

2025



Student Handbook

Vocational Education and Training



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Welcome to Pines Learning

Pines Learning formerly known as Donvale Living and Learning Centre, has been in operation since 1978 providing Adult Community Education and support to the local community. The Centre has grown from providing Adult VCE to a small group of women to a busy Centre with more than 1000 participants using the Centre each week.

Pines Learning is a community based organisation striving to meet the needs of the community.

Pines Learning believes learning is lifelong and welcomes diversity in its Students, Trainers and Staff.

Pines Learning prides itself on the high standard of courses offered with skilled and experienced Trainers.

Vision of Pines Learning

Pines Learning connects our resilient and inclusive community to learning, work and a fulfilling life.

Mission of Pines Learning

Acknowledging, respecting and supporting the life journey of all people in our community by maintaining a strong, values-based learning organisation.

Core Values of Pines Learning

Pines Learning aims to work with and be accessible to people in the local community, regardless of background, age or gender. The people whom the Centre aims to focus on above all others include:

- People seeking skills development to enhance their career choices
- People who are socially, educationally or economically disadvantaged
- People in need of community participation or engagement
- People who are culturally or linguistically diverse
- People seeking personal growth

Programs and Services

Pines Learning is a Registered Training Organisation that delivers nationally accredited training, but also remains community based and offers a wide range of community programs and support.

The Centre receives a level of Government funding from local council, state and federal governments and delivers a wide range of funded programs as well as fee for service programs. The Centre offers a warm, friendly and welcoming environment for lifelong and vocational learning.

This handbook is relevant to the courses offered in the Vocational Education and Training (VET) area, which encompasses qualifications and accredited units. Other courses are covered in a separate Student Handbook.

Pines Learning Board

Pines Learning is run by a voluntary Board comprising a wide range of community members.

Child Safety and Wellbeing

Pines Learning has specific policies and procedures in place to support and respect all people regardless of background, age, gender or ability. As an organisation we are committed to endorsing child safety.

Our complete Child Safe Policy Statement and the Student Code of Conduct found on our website.

To ensure the safety of children, all students are encouraged to report any suspected or disclosed child abuse to their trainer or a trusted staff member. All staff/trainers both paid and unpaid are to report any suspected or disclosed child abuse to the relevant Coordinator, Manager or Centre Manager immediately.

Pines Learning offers:

- Computers classes
- English as an Additional Language (EAL)
- Vocational Education & Training (VET)
- Health, Fitness and Wellbeing classes
- Lifestyle, Languages and Crafts
- Return to Work and Job Seeking Skills
- Reconnect Program

Pines Learning Term Dates 2025

Term 1: 27 January – 04 April

Term 2: 21 April – 04 July

Term 3: 21 July – 19 September

Term 4: 06 October -19 December

Office Hours

School Terms: Monday – Friday 9:00 am - 4:00 pm

Term Breaks: Monday – Friday 9:00 am - 4:00 pm

Pines Learning closes for approximately 2 weeks at the end of the year.

Messages may be left on our message bank after hours.

PART A - Administrative Section

Class Times and Start Dates

Class times vary depending on the courses. Refer to the relevant timetable or your enrolment receipt for class start dates, times and venue. Classes are not scheduled on Public Holidays or during school holidays.

Enrolment and Course Fees

At enrolment, students are provided with the Statement of Fees, which outline the fees and any additional costs, such as textbooks. It will also set out the payment plan (if applicable). Enrolments will only be processed by completing an enrolment form and by making the required payment. Payment of fees can be made by cash, credit card and EFTPOS, or by phone with credit card.

Additional fees may be applied after enrolment, for reasons including, but not limited to:

- if there is a need to be re-assessed for a written assessment after two attempts, or
- if an assessment is submitted late, beyond an agreed extension date, or
- if an additional assessment is required in the workplace, or
- if additional assessment is required due to plagiarism or cheating

Concession rates apply to some courses for registered unemployed, pensioners and health care card holders. The concession rate also applies to a dependent spouse or dependent children of the card holder. Your concession card must be sighted and copied, and the reduced fee will be applied to the Fee Agreement form.

Concession is also available for students who identify as Aboriginal or Torres Strait Islanders, and for those eligible under certain government programs or initiatives.

