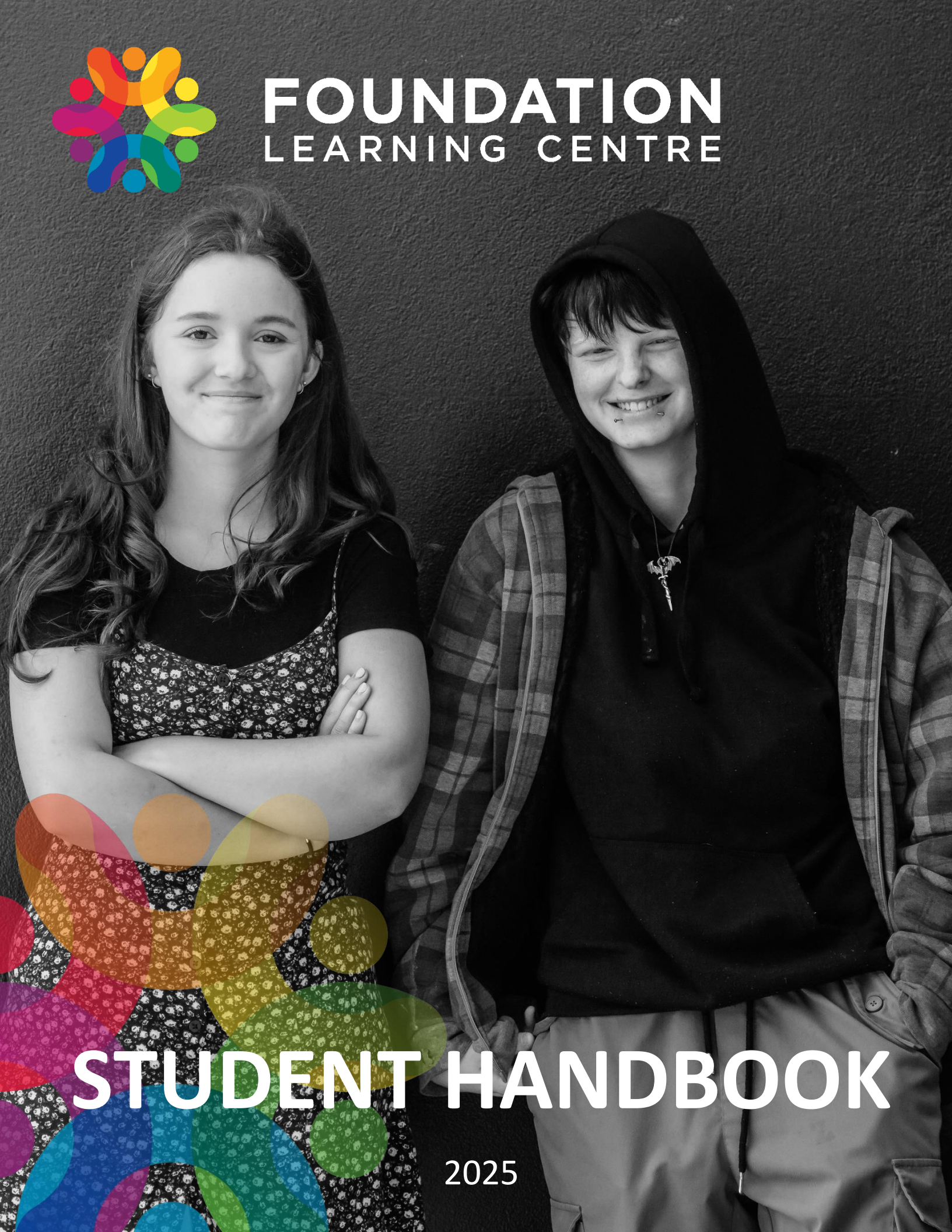
FOUNDATION
LEARNING CENTRE



STUDENT HANDBOOK

2025

OUR CAMPUSES

Head Office – Casey Campus
Unit 1, 4a Malcolm Court, Narre Warren, Victoria, 3805

Walking distance from the Narre Warren train station.

