



**LAURELS**  
Education & Training

## ***STUDENT INFORMATION***

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## Table of Contents

<b>PHILOSOPHY AND MANAGEMENT .....</b>	<b>3</b>
Mission Statement.....	3
Management .....	3
Board of Directors: .....	3
Administration: .....	3
STAFF .....	3
<b>VICTORIAN FUNDING.....</b>	<b>4</b>
Victorian Government Funding .....	4
Invoicing And Payment Of Fees .....	4
Invoicing .....	4
Payment Methods.....	4
Re-Issue Fees .....	4
Refunds & Exemptions:.....	4
<b>STUDENT INFORMATION .....</b>	<b>6</b>
Confirmation Of Booking And Payments .....	6
Application Process.....	6
Quality Assurance Process .....	6
Language, Literacy And Numeracy (LLN).....	7
Code Of Conduct .....	7
Occupational Health And Safety .....	7
Administration And Management.....	8
Student Administration Information .....	8
Change of personal information .....	9
Attendance .....	9
Practical Placement .....	9
Insurance .....	9
Course Delivery.....	9
Course Evaluation And Feedback .....	10
Trainer Requirements .....	10
Marketing And Recruitment .....	10
Learning Outcome Assessment.....	10
Recognition of Prior Learning (RPL) .....	11
Credit Transfer.....	12
What is a competency? .....	12
Assessment procedures .....	12
a) What will be assessed? .....	12
b) How will the assessment take place? .....	13
c) If a student is not happy about the assessment process .....	13
d) Unhappy about a particular assessment result .....	13
e) Student Results.....	13
f) Student feedback.....	13
g) Role of the assessor .....	13
h) Employability Skills .....	14
Academic Misconduct .....	14
Students With Special Needs .....	14
Access And Equity .....	15
Confidentiality And Privacy .....	15
Complaints And Appeals Procedure .....	16
<b>GENERAL INFORMATION.....</b>	<b>16</b>
Smoking.....	16
Tea & Coffee Facilities .....	16
Re-arrangement of Rooms.....	16
Messages and Phone Calls.....	16
Mobile Phones.....	16
Policies .....	16

## PHILOSOPHY AND MANAGEMENT

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The Laurels Education and Training Inc. (LET) is a community managed, not for-profit Registered Training Organisation and adult education provider of quality, community based opportunities for life long learning. Laurels Education and Training Inc. manages and delivers a range of vocational education and training programs supported the Commonwealth and State Governments through the Higher Education and Skills Group and South Western Region of Adult, Community and Further Education, contracted government grants and fee for service programs.

### Mission Statement

The Laurels Education and Training is committed to the enrichment of the community, surrounding businesses and industries by providing:

- A comprehensive and diverse range of quality educational and training opportunities.
- A focused and pro-active response to community, education and training needs.
- Ease of access through a supportive, friendly and open environment.
- A supportive organisational culture that fosters continual educational initiatives.
- Excellence in developing community, educational and training alliances through strategic growth.
- A stated and demonstrated commitment to lifelong learning.

### Management

Laurels Education and Training is an incorporated body that operates in accordance with guidelines laid down in the constitution and the Associations Incorporations Act.

Laurels Education and Training is managed by a voluntary committee, a Chief Executive Officer and staff who are committed to providing quality adult education and training opportunities for the community.

### Board of Directors:

<b>President:</b>	Olwen Gladwell
<b>Vice President:</b>	Lyn Hendry
<b>Secretary:</b>	Paula McMillan
<b>Treasurer:</b>	
<b>Directors:</b>	Ian Malloy, Graeme Germaine, Andrew Tobin, Jeanette McGonegal

The Board of Directors are elected at the Annual General Meeting each year. Students are encouraged to become involved on the Board or through one of its Sub-committees. For further information, contact the Chief Executive Officer.

### Administration:

**Office Hours:** 9.00am - 4.00pm                      Monday to Friday

The College is closed on public holidays and for approximately three weeks during the Christmas/New Year breaks: please check actual dates at the office.

