



FSNLC
28 Farnham Street
Flemington VIC 3031
Ph: 9376 9088
ABN: 30 202 169 571
TOID: 22203
DHHS: 3P496

FSNLC Student Handbook

VISION STATEMENT

The vision of Farnham Street Neighbourhood Learning Centre is of a just and empowered local community in which people are provided with opportunities for participation and learning.

FSNLC will deliver the education and social support needs of an extremely diverse local community.

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Welcome to FSNLC

Thank you for selecting Farnham Street Neighbourhood Learning Centre (FSNLC) to further your educational pursuits. FSNLC is a local educational provider located in Flemington and has been providing training for the last 40 years. Your decision to complete Nationally Recognised Training with us is an important step in developing your cognitive process in learning new skills and developing knowledge. We aim to provide a quality learning experience, which meets the needs of all students.

To assist you with your learning we have developed this Student Handbook. Please take the time to read it carefully, and should you require further information contact our staff. Our team is committed to maintaining our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with FSNLC a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

Regards

Cathy Connop
Centre Manager

Who we are

Farnham Street Neighbourhood Learning Centre is a community based organisation that is managed by a voluntary Committee of Management made up of people who live or work within the City of Moonee Valley. All participants at FSNLC are eligible to become members, and then members can join the Committee of Management if elected.

We are based at	Centre Hours
28 Farnham St, Flemington VIC 3031 Phone: 9376 9088	Monday to Thursday 9.00am - 5.00pm Friday 9.00am - 4.00pm

Classes are also conducted at:

- **Flemington Library** at 313 Racecourse Rd, Flemington VIC 3031 (03) 8325 1975.
- **Avondale Heights Library** at 69-79 Military Road, Avondale Heights VIC 3034 (03) 8325 1940
- **Flemington Community Centre** at 25 Mount Alexander Road, Flemington VIC 3031 (03) 8325 1800
- **Moonee Ponds Library (Sam Merrifield Library)** at 762 Mt. Alexander Road, Moonee Ponds, VIC 3039 (03) 8325 1950
- **Niddrie Library** at 483 Keilor Rd, Niddrie VIC 3042 (03) 8325 1925

We have been providing education and recreation for over 35 years and cater for a diverse range of groups including people from Culturally and Linguistically Diverse, (CALD) backgrounds, are unemployed, have disabilities, are sole parents, are educationally disadvantaged, are older adults as well as all residents in the City of Moonee Valley. Classes and activities are open to all, and are held in a warm and friendly environment.

We believe that all people have the right to a high quality, fair and affordable education. We seek to ensure that those who may have missed out in their youth are given the opportunity to experience knowledge, language and learning as adults. FSNLC provides high quality language, literacy, general education and computer classes; as well as a wide range of recreational classes and social support programs.

For people who speak another language or come from another country and culture, learning the language of the country is very important. It is also important to understand the social practices and history of Australia. Our English as an Additional Language classes are a way for those such people to learn about, and access the mainstream community. People can learn about language and literacy while also gaining new knowledge about the world they live in.

Code of Conduct

All people are entitled to an environment that is free from discrimination and harassment. FSNLC complies with the Skills First Quality Charter. If you have any issues or concerns please contact one of the following: your teacher, the Education Manager, the Centre Manager, the Community Education Coordinator or the Committee of Management.

Everyone using the House has a right to:

- Be treated fairly.
- Be treated with respect.
- Be treated with patience and tolerance.
- Feel safe.
- Be free from harassment and discrimination based on gender, race, ethnicity, religion, size, age, disability or sexual preference
- Be free from physical or verbal abuse.
- Experience a comfortable and welcoming environment.

Everyone using the House is expected to:

- Treat each other fairly and equally.
- Respect other people's differences.
- Conduct themselves in a manner appropriate to the classroom situation.

This includes:

- Being on time for class
- Not using illegal drugs or alcohol when on the premises.
- Letting your teacher know if you are unable to attend class
- Using furniture and equipment carefully.

