



Formerly Mount Martha Community Contact Inc.

Associations Incorporation Act 1981 Registration No. A00013002

Registered Training Organisation No. 3971

ABN 80 937 731 650

Your STUDENT HANDBOOK 2009



NATIONALLY RECOGNISED
TRAINING

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Student Information

Welcome to Community One Inc. This handbook has been compiled to ensure you are fully informed about the operation of our programs.

Please read the entire handbook carefully. Ensure the enrolment form is filled out correctly as all certificates will be posted and it is in your interest to ensure we have the correct address and your full name.

Community One Inc. course structures offer you the opportunity for flexible learning and also distance learning. We also offer optional pathways to support special needs including Language, Literacy and Numeracy requirements. Please see the Course Coordinator should you wish to discuss this further.

Client support is available either through the Tutor, the Program Development Officer or the Coordinator. Low cost counselling is available through Community One Inc.

We hope you will enjoy studying with Community One Inc. and that it leads to your chosen pathway, to further study or enter the workforce.

Sincerely



Howard Bull
Chief Executive Officer

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Study, Time and Planning Tips

Preparation

Plan your preparation time in proportion to the marks allocated for each assignment or other assessable work.

Priorities

Set a weekly or priority list (or goals) at the beginning of each week to help you prioritise and focus on the workload required.

Environment

Make sure you locate a quiet and “study friendly” environment for your studying.

Note taking

- ♣ Write regular study notes focussing on the major terms or concepts.
- ♣ Revision
- ♣ When preparing for presentations or assessments you should spend time practicing your delivery, time your presentation and practice out loud. We speak more slowly than we read. Make your practice as realistic as possible.

Motivation

If motivation is a problem you may wish to:

Start your study lessons with topics you prefer

- ♣ Reward yourself for good study sessions
- ♣ Find a useful and energetic study partner
- ♣ Take frequent study breaks

This handbook details Community One Inc. rules and codes and guidelines. All students have a responsibility to familiarise themselves with these rules.

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1. STUDENTS' RIGHTS AND RESPONSIBILITIES

Students' Rights:

- To expect the best quality education Community One Inc. can provide;
- To be provided with an innovative, equitable and supportive environment that challenges students to achieve their full potential;
- To be provided with current and clear guidelines regarding course content, time demands and assessment details;
- To expect impartial, constructive and prompt assessment of work. Information on assessment criteria and expected standards must be made available;
- To have access to the required facilities and resources, or be directed to a suitable resource facility, necessary for students' academic goals to be achieved;
- To be treated with respect by both staff and fellow students;
- To expect that scheduled classes will take place, or to be informed promptly of alternative arrangements;
- To have scheduled access to staff to whom questions and difficulties can be referred.

Access to records:

- Students may access their records by approaching the Co-ordinator during normal office hours.

Students' Responsibilities:

- To take an active role in planning and pursuing studies within the allocated timeframe,
- To be well informed about the requirements of the course that is being undertaken;
- To attend set classes;
- To discuss with staff any problems that may be encountered;
- To make the best possible use of opportunities and facilities that Community One Inc provides;
- To submit work, which is wholly their own, on time;
- To respect the rights and welfare of Community One Inc. staff and students;
- To respect Community One Inc. property;
- To comply with program specific student codes of conduct.
- To comply with Community One Inc. rules and regulations.

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2. STAFF CODE OF CONDUCT

It is expected that all staff of Community One Inc. maintain a high standard of conduct and work performance, and observe standards of equity and fairness in dealing with students, members of the public and other staff. Breaches of the standards may result in disciplinary action, and possible termination of employment or contract.

Staff are expected to:

- * Perform official duties with skill, care and diligence, using authority fairly;
- * Perform their duties professionally, and not physically assault or insult, threaten or malign another Community One Inc. colleague or student, or behave in such a way that brings the Community One Inc. into disrepute;
- * Observe relevant Acts, regulations, awards and Community One Inc. policies and procedures;
- * Treat students, colleagues and members of the public with courtesy, and with respect for their rights, duties and aspirations.

Privacy:

"This organisation respects your right to information privacy. Information which we collect and hold on learners is kept in accordance with information privacy laws. Please contact us if you would like any further information on privacy.

3. FEES AND REFUNDS

The key criterion applied when considering a refund application is the scheduled commencement date of the CLASSES of the course.

Short Courses

All refunds or transfer requests must be made in writing or by completing the Community One Inc Withdrawal Form and received at least 7 working days prior to course commencement, and will incur a \$20 administration fee. Refund or transfer requests will not be considered if they are received less than 7 working days prior to course commencement.

Where the course is cancelled a full refund will occur.

For All Government-Funded Students

Application for partial or full refund of tuition and fees will only be considered under the following circumstances:

- Where a student officially withdraws* from classes within four (4) weeks of the commencement date of the course.
- In the case of withdrawals from the entire course, the refund applicable will be the corresponding fee paid, less a \$55 Administration charge.
- Where a student transfers from one government funded module (or course) to another within four (4) weeks of the commencement date of the course a refund of difference between fees payable on the initial and adjusted enrolment will apply.
- Where Community One Inc. cancels a course a full refund of tuition fees will apply.

