



Registered Training Organisation No. 4208

Adult Education Information Handbook

**244 Flinders Street
Melbourne 3000**

OPPOSITE FLINDERS STREET RAILWAY STATION!



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Introduction

Yooralla's Adult Education is an education provider within a large Disability Organisation. We believe that education is the key to growth both socially, developmentally and economically. Our aim is to be the best education provider for people with a disability and others. In doing so we concentrate on what we know we are good at and we follow these principles:

- Be honest to ourselves and our students
- Treat everyone respectfully and courteously
- Do things well
- Never think that you can stop learning
- Always strive to do better

All Trainers and Assessors hold a minimum TAA40104 – Certificate IV in Training and Assessment qualification and some hold higher education qualifications in Adult Education.

Our Trainers and Assessors have extensive and current vocational competences to go with their paper qualifications and have the experience to support students through their training programs whilst ensuring they have an enjoyable learning experience.

Yooralla's Adult Education offers accredited and pre-accredited courses to those from all backgrounds. It is delivered by qualified Trainers and Assessors to support people with disability wishing to gain employment skills that will help them in their educational journey towards employment.

The RTO accredited Courses offered are:

- 22129VIC Certificate I in Transition Education
- 22128VIC Certificate I in Work Education
- 21770VIC Course in Initial General Education for Adults
- 21771VIC Certificate I (Introductory) in General Education for Adults

Further accredited Courses offered are:

- Certificate I in Information Technology
- Certificate I and II in Business
- Certificate I in Food Safety

Yooralla also offers other programs and social enterprises, including:

- **Art and Craft** – to explore creativity, using communication skills and working in a team
- **Creative Expression** – to develop confidence using creativity in communicating and presentation
- **Discovering Melbourne** - to provide students with a fun way of learning more about the city they live in
- **Employment Preparation** – to develop understanding, knowledge and skills in preparation for gaining employment
- **Food Handling** – to develop and gain practical skills in the hospitality and catering fields
- **Gardening** – to participate hands-on in a community garden located at Murrumbeena
- **Opportunity Shop** – to gain experience in retail and presentations skills in the Yooralla Opportunity Shop located in Carlton
- **MultiMedia** - to access multimedia training and ongoing vocational opportunities in the video production and photography areas
- **Practical Office Skills** – to learn collating, photocopying, reception and general office skills
- **Technology** – to develop skills in the general use of computers, using the Internet, Photoshop and other inter-active programs

We are conveniently located in the City, opposite Flinders Street Station. Yooralla also offers accredited Courses at our bases, which are located at:

Box Hill | Ferntree Gully | Noble Park | Pascoe Vale | St Albans

and at our regional centres in Benalla, Cranbourne, Drouin and Leongatha.

Registered Training Organisation Registration

Yooralla is a nationally recognised training organisation, providing training and assessment for its students. Yooralla welcomes your interest and encourages you to familiarise yourself with the contents of this Handbook.

Services provided to students follow the policies and procedures developed to meet the standards of the Australian Quality Training Framework (AQTF) and the Victorian Registration and Qualifications Authority (VRQA).

Registered Training Organisation Compliance

As part of its obligations as an RTO, Yooralla will:

- Maintain adequate and appropriate insurance, including public liability and WorkCover.
- Advise State and National Training Authorities in writing of any changes to information contained in the application for registration.
- Allow the State and National Training Authorities access to training records and staff details for the purpose of auditing performance or verifying compliance with the conditions of registration.
- Supply VRQA and Skills Victoria with delivery details for each course on its Scope of Registration, in accordance with AVETMISS requirement.
- Resolve any complaints raised by students in a timely and fair manner according to the procedure. (ED 14 Student Complaint form)

In the event of Yooralla ceasing operations, all records of student results will be sent to the State Training Authorities for archiving.

Terminology

Throughout this Handbook, Yooralla uses the term “Student” in all references to those accessing training through its RTO.

Placement with Yooralla

Currently the Senior Trainer and Assessor and the Education Manager of the RTO will oversee both accredited and non-accredited training.

The courses offered are currently on Yooralla’s Scope of Registration. All or part of these may be offered in any given year. Most courses will take three to four years to complete.

Yooralla offers training in small classes with carefully constructed programs and times that cater for the individual needs of the students.