### STAFF

Chief Executive Officer:	Helen Powers
Administration Manager:	Helen Love
Finance Officer:	Julie White
Program Administrator:	Jacki Porter
ACFE Coordinator/Trainer:	Kylie Reeve
Receptionist/Administration	Amanda De Abel

## VICTORIAN FUNDING

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### Victorian Government Funding

Laurels Education and Training is contracted to provide funding to eligible persons under the Skills First Program.

The College does not pay, provide or offer, either directly or indirectly, Incentives to undertake government subsidised training, whether to an Eligible Individual or to an entity (such as an employer or social organisation)

For information on funding and eligibility in Victoria, please contact administration or view the Department of Education and Training's website.

<http://www.education.vic.gov.au/training/learners/vet/pages/funding.aspx>

### Invoicing and Payment of Fees

#### Invoicing

By signing the enrolment form and payment plan, you are agreeing to train with Laurels Education and Training Inc and pay the required course fees. ***A cooling off period of 5 working days from signing of the Payment Plan is applicable.*** Course fees include the tuition fee, student amenities and resources. You are also required to complete your training within the agreed timelines as outlined in your Training Plan and to pay your fees as agreed to on the payment plan. LET understands that in some cases this may not be possible and students are encouraged to advise staff and make extended arrangements as soon as practical.

Students are invoiced Course Fees on enrolment and the agreed deposit amount is required prior to commencement unless a payment plan providing an alternative arrangement has been made.

Students are required to inform administration immediately of any change in billing details, e.g. Change of name or address.

***Certificates cannot be issued until all fees are paid.***

#### Payment Methods

Payment of invoices can be made by choosing one of the following arrangements:

- Cash
- Cheque
- Credit Card (Credit Card payments can be made over the phone)
- Payment made directly into LET's Account

#### Re-Issue Fees

Students are required to pay a re-issue fee of \$20 for lost or damaged certificates.

Replacement fees are charged for lost or damaged training manuals or text books. Please contact administration for prices.

#### Refunds & Exemptions:

Refunds for all courses are available in line with the Refunds policy (Refer PROG007 Refunds) which is available from administration.

A request for exemption from fees will be considered after receipt of a written submission. For more details, refer to the Fees & Charges policy available at administration

OUTLINE OF REFUNDS	
Withdrawal 2 weeks prior to agreed start date	Full refund on tuition and materials (if materials not yet handed to student)
Course withdrawn by LET or course unable to be provided by LET	Full refund on tuition and materials (if materials not yet handed to student)
Student withdraws within the 2 weeks prior to commencement of course	\$50 administration fee to be retained by LET
Student withdraws after commencement	<p>\$50 administration fee to be retained and refund on additional amount received based on a pro-rata rate – for example:</p> <ul style="list-style-type: none"> <li>• Student has attended 25% of course content delivered, 75% of tuition fee is refunded</li> <li>• Student has attended 50% of course content delivered, 50% of tuition fee is refunded</li> <li>• Student has attended 75% of course content delivered, 25% of tuition fee is refunded</li> <li>• Student has attended more than 75% of the course content, no refund on tuition fee</li> </ul>

## STUDENT INFORMATION

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### Confirmation of Booking and Payments

A class booking is only **confirmed when a fee is paid**. Payment plans are provided for Nationally Recognised training courses at the pre-enrolment interview.

Course fees include: tuition fee, student amenities, resources and materials for the relevant course.

### Application Process

Selection for enrolment in LET courses will be approved for applicants who meet the qualification selection criteria which are detailed in individual course brochures.

It is expected that the student is committed to the tasks and processes involved in learning and assessment to ensure positive outcomes for all parties. The selection criteria involves ensuring the training and assessment methodology used by Laurels Education and Training is most suited to the type of learner and the environment in which they wish to work.

Laurels Education and Training supports students with intellectual and physical disabilities to participate successfully in training in line with Government Policy.

### Quality Assurance Process

Laurels Education and Training is regulated by Victorian Registration and Qualifications Authority (VRQA).

