



STUDENT HANDBOOK

The Australian YMCA Institute of Education and Training

PERTH CAMPUS

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Welcome

On behalf of all staff at YMCA WA, we send you a warm welcome and thank you for choosing the Australian YMCA Institute of Education and Training for your learning and training needs.

The YMCA will strive to provide you with a truly first-class training experience based upon up-to-date and best practice skills and knowledge we have gained from over 100 years of operations in the WA community.

About YMCA

YMCA WA is a not-for-profit community organisation which develops people and communities. Any profits we make from our commercial ventures are directed back into the community through a wide variety of programs and initiatives to provide health, fitness and personal development opportunities to all sections of our society.

We deliver programs and services to tens of thousands of people a week at hundreds of locations throughout Perth and Western Australia in the areas of;

- Early Learning, Education and Care
- Sports and Recreation
- Health and Wellness
- Youth Engagement
- Community Engagement
- Training and Education
- Accommodation

Our **vision** is to enrich the Western Australian community. We will achieve this through the passion, commitment and innovation of our people and partners to deliver services and programs.

Our **model** is to own or manage community assets that align with our mission. From this space we intentionally partner with the community to identify needs and then deliver services that will help people grow in body, mind and spirit.

Ross Kyrwood
CEO, YMCA WA

Registered Training Organisation (RTO) details

The National Council of the Young Men's Christian Association of Australia, trading as

The Australian YMCA Institute of Education and Training

Training Provider Code: 3979

Perth Campus

Peter Yow

Training Manager

YMCA WA

Phone: (08) 9473 8491

Fax: (08) 9472 7522

Email: training@ymcawa.org.au

201 Star Street,

WELSHPOOL WA 6106

National Head Office

The National Council of the Young Men's Christian Association of Australia

Phone: (03) 9699 7655

Fax: (03) 9699 2365

Email: frances.bevacqua@ymca.org.au or carolyn.bos@ymca.org.au

Address: Level 1, 88 Market St

SOUTH MELBOURNE VIC 3205

Introduction

The student handbook has been prepared to provide prospective students information about our policies and procedures so that you can make an informed choice about our services.

Course Information

Specific course information is provided on our website and in our Training Directory for all courses we currently offer, we are happy to discuss and clarify any questions you may have regarding this information.

Access and Equity

YMCA will not discriminate against suitably eligible people participating in its courses. Trainees with disabilities including learning needs, will be provided with additional support, and where required flexibility of assessment. It is important that needs be identified early in the course of study in order to provide adequate support over the duration of the training. This will enable the trainee to achieve early success and satisfaction with both on-the-job and off-the-job components of the course (where applicable).

Upon enrolment, the YMCA Training Officer will use a questionnaire and written activities in an attempt to identify possible language, literacy or numeracy needs. This is performed in consultation with the trainee and the employer who are requested to discuss any concerns.

If a possible need for additional support is recognised this will be discussed and support services can be arranged.

Discrimination

YMCA will not tolerate any unlawful discrimination or harassment based on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethnicity, religious beliefs or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- carer's responsibilities (employment only)
- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

Language, Literacy and Numeracy

YMCA is committed to support and ensure accessibility to all students, and recognise that at times language and literacy problems may restrict a person from achieving competency in their chosen qualification.

Where a student has been identified as requiring assistance in language, literacy and numeracy, YMCA will make every effort to assist and support the student. If possible learning activities and assessments will be modified to better suit the student and their skills.

Where a high level of assistance is required, YMCA may refer the student to a third-party for specialised assistance.

Selection, Enrolment and Induction Procedures

We provide clear information on the courses we offer. This includes training and learning outcomes, any required skills and knowledge as well as any additional, or future, training pathways.

Candidates are required to complete an enrolment form, providing as much relevant information as possible to ensure we provide training adequate to your individual needs. All information collected is kept confidential and subject to our Privacy Policy.

Before and during course enrolment, candidates are provided access to our student handbook to ensure understanding of the information. Candidates are encouraged to ask any questions they may have relating to the student handbook to ensure full understanding.

Selection procedures

To be selected for one of our courses you need to ensure that you are eligible and fulfil the minimum entrance requirements. These generally consist of being able to read and write in English.

Your selection will be based upon numbers permitted in each course, your motivation level for wanting to do the course and meeting the entrance criteria as stated in the course outline. If one of our programs relates to a specific target group then you will also be required to meet those specific requirements. This is a condition of some government funded courses.

How to Enrol

Make an appointment with one of our Training Advisors for an enrolment interview. This will give you the opportunity to ask any questions, complete our enrolment form and complete a Direct Debit Form if required.

Induction Procedures

Once you have decided to further your education with the YMCA your Training Advisor will induct you into your course.

Training and Assessment procedures

Specific training delivery and assessment information is different for each course. You will find more detail on this in the Course Information Pack available from our administration.