Entry requirements for all courses

- Students should be able to work in a small group setting and follow simple instructions
- All students will attend an interview before starting
- Classes at this level are specifically designed to suit people with disability who have left school and wish to continue their education.

Students may be eligible for a Victorian Training Guarantee Placement if undertaking Foundation Skills course.

To be eligible the student must:

Be Australian, or have Australian citizenship, or have an approved Visa (please ask for more information), and reside in Victoria
Do **not** already have a Certificate 1 qualification, or higher

Enrolment Entry procedure

**To start the process and to register your interest in a course/module/unit,
please contact Adult Education on 9916-5812.**

Students will be then invited to attend an interview to discuss eligibility, the enrolment procedure, and the courses selected. To continue with the enrolment, the **ED 01 Enrolment Form** will need to be completed.

Following the interview, a letter confirming enrolment will be sent to the student, listing the course/module/unit name and the program. This letter will also advise the course commencement date.

At commencement of the program an Induction program will be held and this will explain the requirements of the course/module/unit.

This Handbook outlines the number of hours needed to attend in order to complete each course/module/unit. Assessments will be explained at the beginning of the course or module or unit. These may vary according to what has been selected to study in any given year.

Prior to commencing training, prospective students attend an interview, during which the following issues will be discussed:

- Prospective students will receive information and be able to ask questions about the training they are interested in.
- Trainers/Education Manager will be able assess prospective student's eligibility to commence training where there may be prerequisites.
- Special needs or access requirements will be identified and discussed, that may include appropriate alternative formats and adaptive technologies required before a student can start.

If you are returning from the previous year, the **ED 03 Enrolment Form for Continuing Students** will need to be completed, which can be obtained from the Education Manager.

Exiting the Program

If the student wishes to exit the course early, then the student is asked to have a meeting with the relevant staff to discuss the reasons.

Support Workers and Personal Care

Yooralla Adult Education does not provide Support Workers or Personal Care. If assistance is needed, this must be discussed and organised with the assistance of the student's Case Manager/Coordinator. We do encourage students to attend Travellers Aid at Flinders Street Station for any meal assistance or personal care.

Transport

If possible, we encourage students to use public transport to and from the program. If taxis are to be used they must be pre-booked and the taxi driver must be aware of the procedure of drop off and pick ups.

Course and Modules Offered

"A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au/index.php>"

22129VIC Certificate I in Transition Education

22129VIC Certificate I in Transition Education aims to: Improve students life skills, communication and self confidence, promote and encourage students to become active participants in their community both in work and non work and empower students to make life choices by providing learning that is experiential and relevant.

What you will learn:

- Basic Skills in reading and writing
- Basic skills in maths and numeracy
- Basic Computers
- Organisational skills
- Using public transport to move around the city
- Effective communication skills
- Work place safety

Course Content

Successful completion of 6 core modules, plus 4 elective units will be offered to you.

Core Modules:

VU20488	Develop and document a learning plan and portfolio with support	150 hrs
VU20489	Enhance own skills and self confidence	150 hrs
VU20443	Participate in travel, orientation and mobility	150 hrs
VU20444	Investigate future options for further training, work or community activities	150 hrs
VU20445	Participate in the community	150 hrs
VU20446	Use technology for a range of purposes	150 hrs

Electives (select four from below):

VU20448	Access the media	50 hrs
VU20452	Participate in creative activities	50 hrs
VU20453	Apply communication for a range of purposes	50 hrs
VU20454	Apply numeracy for a range of purposes	50 hrs
BSBITU101A	Operate a personal computer	20 hrs

How long is the course?

The course will run for three years part-time totalling from 1,070-1,100 hours.

Course and Modules Offered

"A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au/index.php>"

22128VIC Certificate I in Work Education

22128VIC Certificate I in Work Education is suitable for students with disability particularly those with individual learning needs. An individual learning plan is developed for each student. Personal goals are set which may be about jobs, vocational study, literacy, numeracy, training and practical placement experiences in our social enterprises. The course aims to: Prepare students who wish to gain employment or prepare them to take part in further vocational education and training.

What you will learn:

- Career planning
- Communication in the workplace
- Numeracy
- Safe work practices

Course Content

Successful completion of 6 core modules, plus 4 elective units will be offered to you.