FSNLC as an RTO (22203)

- As a Registered Training Organisation, FSNLC operates within the Principles & Standards of the Australian Quality Training Framework & VRQA guidelines.
- All trainers are sensitive to the needs of the students
- FSNLC complies with relevant Commonwealth and State/Territory Legislation and requirements.
- Students are provided with all appropriate information including, course details, statement of fees, refund policy, assessment requirements, and all relevant policies and procedures.
- FSNLC continually monitors and improves their performance by collecting and acting upon information gathered from evaluation, moderation and learner feedback.
- Students are issued with statements of attainment, or certificates upon completion of a course.

Enrolment Procedures

Students enrolling in FSNLC courses must be interviewed prior to placement. A pre-training review can be arranged by telephoning 9376 9088 Monday to Friday. There are different enrolment procedures for accredited or pre-accredited courses.

For English as an Additional Language (EAL Frameworks) and Literacy classes (Learn Local Pre-Accredited)

Call FSNLC on 9376 9088 or drop into 28 Farnham St, Flemington to arrange a pre-training interview.

At the interview a pre-training review will be completed, including a Language, Literacy and Numeracy Assessment and your current level of English will be mapped against the Australian Core Skills Framework (ACSF). You will have a short, conversation about where you've learnt English in the past, where else you've lived, your family and what work you have done etc. You will then be asked to complete a piece of writing, do a reading task and complete an enrolment form and Learning Plan as part of the assessment process.

Course fees can be paid at this time or prior to your first class. Details of fees are available on our website: <http://farnhamst.fsnlc.net/online/students>

For Computer Classes

Call FSNLC on 9376 9088 to determine appropriate class placement.

During an interview you will be asked some general questions to determine your computer skills and then placed in the class which best suits your needs. (If there is no appropriate class at this centre, the coordinator will provide information to you about classes in other venues). You will be provided with a Statement of Fees then requested to complete your enrolment form. You will be given an acceptance form to take to your first class.

Course fees can be paid at this time or prior to your first class. Details of fees are available on our website:

<http://farnhamst.fsnlc.net/online/students>

For Course in Initial General Education for Adults, 22471VIC & Certificate I in General Education for Adults (Introductory), 22476VIC - Life Skills Cooking Classes

A case-worker from a relevant organisation will contact FSNLC to enquire if there is a place for you in our Life Skills Cooking classes. If so, a time will be arranged for you to participate in a pre-training review to assess your Language Literacy and Numeracy skills and whether this class will meet your needs. If the class is appropriate, you will meet with the Education Manager and the case-worker to fill in an enrolment form.

Course fees can be paid at this time or prior to your first class. Details of fees are available on our website:

<http://farnhamst.fsnlc.net/online/students>

For Literacy for Further Learning

Call FSNLC on 9376 9088 to enquire about available places in the classes. If there is a place available, you will meet with the teacher to discuss your learning needs and you will then fill in an enrolment form and pay the enrolment fee.

Community Education Courses

Call FSNLC on 9376 9088 to enquire about available places in the classes. If there is a place available in the class you are interested in, you will be contacted by the Community Education Manager to discuss the Course content and assess your learning needs. You will then fill in an enrolment form and pay the enrolment fee if applicable.

Assessment Procedures

Students are assessed regularly throughout the year. Each course has its own assessment procedure. We keep a copy of the assessment policy and procedure for your course in the office. Your teacher will explain the ways in which you will be assessed when you enrol in the course.

There are four key principles of assessment which we use. It should be valid, reliable, fair and flexible.

Assessment is:

1. **Valid** when it assesses what it claims to assess.
2. **Reliable** when it is consistent in all situations and with all learners.
3. **Fair** when it places all learners on equal terms.
4. **Flexible** when it can accommodate all delivery modes and the needs of learners.

There will be a number of assessment tasks for each Unit. Each assessment task measures the required aspects of that unit. Assessors will use a combination of assessment methods depending on the needs of the student and the requirements of the course.