Peninsula Campus
Level 1, Tenancy 2 & 3/54-58 Wells St Frankston, 3199

Walking distance from the Frankston train station.

Disclaimer

Foundation Learning Centre Inc. makes every attempt to ensure the accuracy and reliability of the information included in this handbook.

Readers should be aware of the following:

Foundation Learning Centre makes no guarantee or warranty as to the accuracy or authenticity of the information in this document or other documents listed within.

Foundation Learning Centre does not accept any liability in relation to the content of this document.

Table of Contents

Disclaimer 3
Our Vision 6
Our Mission 6
Our Values 6
Office Hours 7
Staff Details 7
COURSES 7
Accredited and Pre-Accredited Courses 7
ENROLMENT THROUGH TO COURSE COMPLETION 8
Fees 9
Fee Statement 9
Concession 9
Eligibility for government-subsidised training through the Skills First Program 10
Withdrawal from Courses 10
Refunds for Accredited Courses 11
Class Timetable 11
Change to Course Delivery 11
Qualifications for Accredited Courses 11
Partial Completion of Accredited Courses 12
Transfers to other Training Organisation 12
Recognition of Prior Learning (RPL) 12
Credit Transfers 12
Unique Student Identifier – USI 12
Re-Issuing of Certificates for Accredited Courses 13
Assessment 13
Re Assessment 13
Resubmission 13
Extensions 13
Disciplinary Procedures 13
Evaluation 14

Student Records 14
Change of Address 15
Special Needs 15
Medical Requirements 15
First Aid 15
First Aid Officers: 15
Practical Placement 16
Response to enquiries 17
Student Wellbeing and Support 17
Educational Support 17
Further Education and Pathway Guidance 18
How will I manage my study? 18
EXTERNAL SERVICES 19
STUDENT SAFETY & SECURITY 20
Lockdown & Evacuation Procedure 20
Reporting of Emergencies 20
Security 20
Safety Rules 21
POLICIES & PROCEDURES 21
Access, Equity, Integration and Cultural Diversity 21
Code of Educational Practice 21
Privacy Policy – AVETMISS Reporting and Student information 22
Code of Conduct for Students 22
Occupational Health and Safety 23
Child Safe 23
Harassment and Bullying (including Cyberbullying) 24
Social Media and Cyber Bullying 24
Student Complaints, Appeals and Grievances 24
Plagiarism and Cheating 25
Feedback 25
Legislation 26

INTRODUCTION

Welcome to Foundation Learning Centre Inc, we wish you all the best with your studies with our center. This handbook provides a range of information regarding student rights and responsibilities and support that all students need to know. This includes enrolments, fees and course completion information as well as student safety and important contacts here at Foundation Learning Centre. Students can also refer to the various policies and procedures included in this handbook and various links provided.

Foundation Learning Centre is registered with the Victorian Registration and Qualifications Authority (VRQA) as a Registered Training Organisation (RTO) providing a range of VET Courses and we are also a registered Non School Senior Secondary education provider. As a Senior Secondary education provider, we support the principles and practice of Australian democracy and are committed to; elected Government, the rule of law, equal rights for all before the law, freedom of religion, freedom of speech and association and the values of openness and tolerance. This is reflected both in the way we deliver our programs and, in our documents, including policy.

Foundation Learning Centre has a diverse range of students offering different departments for each cohort. This ensures students receive the appropriate assistance, support and advice by suitably qualified and experienced staff while studying with us. While this handbook is for reference and use for all students any specific departmental information is identified as such and, in some cases, specific information is provided separately to the appropriate students.

Our Vision
To create meaningful learning opportunities and engaging community connections

Our Mission
To be a recognized leader in education, learning, community development and support.