Our training and assessment procedures are flexible and cater for students individual needs. Throughout this process we will ensure:

- All required resources for the delivery of any course are valid, reliable, flexible and fair
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be undertaken, as per the national standards prescribed in the relevant Training Package or accredited course material

This means that all training and assessment you receive from us is completed in accordance with the national quality training framework.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills you have acquired from life, work experience, formal or informal training can be formally acknowledged and recognised. RPL can apply to one or more Units of Competency or even a whole course. What this will mean for you, if it is granted, is that you do not have to repeat material you already know and you will be able to progress quickly to other Units of Competency.

We give you credit for relevant previous study, work or life experience. This is called recognition of prior learning. Ask your Trainer about this if you feel you already have knowledge and experience in a subject area.

National Recognition

We are obligated to recognise the AQF qualifications and statements of attainment issued by other registered training organisations to clients. This means that if you have successfully completed a unit of competency, through YMCA or a different provider, we are required to accept these as valid and reliable. You need to provide a formal Statement of Attainment to enable YMCA to recognise the Unit/s of Competency.

Notification of Results

Notification about your progress and your results will be provided to you, by your Trainer, on a regular basis during your course.

Certificates or Statements of Attainment are issued once you have completed your qualification and all fees and charges have been paid in full.

For further information you may access your personal records at any time by written request to the Training Operations Manager. Your personal records will not be released to any other person or organisation without proper authority.

Client Support

All students are provided a qualified Training Advisor. Students are encouraged to regularly contact their Training Advisor for assistance with course content, assessment tasks and other course information.

It is important that students are adequately supported through the assessment process.

Students are provided with:

- adequate time to practice and acquire skills and knowledge prior to their assessment
- feedback on their progress through formative assessment
- equal opportunity to demonstrate their competence/skills and knowledge
- appropriate levels of learning support as required
- feedback on assessment results
- support in addressing skills or knowledge gaps identified in the assessment.

Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the program of study.

Reasonable adjustment may include the use of educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time for the activities to be completed.

Students with special needs must inform their Training Advisor of the nature of their need(s) prior to or during enrolment for their chosen course and/or at the first class; so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate.

Tutorial Support

Students can obtain help with understanding course notes or manuals, study skills, preparation of assignments, by asking your Training Advisor for additional assistance. This will be provided when the Training Advisor is available during business hours.

Flexible Learning

Flexible delivery is the term given to training programs that are delivered using a variety of methods. The structure of the course allows you to work at your own pace through course materials. All courses have a completion time frame. **Extensions to this period will incur additional costs.** The flexible nature of the course allows you to work your study around your other commitments and allows you to spend as much time as you require on the course content.

Courses offered by the YMCA Institute of Education and Training involve delivery in a correspondence-like format by a series of self-paced learning materials and assessment items that is required to complete the course.

Each student has access to a tutor to help them understand the concepts being covered through tutorial, telephone or email support.

Welfare and Guidance Services

Through the duration of the course, students should approach their Training Advisor if they require assistance or guidance as a result of hardship that may impact on their studies.

Career guidance is available on request to the Training Advisor.

General Complaints Procedure Policy for Students

The YMCA Institute strives to deal with complaints as soon as they emerge, in order to avoid further disruption or the need for a formal complaint. If students have a complaint with any aspect of the service provided by the Institute, they are encouraged to speak immediately with their Training Advisor in order to resolve the issue.

If a student is not satisfied that the issue has been resolved, he/she may appeal in writing to the Training Manager – (Perth Campus). Should a resolution not be achieved, the student will be directed to the Australian YMCA Institute of Education and Training, National Institute Manager and from there if unresolved to the appropriate Government Authority.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – RPL

A student may appeal an RPL decision by writing to the Training Manager – (Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager – (Perth Campus) within twenty-one days of the date of official statement of results.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – Student Results

A student may appeal against a result by writing to the Training Manager –(Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager –(Perth Campus) within twenty-one days of the date of official statement of results.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – Penalty imposed due to plagiarism/cheating

A student who has been penalised due to plagiarism/cheating may appeal to the Training Manager – (Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager –(Perth Campus) within twenty-one days of the data of the letter advising the penalty imposed.

The Training Manager –(Perth Campus) may ask the student to attend an interview and/or provide documented evidence relating to the appeal. Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Plagiarism is the action or practice of taking and using, as one's own, the thoughts, writings or other work of someone else with the intent to deceive.

Plagiarism includes:

- The unauthorised use of the whole or part of a computer program written by another person.
- The use of the whole or part thereof, of written work including the use of paragraphs or sentences in essays or other assessable work which are neither enclosed in quotation marks nor otherwise properly acknowledged.
- The paraphrasing of another's work without acknowledgement.
- The use of musical composition, audio, visual, graphic, photographic models and realia, without acknowledgement.
- The use of realia, that is, objects, as artefacts, costumes, models etc, used in teaching to relate classroom learning to the daily life of peoples studied, without acknowledgement.