These may include:

- Demonstration
- Observation
- Written/oral tests
- Role play
- Skills/Challenge testing

Student Pathways

At your initial interview and in an on-going manner, your teacher or the Education Manager will discuss the options available to you to continue learning. This pre-training review includes the learning pathways you can take both within the Centre and onto other Community Education Providers as well as Tertiary and other Further Education, TAFE, etc.

Course Dates

The term dates follow the Victorian School calendar and we break for school holidays.

Course Information

You will be given a Statement of Fees, a Course timetable and a Student Handbook at your interview.

Scope to Deliver

Farnham Street Neighbourhood Learning Centre delivers the following accredited certificates:

22471VIC	Course in Initial General Education for Adults
22476VIC	Certificate I in General Education for Adults (Introductory)
22483VIC	Course in EAL
22484VIC	Certificate I in EAL (Access)
22485VIC	Certificate II in EAL (Access)
22486VIC	Certificate III in EAL (Access)
22487VIC	Certificate IV in EAL (Access)

The curriculum documents for our courses are available to view in the Education office.

Student Health and Safety

FSNLC has an OH&S policy is available on the FSNLC web site and can be provided upon request. Please remember that safety and well-being is everyone's responsibility.

In Summary

- Be aware of any potential hazards in your classroom environment and report any hazards you identify to your trainer or OHS representative.
- If you or any colleague or student is injured in the workplace or class environment, ensure that you complete a report in the incident register in the staff room near the first aid kit.
- Make sure you are aware of where the First Aid Kit is, and who the designated First Aid Officer is in your place of learning.

Upon commencement of a new class your teacher will go through a student induction with you (student induction checklist).

Your teacher will then run through all safety issues:

- Make sure you are aware of fire exits and evacuation procedures.
- Ensure that you take adequate breaks.
- As safety is everyone's business, ensure that you behave appropriately in the classroom environment and report any breaches of behaviour of your colleagues to your teacher.

There are environments which have greater levels of risk, such as:

Computer Room, where you must:

1. Use FSNLC equipment and resources as authorised by staff.
2. Use FSNLC IT resources for educational purposes and access safe and ethical websites only. There must be no use of sites that are illegal, contain gambling, pornography or advocate hate or violence.
3. Not provide or access or download unauthorised programs on FSNLC equipment without authority.
4. Not interfere with standard computer and security settings without FSNLC authority.
5. Seek staff assistance should any clarification of the above requirements be needed.
6. Follow instructions from the Safe Use of Computers poster on the wall in the Computer Classrooms.

Kitchen, where you must:

1. Not use any implements such as sharp knives or electrical equipment without supervision.
2. Wash hands before participating in class activities. Wash your hands after going to the bathroom, blowing your nose, touching your face or having a cigarette.
3. Not attend classes when sick.
4. Only use gas stove and oven when supervised.
5. Wear closed toed shoes during class.
6. Wear an apron during class.

Garden, where you must:

1. Use gardening gloves.
2. Not use any equipment which could be dangerous, such as rakes, shovels and hoes without supervision.
3. Not lift heavy equipment without assistance.
4. Wear closed toed shoes.
5. Follow safety warnings when using prepared potting mixes etc.

Confidentiality

FSNLC collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework and this will remain confidential. The release of your personal information by FSNLC will only occur for the purposes of auditing.

Fees and Charges

Please ask the Education Coordinator for the most up to date Fees Guide, or this can be viewed on our website: <http://farnhamst.fsnlc.net/online/students>

Fees and Charges will be dependent on eligibility (for subsidised training) criteria. No charge will be made for a replacement certificate.

Refunds

A student requesting to withdraw from a course may contact the Education Manager and a student withdrawal form will be completed.

If you withdraw within 4 weeks of commencing your course, we will refund your Enrolment Fee less a \$20 Administration Fee.

If FSNLC cancel the course we will refund your Enrolment Fee.

Student Wellbeing

FSNLC offers a warm and friendly environment in which the classes are conducted. Staff will attempt to offer support to students in most cases, however, students will be referred to other more appropriate agencies when the need arises.

