledge and skills that the student has gained help to meet the learning outcomes and assessment criteria of the qualification for which they are seeking credit.

- *LSV currently has Certificate I in Transition Education 22567VIC and Certificate I Work Education 22566VIC on its scope of registration. These courses are not suitable or recommended for recognition of prior learning, as they are entry-level courses specifically designed for student with intellectual and learning disabilities.*

RPL Process

- You will need to write a letter, or speak to Trainer & Assessor about other work you have done outside of LSV.
- A Trainer & Assessor will meet with you to talk about how you can show you have already done the work.
- Sometimes you will have to do a little bit of work to show that you can already meet the learning outcomes.
- You will meet with the Trainer & Assessor again and talk about how you went and if you still need to do the work.
- The Trainer & Assessor has to keep a copy of the work you did outside of LSV to show that you have already done it.

RPL Appeals Procedure

If you do not agree with what the Trainer & Assessor says, then you can:

- Ask the Trainer & Assessor questions about how the decision was made.
- You can write a letter or make a time to talk to the CEO to let them know you do not like the decision. You will have to bring your work to show the CEO what you have done before your LSV course.
- The CEO will talk to the Trainer & Assessor about the decisions and write down what the problem is.
- The CEO may decide to change the decision or to keep it the same.
- The CEO will write to you to give you the results of your appeal.

Mutual Recognition of Qualifications & Credit Transfer

If you have completed part of a course with another organisation, such as TAFE, you need to fill out Form SH4. A copy is provided at the end of this handbook. This will show what you have already successfully completed, and we will count your results towards the course you are now enrolled in.

This is based on the student's formal, recognised, and certified learning. In a Credit Transfer, an assessment is made on the extent to which the original course or subject that the student undertook is equivalent to subjects, units, units, competencies, or entry requirements in the course that they are now undertaking.

Staff Conduct

LSV must employ staff and Trainers & Assessors who are qualified to teach the course, and who understand how to support people who have a disability.

These are some of the rules for the Trainer and Assessor:

- The Trainer & Assessor will give you information about the course.
- The Trainer & Assessor will be friendly and professional.
- The Trainer & Assessor will be fair and flexible when they look at your work. They will let you know how you are going and keep a copy of your work in your file.
- The Trainer & Assessor will give you time to ask questions and to say if you are not happy about the work.
- The Trainer & Assessor will help you when you have a problem by using the LSV complaints procedure.
- The Trainer & Assessor will support you and help you to talk to other people if you need to.
- The staff at LSV will have input on policies and procedures to help make your course better so you are happy with it.
- LSV has to make sure that the classroom is safe and that the issues of safety, sexual harassment, bullying and discrimination are discussed and sorted out if a problem develops.
- The Trainer & Assessor has to follow LSV policies and procedures.

Student Conduct

These are some of your responsibilities as a student:

- When you are in class, you need to behave in a responsible way.
- You have to fill in the enrolment forms.
- You have to pay your fees.
- Come to class each week. If you are away too much, then you may have to do extra work.
- Follow the Trainer & Assessor's instructions
- Talk to the Trainer & Assessor if you have a problem. If you have a problem with the Trainer & Assessor, then you can talk to the Education & Training Coordinator or the CEO.
- Do the work in the best way that you can.
- You need to do all the units to get a Certificate.

Student Rights

These are some of your rights as a student:

- It is your right to get information about the course.
- It is your right if you want to be told why you haven't been allowed to join the course.
- It is your right to ask for RPL when you have done a course outside of LSV.
- It is your right to get a copy of the complaints procedure.
- It is your right to have a qualified Trainer & Assessor.
- It is your right to get a Trainer & Assessor to be fair when they look at your work.
- It is your right to say when you are unhappy with a decision.
- It is your right to ask for help when you are doing your work or in class time.
- It is your right to come to class and not be picked on by the Trainer & Assessor or other students.

Complaints Procedure

LSV has a Complaints and Compliments Policy and Procedure. It says that you have the right to let someone know if you have a problem, and you have the right for a staff person to help you with the problem.

Some reasons why you might have a problem

- if someone hurts you
- if someone is mean to you
- if someone makes you feel uncomfortable
- if someone makes you do something you don't want to do
- other things that make you feel upset
- if you are not happy with your Trainer & Assessor
- if you do not like a decision made about your work

Who can you talk to?

You choose the person to help you. It might be:

- a staff person

- the CEO
- an advocate
- someone from your family
- a friend
- someone who doesn't come from LSV

What will happen?

- you need to tell the person what the problem is
- a support person or advocate can help you talk to the person who upset you, write down the problem, and help you get information
- if it is against the law, then the police will help you too
- It is the person's job to keep everything about the problem private; but they may need to speak to the CEO or Trainer & Assessor
- if the problem won't go away and the person can't help anymore, you can choose someone else to help you

Some people that may help can be found at these places:

- VALID 1800 655 570 or 03 9416 4003
- Disability Services Commissioner 1300 728 187
- Victorian Training Guarantee Website

<https://www.education.vic.gov.au/about/contact/Pages/expired/compliancecomplain.aspx>

- National Training Complaints Hotline 13 38 73

Course Withdrawal

If you want to withdraw from the course you are enrolled in you must first discuss the issue with your Trainer or Life Skills Victoria. We may be able to help you stay and continue the course.

If you still want to withdraw, you need to complete Form SH5 in this handbook and either give it to your trainer or send to Life Skills Victoria.