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- * Official Withdrawal requires the student to lodge a completed Withdrawal/Refund form. Regardless of fund eligibility, all students who do not intend to complete either part or all of their original enrolment are urged to lodge a withdrawal form. Students who cease attending classes and have not lodged a withdrawal form will be recorded as a WITHDRAWN/FAIL by the teaching department.

4. RECOGNITION OF PRIOR LEARNING (RPL) & RECOGNITION OF CURRENT COMPETENCY (RCC)

Community One Inc. affords all students the right to have their previous learning recognised against the assessment criteria of the module or unit of competency in which they are presently enrolled. RPL is an alternative mechanism to being taught and assessed in a classroom situation, by which a student may provide evidence of their ability to perform specific learning outcomes.

RCC - a student seeks to demonstrate their competence against the requirements of the module/unit of competency in which they are presently enrolled.

The RPL process involves an assessor who will consider an applicant's case for recognition. The applicant is entitled to recommend an advocate who will support the application. The support may be moral or to assist in validation of prior experiences.

Any Community One Inc. student can apply for RPL or RCC assessment by completing the application form and providing the required information.

5. ARTICULATION AND CREDIT TRANSFER

If you have undertaken previous studies, you may apply for credit to be granted towards your VET program. Each program will have different arrangements in place. You may receive credit for previous studies in other VET programs, or in higher education courses, and you need to discuss your individual case with the Training Manager. Students wishing to undertake higher education studies can receive credit for their VET studies towards their degree program, and students should discuss their articulation prospects with the Training Manager.

6. STUDENT DISCIPLINE - GENERAL COMMENTS

Students are expected to comply with the statutes and regulations of Community One Inc. at all times.

Breaches include inappropriate behaviour (including sexual harassment), breaches in relation to the use of computers or intellectual property, damage to property, failure to comply with directions and academic misconduct, all of which are defined under the Statute.

Penalties for breaches of discipline or good order include reprimand, payment for the cost of damage, exclusion from Community One Inc. premises, suspension, and exclusion from Community One Inc. temporarily or permanently.

Breaches of discipline are normally notified to our co-ordinator.

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7. ACADEMIC MISCONDUCT

i. Cheating and Plagiarism

It is Community One Inc. policy that cheating by students in any form is not permitted, and that work submitted for assessment purposes must be the independent work of the student concerned (or, where joint work is permitted, of the students concerned). This is in keeping with the rules made by Community One Inc.

Plagiarism, or copying and use of another's work without proper acknowledgment, is not permitted, nor is it permissible for anyone to allow another person to copy their work for the purposes of assessment.

Plagiarism may take several forms. Any of the following, without full acknowledgment of the debt to the original source, counts as plagiarism:

- * direct duplication, by copying (or allowing to be copied) another's work, whether from a book, article, Web site, another student's assignment, etc.;
- * paraphrasing of another's work closely, with minor changes but with the essential meaning, form and/or progression of ideas maintained;
- * piecing together sections of the work of others into a new whole;
- * submitting one's own work which has already been submitted for assessment purposes in another subject;
- * producing assignments in conjunction with other people (e.g. another student, a tutor) which should be your own independent work.

Where a student is suspected of plagiarism by an examiner, the following procedures will apply:

- * the examiner will present the details to the Site Manager who will determine whether to proceed with the matter
- * if the Site Manager determines to proceed, the student(s) will be invited to a hearing before the Management Committee
- * if, after the hearing, the Management Committee is of the opinion that the student(s) has been guilty of plagiarism it may:
 - require the student to undertake additional assessment in that subject;
 - return a mark of zero for the piece of assessment;
 - return a fail grade for the subject;
 - do more than one of the above.

In all cases where a penalty is applied to a student, a written notification will be sent by the Management Committee to Community One Inc. Office.

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7. ACADEMIC MISCONDUCT continued

ii. Joint Work

Whilst there is no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specifically prescribed. Students must acknowledge the names of other students with whom they collaborated in any piece of work.

iii. Computer Fraud

Discipline rules on plagiarism and cheating also apply to electronic information and Community One Inc. treats offences of this kind very seriously. You must also be aware that misuse of computers in general can attract criminal charges.

8. GRIEVANCE PROCEDURES

i. Sexual Harassment

Staff and students have a basic right to work and study in an environment free from sexual harassment. All people welcome being treated with respect and dignity, and sexual harassment will not be tolerated.

Community One Inc. Management assist with complaints of alleged sexual harassment and are available for advice and support. They will also advise students about sexual harassment off-campus.

ii. Appeals against Exclusions for Breaches of Discipline or Good Order

A student may appeal against any penalty imposed for breach of discipline or good order. The appeal must be in writing and be lodged with Community One Inc. Co-ordinator within 14 days of the day on which the student was notified, unless special circumstances permit otherwise.

The student may be asked to be interviewed by an Appeals Committee. The student may be accompanied by an advocate. The Appeals Committee must report their decision within 5 working days.

iii. Appeals against Penalty for Academic Misconduct.