FSNLC has extensive networks into the community and can provide you with information and referrals to other services and agencies. Please feel free to talk to your teacher, the Coordinator, the Education Manager or the Community Education Coordinator if you need any assistance in areas such as:

- Health
- Housing
- Legal
- Financial counselling
- Other community and education services

FSNLC Policies and Procedures

Our policies and procedures ensure students are provided with the highest quality service. If you would like further information about our organisation you are welcome to have a look at our policy and procedures manual, which includes our policies on:

- Records Management Policy (privacy)
- Health and Safety
- Grievance Complaint and Appeals
- Diversity
- Fees and Refunds
- Code of Conduct
- Cheating and Plagiarism
- Training and Assessment
- Disability Action Plan
- Continual Improvement Policy

Parking

FSNLC

There is street parking in Farnham Street where the Farnham Street Neighbourhood Learning Centre is located.

Flemington Library

Parking at the library is at the back, off Eastwood Street, please note restrictions to parking time limits.

Flemington Community Centre

Parking is available in the car park. Please note parking restrictions.

Moonee Ponds Library (Sam Merrifield Library)

There is some parking available on Mt Alexander Road, however this is limited. Please note restrictions to parking time limits.

Avondale Heights Library

There is a free carpark at the rear of the library.

Niddrie Library

Parking at the library is at the back, off Hotham Road, please note restrictions to parking time limits.

Public Transport

FSNLC

Train: Newmarket Station - Craigieburn line

Tram: Racecourse Rd - No 57 (West Maribyrnong) or Mt Alexander Rd - No 59, leaving from Elizabeth Street in the City.

Flemington Library

Train: Newmarket Station - Craigieburn line

Tram: Racecourse Rd - No 57 tram (West Maribyrnong), Stop 25 at Wellington St/Racecourse Road

Flemington Community Centre

Train: Flemington Bridge Station - Upfield Line

Tram: Take Route 59 from Elizabeth St in the city towards Airport West, get off at stop 23 outside the Community Centre in Mt Alexander Road.

Moonee Ponds Library (Sam Merrifield Library)

Train: Take Craigieburn Line to Moonee Ponds Station.

Tram: Elizabeth St, take Route 59 (towards Airport West). Get off at stop 32 Ascot Vale Road/Mt Alexander Rd.

Avondale Heights Library

Public Transport: Take Williamstown train line to Footscray Railway Station. Take Bus 406 towards Keilor East from Platform Bay 16 and get off at Alexander St/Military Road, Avondale Heights.

Niddrie Library

Tram: Elizabeth St, take Route 59 (towards Airport West). Get off at stop 53 Keilor Road and Matthews Avenue.

Complaints and Appeals procedure for students

Process:

We try to deliver the very best courses and services that we can in the most professional manner but sometimes things go wrong. You may have a problem with another student, a teacher or the course you are studying. If you are unhappy about something the best thing to do is:

Procedures

If you have a problem, grievance or are unhappy about something that is happening at FSNLC:

1. Talk to your teacher or Year Level Co-ordinator

- Be clear about what you are unhappy about
- Suggest some ways that FSNLC can help
- Be open minded about how the problem can be resolved
- Your teacher/Year Level Co-ordinator will log your problem and may ask you to fill in an Incident Report

2. If you are still unhappy, you could write to, or make an appointment to meet with the Education Manager. Explain why you are unhappy with the way your teacher/Year Level Co-ordinator dealt with the problem

- Be clear about what you are unhappy about
- Say what you think could help resolve the problem
- Be prepared to try different options
- The Education Manager will log your problem and ask you to fill in an Incident Report if you haven't already done so

3. If you are unhappy with the Education Manager's suggestions or actions

- You can put your problem or concern in writing or make an appointment with the FSNLC Manager. A meeting will be scheduled for you to attend to discuss your concerns with a representative from the Committee of Management
- You may wish to bring a friend, advocate or translator to support you
- Any decision that is reached following this meeting will be final and binding

The Centre Manager will send you a written response on behalf of the Committee

4. If you are unhappy with the Committee's response - You can appeal to ACFE, VRQA or HESG (details of the Victorian Training Guarantee Contract Compliance Complaints Management Guide available via the student portal on the FSNLC website)

5. If you are still unhappy and you no longer want to continue studying at FSNLC, we will endeavour to assist you to find a suitable course of study elsewhere. You may also contact VRQA on 90321560 or the National Complaints Hotline on 133873.