Depending on the date of your withdrawal, you may still be liable for fees and not be eligible for a refund.

Legislation

These are the rules from the Government about how people must be treated. Here is a list of some of the legislation that LSV works with:

- Disability Act 2006
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- Occupational Health and Safety Act 2004
- Information Privacy and Data Protection Act 2014 (Vic)

If you want to know more about these government rules, you can ask a staff person to help you look it up on the internet.

If you want help from someone outside of LSV, you can ring the office and we will give you contact details for other organisations.

Appendix 1: Complaints/Appeals Meeting: Form SH1 Easy English

Name: _____

Date: _____ Time: _____

People at the meeting:

The Problem or issue:

Things discussed:

What will happen now or action:

Signed:

Student _____

CEO _____

Trainer & Assessor _____

Appendix 2: Recognition for Prior Learning (RPL) Form SH2

You need to fill in this form and hand this onto your Trainer & Assessor, who will organise an RPL/ Recognition of Current Competence (RCC) discussion and appointment with you. You may need to provide certificates, some of your work, letters of support, or other forms of evidence.

NAME: _____

STUDENT NUMBER: _____

Name of course you are applying for/enrolled in:

1. a) Have you completed part of this course with LSV or any other Educational Institute?

Yes

No

Where: _____

When: _____

b) What parts of the course do you want RPL or RCC for?

Unit Code: _____

Unit Name: _____

2. Briefly write the experience/work history you have that helped you develop your skills.

Appendix 3: Application for access to student personal records Form SH3

LSV keeps files in the office with your name on it. In your file the staff keep a copy of your forms and the work you do for your course. If you want to see this file you need to fill in this form.

When you fill in the form, circle the answers for what you want.

Name: _____

Date: _____

I would like to see my RTO student file YES NO

I need someone to help me read
through my RTO student file YES NO

The person I want to help me is:

A family member A Friend

A staff person An advocate Someone else

Sign your name here: _____

Staff Signature: _____

Date: _____

Date file looked at: _____

Appendix 4: Mutual Recognition of Qualifications & Credit Transfer/Credit Form SH4

To obtain a Course Credit fill out the form, attach any supporting information, and hand into your Trainer & Assessor or send to the LSV office. The Education & Training Coordinator will assess the application and complete the bottom section stating whether Course Credit is granted or not. They will then inform the applicant in writing and store this form on the student file.

Name: _____

Address: _____

Phone: _____

Course Name: _____

Course Code: _____

Course Credit Transfer applies to situations where students have completed units identical to those they are currently enrolled in at another Registered Training Organisation (RTO).

Credit Transfer Information

Registered Training Organisation: Life Skills Victoria Inc TOID 20146

Name of Qualification (Attach a verified photocopy of any relevant qualifications or statements of attainment):

Privacy Statement for Mutual Recognition of Qualifications & Credit Transfer

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework that is administered in Victoria by the registering authority. The requirements of the registering authority may require the release of your personal information for the purposes of audit.

Student Signature: _____

Date: _____

RTO Use Only

Credit Transfer Approved/Not Approved by:

Date:

Course or Units granted

Notes

Appendix 5: Course Withdrawal Application Form SH5

When should you use this form?

Use this form to request withdrawal from your course. Before you apply to withdraw, it is strongly recommended that you discuss the matter with your Trainer or Life Skills Victoria (LSV).

Depending on the date of your withdrawal you may still be liable for fees and not be eligible for a refund.

If you still want to withdraw you need to complete this form and either give it to your trainer or send to Life Skills Victoria PO Box 761 Moe, 3825

Personal Information:

Name: _____

Address: _____

Phone: _____

Withdrawal & Course Information:

Course Name: _____

Course Code: _____

Place of study: _____

Reason for withdrawal:

Date of withdrawal: _____

Name of person I spoke to about withdrawing from the course:

By signing this form I understand:

1. That my enrolment with LSV will be cancelled from the date below.
2. That my withdrawal may result in non-completion of the qualification.
3. That I may be unable to use credit or unit completion in future learning, for example if the units have been superseded or changed.

Student Signature: _____

Date: _____

Admin Use Only:

Date received: _____

Date entered on VETtrak: _____

Official

Apparent

Deferred

Glossary for Accredited Courses

Appeal	Where a student seeks to have a decision from LSV on a matter relating to their course reviewed by a higher administrative body than the authority who made the decision or To have the decision reviewed if the student believes the finding to be unjust.
DJSIR	Department of Jobs, Skills, Industry and Regions
Equity	This word means that everything must be fair and has to be the same for everybody.
Flexible	Being flexible means that you look at all the different ways in which something can be done.
Complaint	If you have a problem and want to tell someone, then you have a complaint.
Learning	A learning outcome is what the staff use to help them decide what work you will do and what you need to learn.
Legislation	Some of the Government rules are called legislation.
LSV	Life Skills Victoria
NCVER	National Centre for Vocational Education Research
Policy	A policy is a set of rules and actions that an organisation must follow.
Privacy	To keep information about people private so that other people cannot read it or listen to it.
Procedure	A procedure explains how a policy will be put into practice.
Qualifications	When you finish a course and get a Certificate, then you have a qualification.
RPL / Credit Transfer	Recognition of Prior Learning or Credit Transfer means that you need to show that you have already done the work, have experience, or already have a Certificate.
Unit	This word means the same as subject or topic.
Welfare	Welfare means wellbeing, good health, and support for you.