A notice of appeal must be in writing and be lodged with Community One Inc. within 14 days of the day on which the student was notified of the penalty, unless special circumstances permit otherwise.

The student may be asked to be interviewed by an Appeals Committee. The student may be accompanied by an advocate.

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8. GRIEVANCE PROCEDURES continued

iv. Appeals against official Results and/or Assessment Procedures

Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the Training Manager within 14 days of the day on which the student was notified of the result. If no resolution is achieved, the student may submit, in writing, a formal request for the assessment to be reviewed. The request should indicate the grounds on which the assessment review is being sought, and specify any issues which are alleged to have affected the determination of the result. It should include the outcome of any informal discussions with the Trainer for the program. The student should include the original copies of any written work which was used for the assessment, and retain copies of the work.

The Training Manager shall arrange for the assessment to be reviewed by another Assessor, and this may require the student to be interviewed. The Training Manager shall determine the outcome of the review, and notify the student in writing within 5 working days.

If the student is not satisfied with the outcome, an appeal can be made to the CEO for the matter to be referred to an independent mediator for a further review to be undertaken. Such appeals must be in writing and be lodged within 5 working days of receipt of the letter of advice. The student may be expected to attend an appeal hearing. The decision of the mediator will be binding.

NOTE: STUDENTS SHOULD KEEP A COPY (WHERE APPROPRIATE) OF MATERIAL SUBMITTED FOR ASSESSMENT

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9. POLICIES

i. Managing Diversity

The Managing Diversity Policy of the State Training Service is about implementation of vocational and further education policies, practices and services that deliver specific outcomes. These outcomes are intended to optimise the opportunity for individuals to fulfil their aspirations to participate in and contribute more productively to society irrespective of gender, culture, age, location or whether they have a disability or disadvantage.

ii. Equity

Community One Inc. is committed to a work environment free of discrimination on the grounds of race, gender, religion or political preference. In all their dealings, staff should abide by these policies.

Behaviour or actions which constitute sexual harassment, or physical or any form of intimidation, are unacceptable.

iii. Health and Safety

The Community One Inc. Occupational Health and Safety Policy require that students:

- * are responsible for adopting safe work and study practices;
- * must not wilfully place at risk the health or safety of any other person at Community One Inc;
- * must not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare at Community One Inc;

iv. Email Rules, Protocol and Etiquette

Much of “doing the right thing” with email is just commonsense, but it is important to highlight a few matters here. Respect for the rules and guidelines here will avoid trouble and avoid inadvertently offending or antagonising your colleagues, lecturers and trainers or the wider community.

v. IT Rules

All use of Community One Inc. IT and communication facilities are governed by relevant Community One Inc. rules and regulations and by Victorian and Australian law. Breach of these rules, regulations and laws may leave you liable to disciplinary or legal action. Particular attention is drawn to:

- * The laws of defamation. Electronic mail is subject to defamation law and legal action has been successfully taken in Australia as a result of messages sent via the Internet.

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9. POLICIES continued

v. IT Rules continued

- * Community One Inc. purposes. Community One Inc. provides computing and communications facilities to students (and staff) for Community One Inc. purposes only. You may use the email service for anything reasonably connected with your course of study or research, but not for unrelated purposes. Community One Inc. facilities should not be used for private commercial purposes.
- * Sexual Harassment. Use of Community One Inc. email services in any way, which contravenes Community One Inc. policy on this issue, is unacceptable and will not be tolerated.

vi. Protocol and Etiquette

A few guidelines:

- * Be selective in who you send mail to – don't be a junk mailer.
- * First names are usually acceptable, far more so than in paper communication.
- * Avoid sending attachments (also known as enclosures) when possible: don't assume that the person you are writing to has the same type of computer or the same software as you have.
- * Keep it short – people reading mail sent by you may be connected to the system by slow or expensive links, and they won't be pleased with long-windedness.
- * Avoid writing in ALL CAPITAL LETTERS. IT LOOKS LIKE YOU'RE SHOUTING.
- * If you are angry or upset by something someone has written to you, don't reply immediately. Take some time to calm down, and be aware that in plain-text email, a lot of the visual and other cues that help us understand each other in informal conversation are missing. Email is not a good medium for a hot-blooded argument.
- * If you want to respond to something sent to a group, it is usually best just to send your response to the sender, not the whole group (especially if it is a large mailing list.)

vii. Definition of Terms

- a. Recognition of Prior Learning (RPL) reflects recognition of 'informal' learning, that is, knowledge, skills, attitudes and/or attributes which have been acquired through learning experiences other than in a course offered by an Australian university or technical and further education. RPL for credit may be of two broad kinds:
 - i. learning acquired in a credentialed context, other than a university or TAFE, such as a course offered by a professional body, private educational institution, or by any other provider;
 - ii. learning acquired in a non-credentialed context, such as through work or life experience.