Core Modules:

VU20438	Develop an individual vocational with support	100 hrs
VU20439	Develop personal management skills for work	80 hrs
VU20009	Participate in job seeking activities	50 hrs
VU20440	Participate in vocational tasters/activities	400 hrs
VU20441	Participate in practical placement with support	300 hrs
BSBOHS201A	Participate in OHS processes	20 hrs

Electives (select four from below):

VU20442	Develop interpersonal communications skills for the workplace	30 hrs
TLIG107C	Work effectively with others	40 hrs
VU20007	Prepare for employment	30 hrs
VBQU127	Work with time, money and directions in simple everyday situations	60 hrs
ICAU1133B	Send and retrieve information using web browsers and emails	25 hrs

How long is the course?

The course will run for four years part-time and total 1,035-1,170 hours.

Course and Units Offered

"A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au/index.php>"

21770VIC Course in Initial General Education for Adults

21770VIC Course in Initial General Education for Adults provides opportunities to move into other accredited training such as the Certificate 1 Introductory, or other certificate 1 courses. These courses may include volunteer work or paid work, community work or pre accredited training.

Course units

Core Unit

VBQU105	Develop a learning plan	10 hrs
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Core Skills

Reading

VBQU106	Engage with short simple text for personal purposes	15 hrs
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VBQU107	Engage in short simple texts for learning purposes	15 hrs
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VBQU108	Engage in short simple texts for employment purposes	15 hrs
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Writing

VBQU110	Create short simple texts for personal purposes	15 hrs
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VBQU111	Create short simple texts for learning purposes	15 hrs
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VBQU112	Create short simple texts for employment purposes	15 hrs
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Numeracy and Mathematics

VBQU114	Recognise time, money and direction	45 hrs
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VBQU115	Recognise measurement and design	45 hrs
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Electives

Computing skills

VBQU167	Using Computer language and perform simple computing tasks	20 hrs
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VBQU168	Access the internet for language learning	20 hrs
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General

VBQU169	Complete a project with support	20 hrs
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How long is the course?

The course will run for two years part-time.

Course and Units Offered

"A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au/index.php>"

21771VIC Certificate 1 (Introductory) General Education for Adults

21771VIC Certificate 1 (Introductory) General Education for Adults provides opportunities to move into other accredited training such as the Certificate 1 Introductory, or other certificate 1 courses. These courses may include volunteer or paid work, community work, or pre accredited training options.

Course units

Core Units

VBQU 117	Develop and document a learning plan and portfolio with guidance	10 hrs
VBQU118	Conduct a project with guidance	20 hrs

Core Skills

Reading

VBQU119	Engage with simple text for personal purposes	20 hrs
VBQU120	Engage with simple text for learning purposes	20 hrs
VBQU121	Engage with simple text for employment purposes	20 hrs

Writing

VBQU123	Create simple text for personal purposes	20 hrs
VBQU124	Create simple text for learning purposes	20 hrs
VBQU125	Create simple text for employment purposes	20 hrs

Numeracy and Mathematics

VBQU127	Work with time, money and direction in simple everyday situations	60 hrs
VBQU128	Work with simple measurement and design	60 hrs

Computing Skills

BSBCMN107A	Operate a personal computer	20 hrs
VBQU167	Use computer language and perform simple computing tasks	20 hrs
VBQU168	Access the Internet for language learning	20 hrs

Work Related Skills

BSBCMN106A	Follow workplace safety procedures	10 hrs
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General

VBQM483	Australian History	30 hrs
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How long is the course?

This course will run for two years part time.

OH&S Policy

The Health and Safety Policy of Yooralla aims to protect students and others at its workplace and training venues. Yooralla complies with all relevant safety legislation.

Safety Issues

When delivering training and assessment, Yooralla is responsible for safety issues and has to abide by workplace safety responsibilities. If required, Yooralla will review the workplace and make any recommendations to amend the problem.

OH&S Responsibility

Trainers and all persons delivering training to the students will share responsibility for the safety of all. They will actively take steps to identify hazards, which may cause harm in their area of control and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to take action.

The Education Manager and Trainers may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means they must follow all safety rules during their day to day training activities.