Registration as a training provider requires LET to be bound by the AQTF Standards. These standards are used by VRQA as an instrument for protecting the interests of all students undertaking vocational education and training in Australia.

In order to ensure high quality of service delivery and in line with these requirements, LET undertakes regular evaluations of student learning during classes or following completion of short courses and regular student reviews.

LET uses information gathered from this process to make improvements to our training programs and services to our clients.

During, or on completion of a course, students may receive a survey from National Centre for Vocational Education and Research (NCVER). This is a government survey that looks at your satisfaction with the training programs. The survey is completed by you and returned directly to NCVER. Students may be asked to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit or review purposes.

Students may be asked to participate in the National Student Outcomes Survey also managed by NCVER.

Laurels Education and Training is regularly audited by the government against funding contracts administered by the Department of Education and Training and the AQTF standards for Registered Training Organisations by VRQA. Results are published on our website.

## Language, Literacy and Numeracy (LLN)

Australia uses English for its business communication and therefore all training and assessment is conducted in English. Language, literacy and numeracy expectations are based on the Australian Core Skills Framework established by the Federal Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.

Prior to commencement in a course, students complete a written LLN test to ascertain their skill level. The results of these tests/activities are used to assess language, literacy and numeracy skills and are then used, if required, by teaching staff in conjunction with the student to develop a tailored training and assessment program. They are also assessed through their verbal communication.

If you are having difficulties, or anticipate having difficulties relating to language, literacy or numeracy, you should speak directly to your trainer.

## Code of Conduct

Laurels Education and Training Inc. is committed to maintaining a work environment where people are encouraged to be open, honest and co-operative. The Code of Conduct includes policies on confidentiality, harassment, discipline and academic misconduct, which regulate the operation of the College. Student records will be kept confidential, and information regarding Laurels Education and Training Inc. business is not to be disclosed to inappropriate third parties.

Harassment of students or staff will not be tolerated, and will result in disciplinary action.

Disciplinary action may occur where a student, tutor or staff member is engaged in any activity related to Laurels Education and Training Inc. that contravenes the stated policies of the College, brings the College into disrepute, or involves conduct that is prejudicial to clients, tutors, staff, or members of the Board of Directors.

**Details of the Code of Practice and other Laurels Education and Training Inc. policies are available at reception. Please ask to discuss any matters with the Chief Executive Officer**

## Workplace Health and Safety

LET has a duty to ensure the health, safety and welfare of all employees, students and visitors to the College.

Students are advised on enrolment about any protective clothing and equipment required for each course.

The following minimum training standards will be met by LET

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of an adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that the training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

In each course, students will learn about occupational health and safety relevant to their industry area. Students are required by law to take reasonable care for the health and safety of self and others in the workplace and whilst attending training at LET premises.

During the first class, students will be given information about what to do in an emergency or if injured and first aid is required. Students must not interfere with or misuse anything provided in the interest of health and safety. Students should report any safety issues or concerns to a trainer or administration as soon as possible.

LET is committed to ensuring, that as far as possible, we minimise our impact on the environment. Students and staff are asked to do all they can to ensure we use energy and natural resources efficiently, prevent pollution and manage waste. Talk to your trainer about what this means to you.

## **Administration and Management**

Laurels Education and Training will meet the following minimum administrative and management standard. LET will: -

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation
- Maintain adequate and appropriate insurance including public liability, professional indemnity and Work Cover.
- Advise the Registered Authority in writing within 10 working days, of any change to the information in its Registration application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

## **Student Administration Information**

LET will advise prospective students of the following information: -

- It's Scope of Registration
- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Refund policy
- Qualifications to be issued on completion or partial completion of the course
- Competencies to be achieved during training
- Assessment procedures including recognition of prior learning
- Literacy and numeracy requirements
- Complaint and appeals procedure
- Staff responsibilities
- Facilities and equipment; and
- Student support/welfare services



## Change of personal information

Students must notify administration team of any changes in their personal information as soon as possible after change. This includes information on:

- Change of name (***must be supported by official documentation***)
- Change of address or any other contact details
- Change of legal guardian if under 18 years of age

## Attendance

It is important to notify the office if you are unable to attend a class, giving as much notice as possible. In all funded vocational training programs 80% attendance at classes is mandatory. Attendance rolls are marked at the start of a session and students arriving late will be marked absent. Certain practical classes cannot be “made-up” and if you do not attend it may jeopardise completion of that particular unit. (It is possible to complete the relevant unit at a later date but this will delay the completion of your qualification.) A Medical Certificate is required for longer absences.