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9. POLICIES continued

viii. Assessment

- a. Credentialed Learning acquired in a credentialed context is assessed in the same way as applications for exemption based on prior university or TAFE study.
- b. Non-credentialed Learning acquired in an un-credentialed context is assessed according to the following principles and procedures:
 - i. Credit is awarded only for learning, i.e. the demonstrable outcome of experience and not the experience itself.
 - ii. Credit is awarded only for prior learning which is comparable in content and standard with the Performance criteria of the Competency Standard in which credit is sought.
- c. Applications for credit must include a detailed description of the learning upon which the claim is based, and identify the specific element(s) from which exemption is sought.
- d. Applicants may be required to provide additional information to support their application or to submit to the assessment of their prior learning. The latter could include:
 - i. an interview by the assessor;
 - ii. a challenge examination;
 - iii. practical demonstration of skills;
 - iv. workplace assessment.
- e. Applications for RPL should be submitted through the normal Admissions process

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Student Services

Customer Complaints, Grievance and Appeals

1. OBJECTIVE

To state the rights and responsibilities for all clients and staff at Community One Inc.

2. SCOPE

All Community One Inc. academic staff and students enrolled in Competency Based Training courses.

3. PRINCIPLES

This policy recognises that clients and staff of Community One Inc. have the right to raise, and have resolved, any complaints they have in regards to service delivery and/or assessment. Clients and staff will be assisted to raise their concerns without fear of retribution.

This policy also encompasses complaints that arise from physical, verbal, sexual and/or emotional harassment or abuse. Sexual harassment or abuse is defined, as in the Act and relevant legislation.

4. RIGHTS

The right to have complaints raised and resolved will be protected by Community One Inc. staff in the following manner:

1. Staff will make every effort to establish an atmosphere of trust and open communication so that complaints are dealt with quickly and constructively.
2. All complaints will be treated seriously and dealt with in as short a time span as possible until they are resolved.
3. Any situation that involves the breaking of any Laws will be referred to the CEO of Community One Inc. who will be notified immediately, and who will then refer to the appropriate external agency.
4. Records will be kept of any grievances and steps taken to resolve the complaint. These records will be dealt with in accordance to the Community One Inc. Privacy, Dignity and Confidentiality Policy and the Employment Services Code of Conduct.
5. Community One Inc. undertakes to make the grievance policy available to clients.

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Customer Complaints, Grievance and Appeals continued

5. COMPLAINTS RESOLUTION POLICY

1. Client's consent will be obtained before any of the following procedures will be undertaken.
2. Every effort will be taken to resolve the complaint in an informal manner directly between the parties involved (i.e. open communication and dialogue between both parties).
3. If the client is not satisfied by the above process, then the client will be provided with a formal complaints form to lodge with the manager of the relevant Community One Inc. service branch. The client will be referred to the Complaints Procedures which gives details of the people who should be approached in order to have their complaints addressed.
4. Community One Inc. does undertake to provide information regarding the location of advocacy services if requested by the client.
5. Throughout the resolution process Community One Inc. will facilitate the client's awareness of external agencies for support or advice.
6. The record of complaints raised, action taken by whom, and the resolution will be signed by all parties involved in the complaint and the resolution process.
7. All complainants will have the opportunity to formally present their case, and will be forwarded a written statement of the appeals outcomes, including reasons for the decision

6. CONTACTS IN THE COMPLAINTS RESOLUTION POLICY

1. The person within the service with whom the complaint is concerned. Arrangement of an appointment within five working days to discuss the issues.
2. The Manager of the Service,
A formal Complaints Form will be issued at this time if required. Issue to be discussed and resolved within five working days. Contracts Manager notified.
3. The Chief Executive Officer – Community One Inc.
Issue to be discussed with all parties and resolved within five working days.

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Customer Complaints, Grievance and Appeals continued

4. Disciplinary action against staff may follow a client grievance and will follow a series of formal procedures:
- ◆ verbal warning and counselling
 - ◆ written warning and counselling
 - ◆ dismissal/termination of employment

Confidential records will be maintained in staff files.

5. Disciplinary action against clients will follow a series of formal procedures:
- ◆ verbal warning and counselling
 - ◆ termination of service delivery contract.

This policy will be reviewed on an annual basis, with consultation of all parties involved.

This policy is available to all clients and staff of Community One Inc.

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Equal Opportunity and Affirmative Action

1. POLICY STATEMENT

Community One Inc. is committed to and promotes the principle of equal opportunity and affirmative action for staff and students.

Community One Inc. accepts that it has a responsibility to create an environment free from discrimination and harassment. In achieving this objective, Community One Inc. will continue to develop policies, practices and programs consistent with the principles of justice, equity and merit. Equal opportunity initiatives demonstrate Community One Inc. commitment to both the spirit and intent of anti-discrimination, equal opportunity and affirmative action legislation

2. DEFINITIONS

Equal Opportunity (EO)

Equal opportunity is the right of all persons to receive fair, equal and non-discriminatory consideration in access to and the processes of education and employment, irrespective of irrelevant characteristics including but not limited to those listed below:

- race, colour, national or ethnic origin, nationality;
- sex or gender, sexual preference, marital status, pregnancy, status as a parent or a carer;
- religious or political belief or activity, industrial activity;
- age, physical features, disability, or medical record;
- personal association with a person who is identified by reference to any of the attributes listed in the relevant legislation; or
- any other irrelevant characteristic.