Yooralla Code of Practice

Yooralla maintains a learning environment that is conducive to the success of students. Yooralla has the capacity to deliver the course/s, modules and units on the Scope of Registration, methods and resources used in the Yooralla training will be appropriate to the outcomes to be achieved.

Yooralla will maintain systems for recording and archiving students' information including, attendances, completion of units of work, assessment outcomes, samples of work, Certificate of Attainment, RPL requirements and complaints.

Yooralla treats all personal records of clients confidentially. Please contact the Education Manager if you require further information or access to any records.

Responsibilities of the Student

Students will be required to take responsibility for:

- understanding about their course
- advising the Trainer/Education Manager of previous skills and knowledge and seeking recognition of this prior learning
- attending all training sessions as required
- completing assessments
- meeting with the Trainer/s to review progress
- discussing any concerns regarding the training course, session activities and the ability to learn with your Trainer/s
- advising the Trainer/s if any special adaptive equipment or support for training is required
- participating in course evaluation and providing feedback through surveys each year.

Rights of the Students

All students have the right to:

- a safe and healthy learning environment
- be treated with respect
- have all legislation affecting the learning environment followed
- have the opportunities to practice the skills and knowledge gained
- have training and assessment outcomes recorded
- have access to their files, which can be accessed if required and the Education Manager can assist
- have relevant training materials and that other resources as recommended provided
- have been prepared for assessments and can complete them when they are ready
- have skills and knowledge assessed
- feedback given on their progress
- appeal via the complaints process if unhappy with the result

Qualified and Professional Staff

All Trainers and Assessors have:

- Demonstrated competencies at least to the level of those being delivered.
- Demonstrated and achieved at least Certificate IV in Training and Assessment Standards or their equivalent
- Have current Industry experience that is relevant to the particular courses/modules and units they are delivering.

All Trainers and Assessors attend professional development and meet on a regular basis to ensure they are up to date with relevant assessment practices and requirements.

Access and Equity

Yooralla actively supports and encourages people of all abilities to participate in their training programs.

Yooralla ensures the access and equity principals and practices are applied when dealing with students and the community.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide quality services.

Students will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Yooralla is an Equal Opportunity Employer

As an Equal Opportunity Employer, Yooralla and its staff will treat every student fairly and without discrimination in the training environment. Training services will be offered to people from all backgrounds regardless of cultural differences, including those from CALD backgrounds and Aboriginal or Torres Strait Islanders. Staff will be professional and supportive at all times in their approaches to students.

Anti-Discrimination

Trainers, staff and students are bound by Anti-discrimination Legislation, the Disability Service Act 2006 and other relevant State, Commonwealth Privacy legislation.

Sexual Harassment

In accordance with Sexual Harassment Legislation, harassment, bullying and intimidation will not be accepted in the workplace, or in the training environment. Professional development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

Literacy, Numeracy and Special Needs

Yooralla is committed to assisting students with differing abilities to succeed. Students individual needs will be assessed prior to training. Requirement such as alternative format, adaptive technology and adjustment for other disability will be identified and provided where practicable. Should any student require any special assistance such as literacy or numeracy help, disability access or other physical or learning needs, please inform the Education Manager at the interview stage.

Students Records and Privacy

In accordance with relevant State and Commonwealth Privacy Acts, Yooralla is committed is protecting each student's privacy and personal information.

It is necessary for Yooralla to collect personal information about the student with the student's consent. Yooralla keeps enrolment forms, training records of assessment results which are stored confidentially. The information will only be used for statistical and reporting purposes. We will not disclose, sell or pass on any personal details in any way other than the purpose stated without your consent.

If at any stage the student's personal details change throughout the course of the student's training, the trainer/assessor is to be informed so that records can be amended. The student has the right to access the personal information recorded. Please ask the Education Manager if this is required.

Information for Students

Should any other information need to be added to the student's file about medication or health, please discuss with the Manager. It is important for monitoring and ensuring the student is supported during training.

Individual Learning Plan

Each student will have an Individual Learning Plan developed after enrolment. This plan will list the units to be achieved. All resources available will be discussed with the student at commencement of the module/unit. This plan will be continually reviewed during the training program so re-negotiation can be arranged on any aspect of the plan through out the year.