Please check all times, dates and course information carefully before you enrol. Refunds will only be made in accordance with our Refund Policy. Please see our website

Please note that enrolments are not transferable between students.

Course Resources

Some courses require students to purchase textbooks, manuals or other materials. You will be notified prior to enrolment if this is the case. Any such costs will be outlined in the information session and in the statement of fees.

Students will need to access the online platform, Moodle, to access course resources and submit assessment tasks. Students will be provided with training and technical support to access and use Moodle.

Refunds / withdrawals

Refunds will only be made in accordance with our Refund Policy. Refer to our Fees and refund policy on our web site.

Admission Requirements

Prospective students are required to attend an Information Session and an interview prior to acceptance into the course. This is to ensure that students are provided with sufficient information to make a reasoned decision about enrolling, and to ensure that the student has sufficient language and literacy skills to complete the qualification.

Each course has different entry requirements, and these will be discussed at the information session. In addition, the participants will be provided with a Course Guide, which is also accessible on the Pines Learning website.

National Recognition/Credit Transfer

Pines Learning recognises Statements of Attainment and Qualifications issued by other Registered Training Organisations. If you feel you may be eligible for recognition of one or more units of competency, please contact the Course Coordinator. You will be required to provide the original Qualification and Transcript, or the original Statement of Attainment.

Recognition of Prior Learning (RPL)

If you are enrolling in a nationally accredited qualification previous work experience or studies may entitle students to seek Recognition of Prior Learning for some Units of Competency. Contact the relevant Course Coordinator if you believe you may be eligible to claim RPL for any of the units. A fee will be charged if it is agreed that RPL can be conducted.

Course Information

Access to curriculum documents and training packages is available on the online portal, Moodle. Students enrolled in accredited qualifications will receive details of required outcomes at the start of each unit and may access their records/results on request.

Student Support

Pines Learning provides a supportive environment. We welcome people with a disability and those facing barriers to participation.

During enrolment, please share if there is anything which would impact on your participation so that we can put support in place. If you have any difficulties or issues while you are undertaking courses at Pines Learning, please feel free to contact Reception or the Course Coordinator.

Pines Learning is committed to providing students with equitable access to quality training and assessment services tailored to their needs and the learning outcomes they seek.

Pines Learning offers a range of Student Support Services, which can be tailored to the individual. For instance, if students require assistance to complete a course it may be possible to make a reasonable adjustment to assessment tasks, where appropriate. In addition, students can access scheduled Study Support sessions to assist them with their

learning and assessment tasks. These are just examples of the support services offered. Please contact the Course Coordinator for more details.

Pines Learning also has access to a range of external services which students can be referred to for further assistance. Please note that if you use these services, it will be at your own expense.

Code of Conduct for students

Students must adhere to the Code of Conduct added to the end of this document.

Course Evaluation

Throughout the course, you will be requested to complete an evaluation of at least two units. At the end of the course, you will be asked to complete an evaluation of the entire course, and of the Student Support Services. You are also likely to receive a survey from National Centre for Vocational Educational research

We value your opinion and would like to find out whether the course you enrolled in met your needs. Your evaluation also allows us to constantly improve the quality of our courses. Your responses remain confidential and anonymous.

Academic Integrity

Students are required to submit assessment as part of their VET qualification and this must be their own work. Any part of the assessment submitted includes material from other sources, the reference to these sources should be made clear. Plagiarism may take several forms:

- i. Direct copying of someone else's work such as "phrases, paragraphs, graphs, tables or ideas" without acknowledgment; this also includes downloading of internet materials without referencing or using AI system responses.
- ii. Minor paraphrasing of other people's work by changing words or altering phrases or paragraphs order without acknowledgment.
- iii. Submitting work which has been developed fully or partly by other people on the student's behalf as if it were the work of the student.

More information is available in the Academic Integrity Policy on our web site.

Complaints and Appeals

Students have the right to lodge a complaint and to appeal a complaint outcome. For further details refer to our Complaints and Appeals Policy on our web site

Legislation and Training Information

Please refer to the following websites that will provide you with legislation information that

may significantly affect your participation in Vocational Education:

www.education.vic.gov.au www.skills.vic.gov.au

www.training.gov.au www.asqa.gov.au

The Education and Training Reform Act 2006 and the National Vocational Education and Training Regulator Act 2011, underpin the operations of the RTO section of Pines Learning. To download a copy of the Acts visit www.austlii.edu.au .