## Practical Placement

Some nationally recognised or accredited training courses have a practical placement component. Placement booklets will be provided with guidelines and competency standards for students to complete as evidence.

It is the responsibility of individual students to ensure that these books are presented for assessment and returned to the trainer on completion of the assessment. Failure to return completed placement books may involve students having to be reassessed in a fieldwork setting.

Students are covered by LET insurance whilst on placement.

## Insurance

While attending courses at the Laurels Education and Training Inc., students are covered by the College's Public Liability Insurance. All costs not covered by public liability are the student's responsibility.

## Course Delivery

LET will: -

- Provide information relating to the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the nationally recognised or accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the nationally recognised or accredited course.
- Ensure that National guidelines are followed when customizing courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customize courses.
- Ensure that all courses on the Scope of Registration remain accredited.

## Course Evaluation and Feedback

The College encourages feedback on all aspects of the course from teaching, resources, outcomes, etc. This feedback is then used in future planning. There are also evaluation processes required by our funding bodies, these processes will be explained at the orientation session prior to course commencement. For further information, discuss with your trainer.

## Trainer Requirements

Trainers and assessors will have: -

- Demonstrated competencies at least to the level of those being delivered
- At least TAE40110 Certificate IV in Training and Assessment.
- Industry experience that is current and relevant to the particular courses or units that they are training in.

## Marketing and Recruitment

LET will: -

- Market courses within the Scope of Registration and contractual requirements with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognized by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

## Learning Outcome Assessment

Students undertaking Nationally Recognised or accredited training are advised during the course orientation process that assessments will be conducted in accordance with the Training Packages or curriculum. Assessments are conducted to ascertain whether the student has achieved the learning outcomes indicated in the curriculum. Learning outcomes as detailed may not be assessed individually. In many cases a number of learning outcomes will be covered in a single assessment task.

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of the student's evidence of skills and knowledge against the requirements of the standards.

In general terms, assessment during training will involve:

- Written responses to questions, tasks and case studies – these are provided in the Assessment.
- Oral responses to questions – involving the trainer/assessor asking questions generally undertaken in the workplace.
- Observation of performance in the classroom (simulated workplace) or workplace where completing practical placement.

Students will be given advance warning of the time and form of any assessment and will not be expected to undertake an assessment they have not prepared for.

Students will be given an opportunity to resubmit any competencies not achieved on the first attempt. If a student's work does not meet the required learning outcome the teacher will provide the student with additional guidance and request that the work be resubmitted. Every endeavor will be made to assist the student to achieve the learning outcomes.

In some of the courses competencies will be assessed for the duration of the course. This is to ensure consistency of skills is established and consolidated.

If there is a dispute between the student and the trainer regarding the assessment task the matter should be referred to the Chief Executive Officer.

### **Recognition of Prior Learning (RPL)**

Skills can be developed through formal education and training, through work experience or training or through life experiences.

There are times where a student will enroll to undertake nationally recognised or accredited training after working for an extensive period of time in the industry or whom have worked in a similar industry. They may have life experience and informal learning experiences which contribute to them having established skills and knowledge applicable to the course they are enrolling in.

Students who believe they already have some of the competencies (skills and knowledge applicable to one or more units of competency) in the course may apply for Recognition of Prior Learning.

The recognition process initially involves an interview where the student will be able to discuss and negotiate evidence to be provided. In some cases, the student might be asked to complete the assessment for the specified unit.

The aim of the process is to minimize the cost and time to applicants whilst retaining the integrity required by the National Standards for Registered Training Organisations which is to recognize competencies in accordance with the requirements of the Training Package.