You can access the Grievance Process and Report Form from the Students Tab on the FSNLC Website. You can also write in the Grievance Record Book located in the Education Office. You may also like to refer to the Grievance Complaint and Appeals policy located in the Policies and Procedures document located on the FSNLC website: www.fsnlc.net

Activities at FSNLC

Other courses

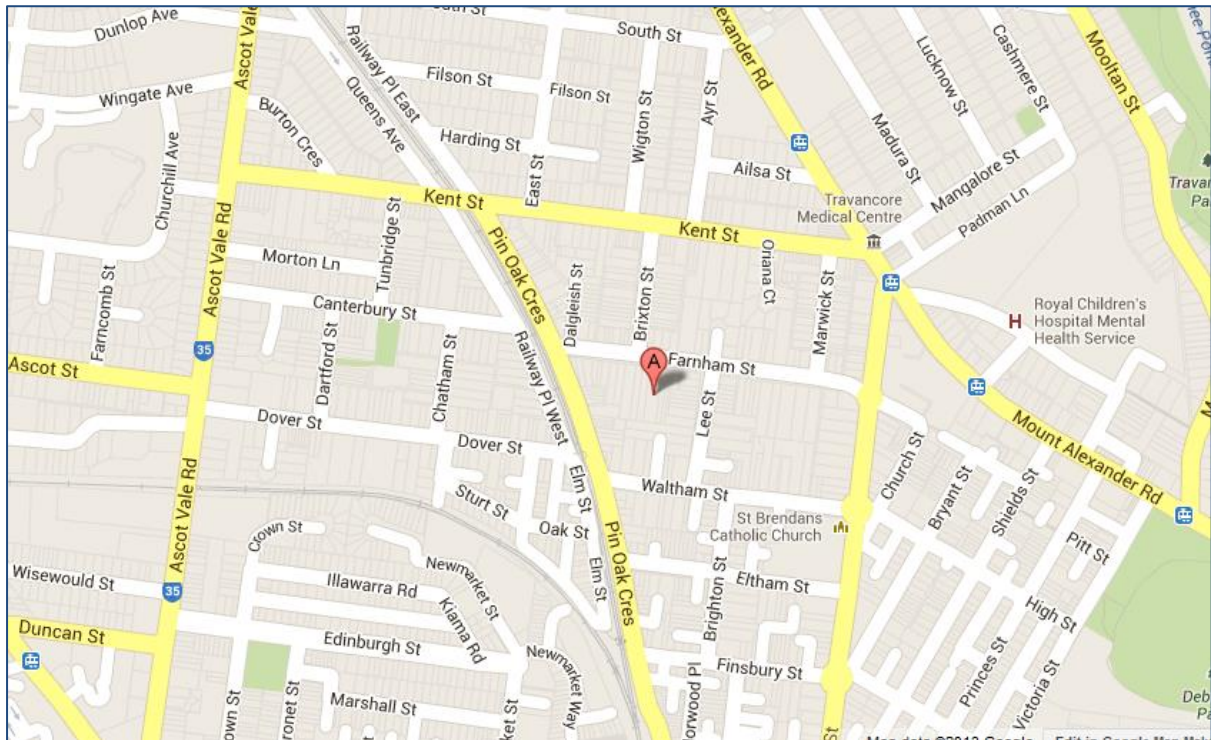
A number of special interest, personal development and self help courses are run at the House. Have a look at the brochure or ask at the office to find what's currently available.

A new course and activities brochure is produced each semester so please contact us if you want to be on our mailing list.

House Hire

The House can be hired for meetings, seminars, children's birthdays and smaller family gatherings. Please ask at the office for costs and availability.