Equal Employment Opportunity (EEO)

EEO is the right to compete for employment and promotion, subject to ability and based on criteria relevant to the position.

EEO involves:

- developing explicit personnel policies and practices which optimise the use of all the skills in the organisation;
- appraising employees only in terms of merit and ability to do the job; and,
- ensuring fair employee access to all the opportunities and rewards available in the organisation.

Equal Opportunity in Education

Community One Inc, in addition to its legal responsibilities, supports government policy and commitments to removing barriers to the full participation of disadvantaged groups in higher education. Recognising that educational disadvantage is linked to factors such as ethnic origin, social or economic circumstance, sex, disability, age or residence in a rural or isolated area, Community One Inc. undertakes to take action to enable disadvantaged people to overcome these barriers.

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2. DEFINITIONS continued

Discrimination

i. Direct Discrimination

Direct Discrimination is any decision, action or behaviour which specifically excludes a person or group of people from a benefit or opportunity, or reduces their chances of obtaining it, because of a personal characteristic irrelevant to the situation.

ii. Indirect Discrimination

Indirect discrimination does not concern itself so much with discriminatory behaviour but more with politics and practices which may have a discriminatory effect. Indirect discrimination occurs when a rule, practice or policy which on its face appears to be neutral in effect has a disproportionate impact on a particular group-within society. By its nature indirect discrimination may occur without any intention or motivation on the part of the individual to discharge another individual or group.

iii. Systemic Discrimination

Both direct and indirect discrimination contribute to systemic or covert institutional discrimination, whereby groups of people are adversely affected in a consistent way. Systemic discrimination is not easy to prove and cannot readily be detected in individual experience. It is identified by statistical analysis revealing different patterns of participation in activities, access, benefits and promotion.

Affirmative Action

- i. Affirmative Action is a systematic means of achieving equal opportunity for women and other groups experiencing disadvantage. Affirmative Action is compatible with access, selection, appointment and promotion on the basis of merit, skills and qualifications.*
- ii. Affirmative Action involves both immediate and long-term, positive steps to redress imbalances and to ensure equality of access to opportunities.*

Merit Principle

In Employment

The merit principle requires Community One Inc. to develop procedures to select persons who best demonstrate the skills and qualifications and/or experience required to meet the inherent requirements of the position. Experience may include relevant cultural and social factors.

In Education

The merit principle in education requires Community One Inc. to develop processes to ensure that students are selected on criteria that are relevant and which take into account the Community One Inc. Equity Plan.

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2. DEFINITIONS continued

Harassment

Harassment consists of unwelcome, offensive, abusive, belittling or threatening behaviour directed at staff members or students may be based on some real or perceived difference and may lead to the person harassed being offended, humiliated, intimidated or disadvantaged.

Reporting Requirements

Community One Inc. is required under various legislation to develop and implement programs designed to remove obstacles to full participation in employment and education of groups identified by the respective legislations.

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Community One Inc. Equal Opportunity Policy

a. Target Groups

Community One Inc. supports the principle of equality of opportunity for staff and students and, in particular, for members of the target groups identified in legislation and Government Policy.

b. Anti-Discrimination

It is Community One Inc. policy not to discriminate against any person on irrelevant criteria.

c. Affirmative Action

Where there are candidates who are considered to be of equal merit Community One Inc. endorses the principle of Affirmative Action in the selection of students, and in the selection and promotion of its general and academic staff. Possession of characteristics of disadvantage will be viewed as a positive credential in these circumstances.

MERIT PRINCIPLE

- Community One Inc. is committed to a policy of appointment and promotion on merit that ensures that the most appropriate person is appointed to fill any vacancy.
- Every vacancy should be defined and advertised in terms that eliminate any covert or inadvertent discrimination.
- Discrimination: Community One Inc. is committed to identifying and counteracting any indirect or systematic discrimination in education or employment.
- All efforts will be made to eliminate practices which create a discriminatory disadvantage in education or employment.

Prevention of Harassment

- Sexual harassment is formally condemned as both a breach of ethics as well as unlawful conduct in education and employment, as defined in the Equal Opportunities Act (1995) which includes Sexual Discrimination and Anti-discrimination Act (1991)
- Other forms of harassment may also constitute unlawful conduct as well as being against Community One Inc. policy.
- Community One Inc. Policy on Prevention of Harassment and the Resolution of Reported Complaints should be utilised by all staff, especially senior staff, in eliminating harassment from Community One Inc.

Responsibility for Implementing Equal Opportunity Policy

Equality of opportunity is a Community One Inc. policy priority and responsibility for implementing it rests with the management.

It is the responsibility of every staff member and student to comply with Community One Inc. Equal Opportunity Policy.

The policy will be available to staff and students via the usual distribution mechanisms.