Recognition of Current Competence (RCC)/Recognition of Prior Learning (RPL)

RPL/RCC is the acknowledgement of the full range of an individual's skill and knowledge. It includes competencies gained through formal study, work experience and other 'life' experiences.

Yooralla aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. To apply, the student will be required to complete an RPL/RCC application form and supply further documentation, which may include evidence such as:

- A certified copy of qualification/s
- Verification from other training provider of the student's results – on official letterhead
- Documented evidence of the student's current work including samples on request

Please discuss RPL/RCC application with the Education Manager/Trainer for the relevant course.

Fees and Refunds

Where a fee is applicable, students are expected to pay for the course in accordance with payment requirement. Invoices will be raised by the Adult Education Finance Administration Officer at the start of the course and must be paid within one month of commencement of the program and payment will be receipted..

Yooralla has a refund policy with special conditions. If the student wishes to withdraw from training after commencement of the course please advise the Education Manager/trainer.

In cases of financial hardship, students may apply for an exemption or reduction of fees. Please ask at the time of enrolment and discuss this with the Education Manager.

Students may be asked to pay a tuition fee, an amenities fee and a course fee.

Course Delivery

Yooralla ensures that training and assessment occurs according with the requirement of the course. All training is provided in fully equipped training rooms. Delivery methods will be fair, equitable and reliable.

All delivery and assessment will be inline with course outlines. The students will be informed of what assessments need be done. Resources and materials will be identified in the module/unit outline when the student enrolls in the course.

Students must have an attendance rate of at least 80% to be able to be awarded a Certificate of Attainment for the modules they are enrolled in.

Certificates awarded

On successful completion of training, Yooralla will issue a Certificate of Attainment or Participation. Information recorded will be in line with the National Training Authority guidelines. Certificates are presented to students at the end of year Presentation Day ceremony.

Students must have an attendance rate of at least 80% to be able to be awarded a Certificate of Attainment for the modules they are enrolled in.

Complaints

Yooralla has a complaints procedure to help resolve any complaints students may have in relation to their training.

All complaints will be noted and recorded within 5 days of receiving the complaint. If the complaint can be resolved with the trainer within 5 days then nothing more needs to be done. It will be filed and recorded as resolved. If it is not resolved then it needs to be put in writing and given to the Manager to investigate. At this point the student may bring a representative with them to support them through this process.

If the complaint it is still not resolved then the Complainant will be referred to the Disability Ombudsman or Commissioner to investigate the matter further and an independent arbitrator will be used to resolve the complaint/s.

Please ask for the Policy and Procedure **P22** and the flow chart **P18** for the process and the **ED14** form to lodge a Complaint.

Marketing

Yooralla will market the Education and Training provided with integrity, accuracy and professionalism.

Industry Partners

Yooralla is the lead agent for the ACE Disability Network which meets quarterly. Other organisations members are:

Inclusion Melbourne
Vision Australia
Vic Deaf
Knoxsborough Learning Centre
Japara Neighbourhood House
Council of Adult Education
Northern Metropolitan Institute of TAFE

Yooralla also has an affiliation with Neighbourhood House Learning Centres and attends Education Forums organised by Adult Community of Further Education.

Yooralla, as the lead agent for the ACE Disability Network, runs workshops for Learning Centres and Neighbourhood Houses and other training facilities on inclusion, planning, disability action plans and how to teach and work with people with disability.

Adult Community and Further Education (ACFE) have invited Yooralla to be part of working parties to influence curriculum. Yooralla is also on the Curriculum Maintenance Committee reviewing re-accreditation of courses.

Continuous Improvement

Yooralla continuously strives to improve its services. We conduct surveys bi- annually and encourage all students and staff to complete them. The results are collated into a report that is presented to management and Trainers who will then make recommendations and determine actions and changes needed.

All staff are encouraged to comment and add to the Continuous Improvement Register. These are identified at fortnightly team meetings and acted upon where necessary.

All policies and procedures and management instructions are reviewed annually to ensure they are current and relevant.

***Yooralla actively supports people with disability, in all the diversity,
to live the life they choose.***



For further information contact
The Manager : Adult Education
Telephone (03) 9916-5812 | Facsimile (03) 9916-5912

**244 Flinders Street
Melbourne 3000**

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