The process can occur at any time during the course of study, however, it is best to commence this process at enrolment to ensure the training undertaken is planned in the most suitable manner for the student. As a result, the recognition process may allow the student to study less units of competency than the original course outline.

A copy of the RPL Policy and Procedure will be made available to students enrolling in nationally recognised or accredited courses, on request.

## Credit Transfer

Laurels Education and Training recognizes qualifications and statements of attainment issued by other Registered Training Organisations and will grant exemption for the competencies achieved if the Student applies for credit transfer and can supply evidence of the unit being the same as the course being undertaken

Original qualifications or statement of attainments need to be sighted and verified by the CEO or Administration Manager. Copies will be kept on the student file.

A copy of the Mutual Recognition Policy and Procedure will be made available to students enrolling in nationally recognised or accredited courses on request.

## What is a competency?

Assessment is the process of collecting evidence and making judgments on progress towards satisfying the performance criteria set out in a standard. At the appropriate point, judgement is made as to whether competency has been achieved.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements against a set of defined outcomes, rather than relating their performance to that of other learners or trainees.

Students are assessed as competent in Nationally Recognised Qualifications, when they have demonstrated competency in each of the required units.

## Assessment procedures

The assessor will review evidence to ensure it provides:

- **Validity** – this means does that the documentation provides evidence of how the student's skills, knowledge and attitudes are demonstrated.
- **Sufficiency** – there is enough different types of evidence to clearly demonstrate the required skills, knowledge and attitudes
- **Currency** – the evidence provided is current and clearly demonstrates the application of competency by the student.
- **Authenticity** – the evidence is the students only work.
- **Flexibility** – every piece of student evidence is unique. Each student will identify and develop his or her own specific set of evidence to prove competency against the standards.
- **Fairness and Equity** – an assessment system and its processes must not disadvantage any person or organisation. All eligible students must be guaranteed access to an assessment, which does not discriminate on any basis.

### a) What will be assessed?

During the course, each student will be assessed against each required unit of competency so that it can be credited towards their qualification.

Assessment is based on knowledge of theory in the form of tasks and questions in the Assessment task. Practical skills are assessed via observation by an assessor.

**b) How will the assessment take place?**

Assessment will take place through the satisfactory completion of the assessment task and practical placement, where applicable. Assessment tasks can include questions, case studies, scenarios, role play, practical activities/demonstrations, project assignment, and classroom presentation. This approach ensures that the assessor gains sufficient evidence of competence and that the assessment is fair, relevant and valid.

**c) If a student is not happy about the assessment process**

If students are unhappy with the assessment process in any way, they are encouraged to talk to the assessor in the first instance. If they are not satisfied with the outcome of the discussion students are encouraged to follow the Complaints and Appeals Policy, which is available to students on request.

**d) Unhappy about a particular assessment result**

If students are unhappy about a result of a particular assessment, they are able to request another assessment at a date and time organised with the trainer. Students are permitted to re-submit task work for this assessment. A re-submission date will be provided by the trainer.

**e) Student Results**

Once training has been completed and assessment made by the assessor, students will be deemed **competent** or **not yet competent**.

If competent, the administration office will arrange for your certificate or statement of attainment to be issued.

Students found not yet competent, will be asked to provide further evidence or information, or undertake the assessment again. Students can discuss this outcome of the assessment with the trainer/assessor or follow the Complaints and Appeals procedure.

**f) Student feedback**

Students will be provided with feedback on their assessment and practical placement. This will be written comments on the assessment or placement book and could also be verbal feedback.

**g) Role of the assessor**

The role of the assessor is to objectively assess and judge a student's evidence against a set of standards.

In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate assessor qualification.

All trainers and assessors have many years working in the industry and all hold current Training and Assessment qualifications.

The role of the assessor is to: -

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient;
- Use expertise to make fair and objective judgements; and
- Provide clear feedback to the student on competency and areas for improvement.

## h) **Employability Skills**

The term 'Employability Skills' applies to skills across a variety of jobs and life contexts. These skills are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies and transferrable skills.