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Occupational Health and Safety

1. GENERAL DUTIES

All managers/staff/students/visitors will, so far as is practicable, provide and maintain a working environment in which managers/staff/students/visitors are not exposed to hazards as in accordance with sections 19 and 20 of the Occupational Health and Safety Act 1984 (the Act). In particular, but without limiting the generality of the foregoing, shall:

- provide and maintain workplaces, plant, and systems of work such that, so far as practicable, Community One Inc. staff/students and visitors are not exposed to hazards;
- provide such information, instruction, and training to, and supervision of, staff/students as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- consult and co-operate with health and safety representatives, and other employees at the workplace regarding occupational health and safety at the workplace;
- where it is not practicable to avoid the presence of hazards at the workplace, provide staff with such adequate personal protective clothing and equipment as is practicable to protect them against those hazards, without any cost to the staff; and
- make arrangements for ensuring, so far as practicable, that the use, cleaning, maintenance, transportation and disposal of plant; and the use, handling, processing, storage, transportation and disposal of substances at the workplace is carried out in a manner such that staff/students are not exposed to hazards.

2. WORKPLACE OCCUPATIONAL HEALTH AND SAFETY DUTIES

2.1 COMMUNITY ONE INC BOARD

Board Members and the Management of Community One Inc, pursuant to section 19 of the Act, are responsible for the exercising of due diligence and doing all that is reasonably practicable to ensure that Community One Inc. complies with all statutory requirements.

2.2 MANAGER

As the Chief Executive Officer of Community One Inc. the Manager is responsible:

- for the provision of a teaching and learning environment that is safe and without risks to the health of all members of Community One Inc;
- to ensure that all staff are held accountable for the health and safety performance of their areas of responsibility;
- for the approval of policies to address occupational health and safety risks on site; and
- for advising persons under their control to allocate human and financial resources for the implementation of health and safety strategies;

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2.3 QUALITY AND RTO COMPLIANCE MANAGER

The Quality and RTO Compliance Manager is responsible for strategic management and planning, and the provision of advice to the Manager on policy approval and the resources needed to implement occupational health and safety across Community One Inc. The Quality and RTO Compliance Manager is responsible for ensuring that persons under their control are held accountable for the OH&S performance of their area and that appropriate resources are made available to achieve Community One Inc. OH&S policies and standards.

The Quality and RTO Compliance Manager is responsible for the planning, implementing, maintaining, consulting, and the reviewing of OH&S policy, practices and standards in all work areas which are under their control. This includes but is not limited to:

- ensuring conformity to health and safety policies approved by the Manager;
- carrying out and ensuring that risks associated with their defined areas are identified, assessed and controlled to provide a healthy and safe working/learning environment;
- ensuring that supervisory staff are aware of, and act upon their responsibilities as prescribed by this Policy;
- ensuring that staff and students receive the appropriate information, training and instruction deemed necessary to safely perform their work or studies;
- the reporting of accident and hazard including the sighting and signing of accident and inspection reports; and
- undertaking an annual review of Community One Inc. health and safety performance and the issuing of an annual plan of safety objectives for the following year.

2.4 SUPERVISORS

Supervisors are those who have responsibility for the direct control of other persons within an organisational unit. In addition to the general responsibilities, supervisors are also responsible for:

- co-operation in the implementation and administration of Community One Inc. Health and Safety Policies;
- ensuring that new staff under their control undertake an appropriate induction;
- ensuring that all staff supervised within their area are aware of their responsibility to work and act safely;
- the undertaking of regular safety inspections in conjunction with elected Health and Safety representatives; and
- the conducting and reporting of accident or near miss reports and/or investigations and ensuring corrective action is taken as necessary.

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2.5 COMMUNITY ONE INC. EMPLOYEES

Employees are responsible for working and acting safely, ensuring their own health and safety and the health and safety of others. Specific responsibilities include:

- co-operating with the implementation and administration of safety policies;
- not interfering with or misusing any equipment provided in the interests of Health and safety;
- using plant and equipment as instructed by their supervisor;
- wearing and using protective clothing and equipment as instructed;
- reporting all hazards or potential hazards of which they are aware and to assist with the avoidance, elimination or minimization of those hazards or potential hazards;
- reporting all accidents and near misses to their supervisor and the workplace Health and Safety representative;
- observing all instructions and rules issued to protect their safety and the safety of others; and
- to ensure that the Community One Inc. person in control of that workplace is advised of the activities to be undertaken.

2.6 STUDENTS

Students are responsible for working and acting safely. Specific student responsibilities include:

- complying with all legislation and all Community One Inc. OH&S policies, procedures and instructions;
- complying with all Health and safety instructions provided by the teacher or trainer such as, the instruction to use and wear personal protective equipment including safety footwear;
- not wilfully placing at risk the health and safety of themselves or any person at the workplace by their acts or omissions;
- taking action to avoid, eliminate or minimize hazards, while making proper use of all safety devices and personal protective equipment;
- seeking information or advice regarding hazards and procedures where necessary before carrying out new or unfamiliar activities;
- keeping themselves informed with emergency and evacuation procedures and the location of first aid kits, personnel and emergency equipment;
- reporting all hazards or potential hazards of which they are aware and to assist with the avoidance, elimination or minimization of those hazards or potential hazards; and
- reporting all accidents and near misses to their lecturer/tutor.