Course participants should also be aware that Pines Learning operations and VET courses comply with the national VET Quality Framework which includes standards and requirements to be met by registered training organisations. Pines Learning must meet these requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. You can be assured that the courses you undertake have been quality assured.

Privacy Policy

Pines Learning respects your right to privacy. Information is collected for the purpose of compliance and statistical records and may be used in surveys commissioned by our funding bodies. All personal information is kept in accordance with Privacy legislation and is not used for any other purpose without your consent.

The Privacy Policy does not permit Pines Learning to forward student telephone numbers to anyone, including trainers. If a trainer needs a student's telephone number, the trainer must ask the student for the number or ask reception to contact the student. Similarly, Pines Learning does not give staff or trainer contact details to students. A copy of this policy is available on our web site.

Lost Certificates

Requests for replacement Certificates or Statements of Attainment must be made in writing. Please email info@pineslearning.com.au or call the office.

There will be a \$35 administration charge for replacement.

Photocopying and printing

Students are welcome to use our printing and photocopying facilities for course work. The cost of printing and photocopying is 30¢ per page. Please see reception staff to arrange photocopying but note that your request will be processed when time permits.

Children attending classes

Young people aged 17 years and over are welcome to enrol in VET classes provided they meet the course requirements and any eligibility requirements.

Children who are not enrolled are not permitted in the classroom, and children under 12 are not to be left unattended in the centre.

Authorisation to Access Student Records

Students must sign an authorisation form for disclosure to another party of any student records and/or any other relevant information held relating to courses attended at Pines Learning. This authorisation remains in force until further notification in writing is provided by the student to Pines Learning. The Disclosure of Information forms are provided by the relevant program coordinator.

Students wishing to access their own records are required to contact the Course Coordinator. Please allow 10 business days for your request to be processed.

For privacy information please refer to Privacy and Confidentiality Policy on our website.

Parking / Public Transport

Parking is available at Pines Learning. If the car park is full, you may use the Pines Shopping Centre car park. Please note some parking spaces have time restrictions. Unrestricted parking is available on the rooftop, accessible through Reynolds Road entry. For further information, please contact reception.

STAFF AT PINES LEARNING 2024

General Manager	Sally Brennan
RTO Lead	Aarthi Prakash
Employment and Pathways Lead	Bronwyn Clarke
EAL Lead	Sandie Forbes
Community Programs Lead	Libby Payne
Adult Learning Support Officer	Janice Killiny
Finance Officer	Terri Williams
Childcare Manager	Rupal Chandra
Reconnect Coordinator	Tiziana Gillon
Information Management Officer	Silvana Cassar
Administration Support	Sandra Toal
Administration Assistant	Sandra Savoia
Administration Assistant	Caroline Herd
Early Childhood Educator (Cert III)	Monica Rodrigues
Early Childhood Educator (Cert III)	Valentina Vardari
Early Childhood Educator (Diploma)	Cheenu Chandra
Early Childhood Educator (Diploma)	Vicky Liu
Early Childhood Educator (Diploma)	Claudia Fielder
Early Childhood Educator (Diploma)	Emily Zhao
Early Childhood Educator (Diploma)	Fiona Porto (Casual)
Early Childhood Educator (ECT)	Atefeh Fani Ghanderijani
Early Childhood Educator (ECT)	Tina Wu
Early Childhood Educator (ECT)	Michelle Hughes (Casual)

Code of Conduct

All students are expected to abide by this Code of Conduct during their participation in their course with Pines Learning. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Pines Learning holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Pines Learning on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Pines Learning, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Pines Learning in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism, using AI generated responses or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a declaration
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.

- Notify Pines Learning if any difficulties arise as part of their involvement in the program.
- Notify Pines Learning if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

3. Legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health And Safety Act 2004
- Working With Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

VET Policies and Procedures

Policies and Procedures referred to in this Handbook can be viewed on our website. If you prefer a copy of any policy, please ask at Reception.

On signing the enrolment form students, parents, guardians and carers acknowledge they agree to the Pines Learning Policies and Procedures in this Handbook.

Any intentional breaches of the policies and procedures may impact ongoing enrolment.