Fees and Charges

All information regarding our fees & charges specific to your individual course will be supplied to you prior to enrolment, including:

- The total of all fees including course fees, administration fees, resource fees and any other charges as applicable
- Payment options including the timing and amount of fees and any non-refundable deposit or administration fee
- Any fees and charges for additional services such as; replacement certificates, re-assessment fees (if applicable)

Please contact us for more specific information on individual course and qualification costs.

Refund Policy

Students requesting a refund for course fees must submit a request in writing to the Training Manager (Perth Campus) outlining their reasons for requesting the refund (ie: withdrawal from course)

Prior to commencement of a Fee for Service scheduled course the following applies:

- A full refund will be given where a minimum of seven (7) business days written notice is given prior to the course commencement date.
- A 50% refund will apply where between five (5) and seven (7) business days written notice is given prior to the course date.
- No refund will be given where less than five (5) business days written notice is given prior to the course date

Course Transfer Policy for Fee for Service short courses

- No fee will apply where a minimum of seven (7) business days written notice is given prior to the course date.
- A fee of 50% of the course cost will apply where between five (5) and seven (7) business days written notice is given prior to the course date.
- A fee of 100% of the course cost will apply where less than five(5) business days written notice is given prior to the course date

Requests for refunds of course fees paid in advance may be granted LESS the cost of Enrolment Fees, Resource Fees (if applicable) and less any commenced units of study.

A course outline/ TAS will be provided to all students enrolling into a qualification with YMCA WA outlining the unit delivery schedule.

A refund for units that have not yet started will be given when students submit a request for refund and it is received within two weeks of the commencement of each term stated in the course outline.

e.g. Diploma of Early Childhood Education and Care course outline

28 Units

Units	Start date of units	Term	Refund cut-off date
CHCECE002	1 Jan 2017	Term 1	15 Jan 2017
CHCECE004	1 Jan 2017	Term 1	15 Jan 2017
CHCECE016	1 Jan 2017	Term 1	15 Jan 2017
HLTWHS003	1 Jan 2017	Term 1	15 Jan 2017
CHCLEG001	1 Jan 2017	Term 1	15 Jan 2017
CHCPOL002	1 Jan 2017	Term 1	15 Jan 2017
CHCPRT001	1 July 2017	Term 2	15 July 2017
CHCECE003	1 July 2017	Term 2	15 July 2017
CHCECE005	1 July 2017	Term 2	15 July 2017
CHCECE017	1 July 2017	Term 2	15 July 2017
CHCECE021	1 July 2017	Term 2	15 July 2017
Etc...			

Once the cut-off date has passed, students will not be entitled to a refund for that term and will be provided a refund for anything paid in advance for future terms.

Traineeships Only: Students who withdraw and who lodge a withdrawal form before 20% of delivery has been concluded will be eligible for a full refund of their course fee, and; a full refund of the resource fee if the course is a Diploma or Advanced Diploma; or 50% of the resource fee if the course is below Diploma level.

Written notification of the refund request decision, including the reasons why, will be provided to the student within four weeks of receipt of the request for refund.

Student Responsibilities

It is YOUR responsibility to:

- Complete all assessment tasks by the due date
- Advise your Training Advisor if you are going to be away.
- To comply with all the company's rules as stated in company literature, our web site and as explained to you at induction.
- You are also required to maintain your duty of care to others and yourself.
- To be responsible for your personal progress. Students will be expected to consult with their Training Advisor on a regular basis if they are to derive the greatest benefit and appropriate individual guidance.
- Ensure all work you submit is your own. You must confirm the authenticity of any work submitted is your own, and free from plagiarism.

Student Rights

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.

Reporting

Students will be kept informed of their progress in the course and each unit by their Training Advisor as well as provided with detailed feedback on the assessments you submit.

Occupational Health and Safety

All trainers and staff and students are to comply with all OHS measures. Entry of persons on company property is conditional to them complying with all policies and the OSH Legislation in WA. Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear. Students must inform their Training Advisor about any injuries or faults in equipment that occur while on company premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Our commitment to you

Privacy and Confidentiality

Only identified Learners are able to gain access to their records. Confidentiality and privacy of information is critical in our organisation. All private information if not required is shredded. All information provided by our prospective students and enrolled students is kept strictly confidential.

If you wish to access your own records, please make a request in writing to the Training Manager. Your records can then be sighted under supervision.

Quality Continuous Improvement

YMCA is committed to providing quality customer service and a main part of that commitment is a focus on continuous improvement.

YMCA value feedback from all students, staff and stakeholders in order to better ourselves and our programs – remember “a better you starts with the Y”

Staff Qualifications

YMCA ensure all training staff have the appropriate qualifications and experience to deliver quality training and assessment programs. All assessments will meet the National Assessment Principles (including Recognition of Prior Learning).