2.7 VISITORS

Visitors are responsible and accountable for their actions when on Community One Inc. property and are required to co-operate with Community One Inc. OH&S requirements.

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Occupational Health and Safety Policy

1. POLICY STATEMENT

Community One Inc. places the highest priority on creating and providing a safe and healthy working environment for all employees, students and visitors, and one which is conducive to job satisfaction and productivity.

Community One Inc. will achieve this aim by pro-active planning and undertaking positive action to prevent and minimise the potential of injury and harm to health. As a minimum, the aim is to exceed those requirements expected from compliance with occupational health and safety statutes.

This policy establishes a framework whereby, Managers and staff can develop strategic and operational plans to establish objectives and targets, and to continually evaluate the performance of key activities. Senior management will allocate resources to support Community One Inc. philosophy to integrate the principles of occupational health and safety into strategic and operational activities, while endeavouring to achieve best practice and continuous improvement via initiatives and the evaluation of performance. Community One Inc. will endeavour to review and improve its occupational health and safety performance by conducting regular reviews to ensure the effectiveness of the integration of health and safety into Community One Inc. plans.

Community One Inc. recognises the importance of consultation and cooperation and encourages this concept amongst all employees with a view to create practical solutions to health and safety matters, as these are best achieved and implemented by those who occupy and use the workplace.

Community One Inc. health and safety performance is dependent on the commitment of all employees to actively participate and enthusiastically strive to achieve a safe and healthy working environment.

2. OBJECTIVES

- to comply with legislative requirements and achieve Community One Inc. goal of providing and maintaining the highest practicable standard of occupational health and safety for its staff, students and visitors including contractors, sub-contractors and their employees.
- a consultative and responsive system for the reporting of hazards and the investigation of workplace injuries; and
- to develop and maintain a Health and Safety Committee structure that will facilitate the implementation of Community One Inc. occupational health and safety strategic policy aims and objectives and provide a framework for consultation on occupational health and safety matters.

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3. GUIDELINES

Accountability and Responsibility

It is recognised that Community One Inc. as the employer is responsible for the management, control, maintenance and review of safety practices, procedures and systems. However, of equal importance is the responsibility and accountability of staff and students who are responsible for their own health and safety and for the health and safety of others. The level of responsibility that is delegated to a person via this Policy will depend upon their level of control. This guideline provides assistance as to the responsibilities of persons in the workplace.

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Client Rights and Responsibilities

1. OBJECTIVE

To state the rights and responsibilities for all clients at Community One Inc.

2. SCOPE

All Community One Inc. academic staff and students enrolled in Competency Based Training courses.

3. PRINCIPLES

This policy formally recognises that clients have rights and responsibilities in regard to receiving services from Community One Inc. and undertaking activities in their search for employment.

4. RIGHTS

All clients of Community One Inc. services have a right to:

- Privacy and confidentiality;
- Make enquiries, ask questions or make complaints if required;
- Understand the policies and services of the Organisation;
- Policies and statements of service delivery implementation (i.e. staff provide the service they agreed to provide);
- Withdraw from any program or activity at any time, however, this may attract a penalty imposed by Centreline and/or Community One Inc;
- Equality in access to all services of the Organisation, irrespective of age, ethnic, religion, culture, disability, gender or sexual orientation;
- Non-disclosure of information that may be regarded as private or confidential (including disabilities). Any disclosed information may not be passed on to any other party without the written permission from the client. The client can withdraw this permission at any time.

5. RESPONSIBILITES

All clients of Community One Inc. services have a responsibility to:

- Treat others (staff and other clients) in a respectful manner;
- Provide accurate and truthful information regarding their own details and history;
- Act in a manner appropriate to a place of business;
- Make issues or concerns known to staff members;
- Follow through on any agreed upon (by both client and staff) actions in their search for employment;
- Abide by the Community One Inc. code of behaviour or as explained by Community One Inc. staff and stated in the Student Handbook.

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STUDENT ORIENTATION AND INDUCTION

HOW DOES ORIENTATION AND INDUCTION OCCUR AT COMMUNITY ONE INC.?

STATEMENT

The induction/orientation process is meant to be a flexible process and can be varied to suit individual programs requirements and student's needs and requirements.

SCOPE

The responsibility for inducting new students rests primarily with the Training Systems Manager to organise and delegate responsibility to:

- ◆ Course Coordinators
- ◆ Course Tutors/Facilitators

Orientation and Induction occurs before an accredited course/program is due to commence.

PROCEDURE

Information that is disseminated at all Orientation and Induction days must include the following criteria:

- ◆ Welcome and Introduction by course coordinators and tutors/facilitators to prospective students.
- ◆ Explanation of Student handbooks.
- ◆ Explanation of procedures for enrolment.
- ◆ Disseminate course information/content.
- ◆ Disseminate course timetables.
- ◆ Discuss O.H. & S procedures.
- ◆ Discuss services that are provided for students.
- ◆ Undertake a tour of training facilities, administration office, student amenities and facilities available to students
- ◆ Allow enough time for student question time.
- ◆ Provide Morning/afternoon tea.
- ◆ Provide Individual one to one discussions with students and course facilitators if required.