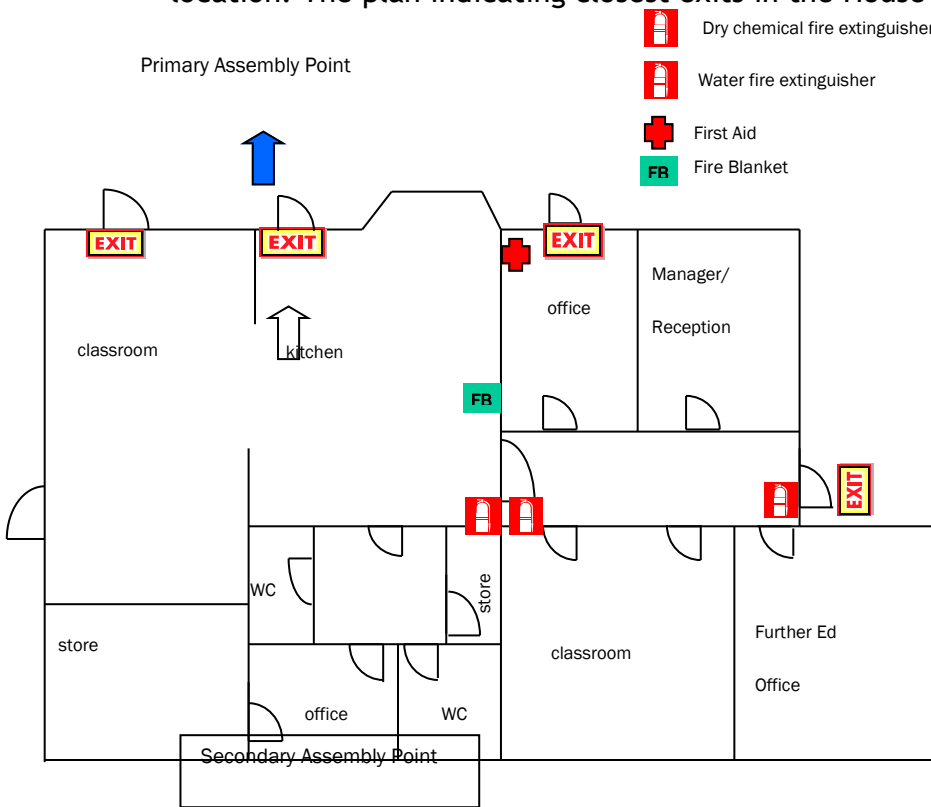
How to get here



Address: 28 Farnham Street, Flemington
Refer to: Public Transport (Page 10)

Fire Exits

Make sure you are aware of fire exits and evacuation procedures at your work location. The plan indicating closest exits in the House is below



Emergency Procedures

In the event of emergency evacuation

1. Move persons from immediate danger if safe to do so,
2. Follow instructions issued by staff member in charge.
3. Evacuate the building the primary assembly point.
4. Remain at the assembly point until further notice

Emergency Services

In case of a life threatening emergency dial 000.

When you call Triple Zero (000)

1. Do you want Police, Fire or Ambulance?
2. Stay calm, don't shout, speak slowly and clearly
3. Tell 000 exactly where to come.
4. Give the address

28 Farnham St, Flemington

*Please become familiar with the fire exits at Flemington Library, Avondale Heights Library and the Flemington Community Centre.

Fire Extinguishers

Dry Chemical - Used for paper, wood, textile, oil, liquid and electrical fires

Water - Used for wood, paper and rubbish, NOT FOR electrical or flammable liquid fires.

FSNLC

Fire Warden - Cathy Connop

Level 2 First Aid - Cathy Connop,

Flemington Library

Fire Warden - Rose Pazia, Josie Squatrito

First Aid - Rose Pazia, Josie Squatrito

Avondale Heights Library

Fire Warden: Maria Digiantomasso, Gaby Weisz, Danni Bruno

First Aid: Loc Nguyen, Maria Digiantomasso

Flemington Community Centre

Fire Warden/First Aid - Dilek Yalcin

Niddrie Library

Fire Warden - Paula Smith/Rebecca Ribic