Employment skills are defined as 'skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions.' (*DEST, Reframing the Future, 2008*)

Employability skills include: communication, team work, problem solving, initiative & enterprise, planning and organising, self-management, learning and technology. Further information on employability skills can be found on <http://www.youthcentral.vic.gov.au/jobs-careers/planning-your-career/employability-skills>

## **Academic Misconduct**

Academic misconduct includes plagiarism and collusion.

Plagiarism is when a person attempts to either on purpose, or by accident, pass off another person's work as their own. This may include the words or ideas of others including copying the work of other students and presenting them as their own or failing to reference properly.

Collusion is when a student submits work as his or her own when in fact the work was a result of an unauthorised collaboration with another person or persons. If a student is found to have deliberately plagiarised the work of another they are guilty of intellectual fraud and this is considered to be Academic Misconduct.

Refer to the policy on Academic Misconduct which is available on request.

## **Students with Special Needs**

LET is committed to providing training, assessment and support services that meet the individual needs of students. One fundamental principle of an assessment system is that each student must have access to fair and open assessment. Students with special needs should be offered the same opportunities as any other student.

As special needs extend to more than identified physical or learning difficulties, an assessor will also need to consider the best approach when dealing with students with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such cases, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

## Access and Equity

LET provides: -

- access to training regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services delivered in a non-discriminatory, open and respectful manner.
- Staff who are employed with appropriate skills in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- facilities with reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- The conduct of client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Encouragement to clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.

## Confidentiality and Privacy

Laurels Education and Training Inc. is required to provide the Victorian Government, through the Department of Education and Training, with student and training activity data which may include information I provide on the enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>). The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. Students may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.

***The Education and Training Reform Act 2006 requires Laurels Education and Training to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student Number and updating my personal information on the Victorian Student Register.***

For more information in relation to how student information may be used or disclosed please contact Laurels Education and Training's Chief Executive Officer on phone 5367 1061 or email [info@thelaurels.org.au](mailto:info@thelaurels.org.au)

Staff and Board members of Laurels Education and Training Inc. are expected to respect the confidentiality of information and privacy of students at all times. Accordingly, staff and Directors of the Board will not disclose information to a third party, either directly or indirectly, nor engage in outside discussions about the conduct of the College's business. For more information, refer to Policy No. PROG006 Protecting your Privacy and PROG008 Confidentiality

## Complaints and Appeals Procedure

The Laurels Education and Training Inc. has a formal grievance procedure that can be viewed at the office as required (refer to our policy No. PROG004 Complaints and Appeals Procedure). The objective of this procedure is to ensure that negotiation and discussion between the parties resolve grievances. Every effort should be to resolve the grievance at an informal level where appropriate with the trainer/assessor.

If a satisfactory outcome is not reached with the trainer/assessor, then a formal complaint should be lodged with the CEO. If the student is still unhappy with the matter is not resolved, it should be referred to the next meeting of the LET Board of Directors.

In the event that the Board's recommendation is deemed unacceptable, an appeal may be heard by an independent person or panel agreed to by both parties. This decision will be final.

## GENERAL INFORMATION

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### Smoking

All buildings and grounds at Laurels Education and Training are smoke-free zones.

**Please do not litter.**

### Tea & Coffee Facilities

Laurels Education and Training provides tea and coffee facilities for students' convenience. These facilities are shared by many classes and it is the responsibility of all students, to clean up and ensure the kitchen areas are ready for the next group wanting to use them.

### Re-arrangement of Rooms

Classes are welcome (under the direction of teachers/trainers) to rearrange a room to suit class needs, please leave it as you found it at the end of your class.

### Messages and Phone Calls

Students, who need to make important phone calls during office hours, may do so at the office. Important messages for students will be recorded at the office and passed on during class breaks.

### Mobile Phones

Mobile phones must be turned off during class.

### Policies

To view more information on all College policies, refer to the folder at reception. Particular questions should be directed to the Chief Executive Officer.

***Thank you for your co-operation.***