NOTE: *For those students that are not able to attend designated Orientation/Induction days, individual time is set aside by the course coordinators and/or course facilitators to provide students with course information and relevant tours that are required.*

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STUDENT WELFARE SERVICES

Community One Inc. provides a supportive and caring service to all students currently completing a course or prospective students enrolling into a course, we cater to both fulltime and part-time students.

All the following services are **CONFIDENTIAL** and include:

- **Personal Counselling**
- **Career Counselling**
- **Disability Support**
- **Tutorial Support**
- **Language, Literacy and Numeracy Student Support**

HOW TO ACCESS A SUPPORT SERVICE

All support services can be accessed at Mt. Martha House:

- In person to the student administration officer located at office number 2
OR
- Via telephone on 5974 2092 to the student administration officer.

All enquiries go directly to the student administration officer and are confidentially followed up with our experienced counsellors and tutors/facilitators.

All counsellors are trained in Psychology, Family Therapy, Behavioural Science, Social Work and/or Counselling. All counsellors belong to their respective professional organizations.

PERSONAL COUNSELLING

Telephone: 5974 2092

You can make an appointment upon your first initial discussion with an appropriately trained worker. That worker will discuss with you any questions, concerns or support that you may need and you will be treated with the strictest confidence. You will be then directed to an appropriate Counsellor that will suit your specific needs.

Our counsellors are there to support you and can discuss anything of a personal nature, concerns with study, family issues, relationship issues, social issues, in a non-threatening, home like atmosphere.

We do not usually have a waiting list to make an urgent appointment, so please don't hesitate to contact us at anytime during office hours.

If you require assistance outside office hours the emergency crisis line numbers are:

Crisis Line 136 169

OR

Life line: 131 114

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CAREERS COUNSELLING

Telephone: 5974 2092

CAREER INFORMATION AND ADVICE is offered to all students and prospective students who wish to create a pathway for future learning and/or employment and for those who wish to access specific requirements to help them gain future learning options and/or advice with employment options.

Do you need to:

- Find information to help decide career directions?
- Find information about courses and training?
- Identify skills and abilities related to work options?
- Develop strategies to assist in career decision making?

Community One Inc. offers:

- Up to date course & career information.
- Internet access.
- University and TAFE handbooks.
- Resume writing guides.
- Work preparation information.
- Career reference books.
- Group careers workshops – by appointment.
- Individual advice and guidance - by appointment.
- Open access by appointment with Student Administration Officer.

To apply for any of these services please contact the office on 5974 2092 or come in and we will make an appointment with the careers coordinator.

DISABILITY SUPPORT

Telephone: 5974 2092

Community One Inc. offers support to those people with a physical, vision impairment, hearing impairment, learning, medical, intellectual, acquired or psychiatric disability.

Assistance is provided for students to seek support with:

- Enrolment procedures.
- Organise specialist support for interpreters, classroom support, note takers, and/or tutors.
- Negotiate alternative methods of assessment tasks and assignment presentations.
- Language, Literacy and Numeracy support.
- Special parking.
- Access sponsorship from other agencies.
- Orientation and access to classroom location.

To apply for any of these support services please contact the student administration officer on 5974 2092 or notify your tutor to assist with access to support.

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TUTORIAL SUPPORT

Telephone: 5974 2092

Assistance is given to those seeking extra one to one tutoring or support if experiencing difficulties with studies for any of the subjects/units within the course you are studying. If you require specialist tutorial support for your course subjects please notify your tutor/facilitator or the program course coordinator in office number 68 at anytime during office hours.

Every opportunity will be made available to you to help you develop a study plan with your facilitator/tutor so that you can use this in a practical way to enhance your learning options and opportunities.

LANGUAGE, LITERACY AND NUMERACY STUDENT SUPPORT SERVICE

Language, Literacy and Numeracy Students Support Services are available to all students at time of enrolment or can be accessed at anytime during course duration period.

TYPES OF SERVICE

We have experienced tutors who can offer you guidance and any support during any course you have selected to do or offer assistance before you commence a course of your choice. The type of service available to students will commence with a one to one discussion/assessment with a specialised tutor/assessor in the field of language, literacy or numeracy. This will be followed up with guidance as to the structure of support deemed necessary and tailored to your specific needs.

TO ACCESS A SERVICE

Students can access this service by approaching their tutor/facilitator and asking for assistance and guidance to a specialised tutor/assessor in the field of language, literacy or numeracy.

If you feel you would like to approach someone other than your tutor/facilitator you can visit the course coordinator in office number 68 at anytime to gain assistance.

Our primary responsibility is to maintain your confidentiality and privacy upon accessing support information and any subsequent assistance that is given to you

EXTRA FACILITIES AVAILABLE TO STUDENTS

- ❖ **Photocopy and Facsimile Service for Job Search.**
- ❖ **Laminating Service.**
- ❖ **Childcare.**
- ❖ **Student Amenities Room.**
- ❖ **Student Resources.**
- ❖ **Individual Assistance.**
- ❖ **Student Orientation.**
- ❖ **Resume Assistance.**

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