Our Values
Dedicated. Inclusive. Nurture. Respect. Integrity.

Foundation Learning Centre is a community owned and managed, not-for-profit organisation. We strive to make a difference in people's lives and in the community and we look forward to supporting your journey at FLC.

We seek to identify and address a range of local community needs, encouraging self-help and mutual support that provides opportunities for learning and skills development.

We promote a sense of belonging and community spirit and reduce social isolation by linking with other local community services and networks. We provide information and referral to a wide range of services and are accessible to the whole community both socially and physically. Volunteers are an integral resource for our services.
We support community activities, facilitate community projects, develop community leaders, promote and value diversity in the community and provide community infrastructure and resources.

We deliver quality affordable programs and develop pathways for clients.

We network with other services and collaborate with all levels of government, local agencies and businesses.

Office Hours
The office is open Monday to Friday 8.30 am to 4.30 pm for enquiries.

Foundation Learning Centre is closed on weekends and public holidays but is open during school holidays. Contact can be made out of hours by leaving a message on the answering service 03 9704 7388 or emailing enquiries@flc.vic.edu.au and your message will be followed up with the appropriate person on the next business day or when the person is next in the office.

Staff Details
All staff can be contacted on the main Foundation Learning Centre line: 9704 7388, or via their staff email if this has been provided to you.
Some useful points contacts are:

CEO:	Sarah Lynch
General Manager:	Tina Bampton
Compliance:	Scott Newman
Operation Manager:	Tania Sacco
Head of Department Community Education:	Donna Dowler
Head of Department Foundation VET:	Belinda Tardini
Finance Officer:	Claire Stedmans

COURSES

Accredited and Pre-Accredited Courses
The Accredited courses are part of a suite of courses, which provide a comprehensive package of training to meet the needs of the specific industry, accredited courses are nationally recognised. They are designed to meet the needs of students seeking entry level training, as well as people

currently employed in the industry who are seeking to upgrade their knowledge/skill base. All courses enhance additional job skills that would assist students in their career prospects. It will provide students with vital knowledge and skills including problem solving and taking initiative.

Successful completion of a course will result in a Certificate and Statement of Results, provided by email within 30 days of course completion; successful completion of a unit will result in a Statement of Attainment.

Pre-Accredited courses prepare students for entry into accredited courses and or entry-level employment.

In order to provide quality training, Foundation Learning Centre regularly reviews its assessment tasks and learning materials to ensure they are valid, current, authentic and relevant.

Students are advised of the possibility of receiving NCVER surveys and/or invitations to participate in Department endorsed projects. Students may be contacted by the Commissioner (or persons authorised by the Commissioner) for audit or review purposes.

Further information on our courses can be found on our website FLC Home | Foundation Learning Centre

ENROLMENT THROUGH TO COURSE COMPLETION

Students wishing to enrol in a course can do so by placing an enquiry either in person at Unit 1, 4a Malcolm Court Narre Warren 3805, by phone on 03 9704 7388 or by emailing enquiries@flc.vic.edu.au. Anyone wishing to enroll in our accredited courses must take part in the Pre-Training Review process, this will include:

- Student welcome pack with links to course information, fees, student handbook, pre-course LLND assessment link with an interview time.
- Students will then attend a pre course interview, at this point RPL and Credit Transfer information will be discussed and if suitable an enrolment link will be provided.
  and
- Attend an enrolment day/information session which is held prior to the commencement of the course.

The purpose of the pre-course LLND assessment is to determine that students have the necessary language, literacy, numeracy and digital skills to meet the entry requirement for their chosen course. We can also ensure we provide all necessary support services to cater for individual student's needs, this will be determined during the pre-course interview. Information sessions and the enrolment day includes the providing of course information and other important FLC information to support you through your course.

Students enrolling in pre-accredited language and literacy programs attend an initial interview. Course information is provided, and students complete a pre-course assessment.

Fees
All courses are costed in accordance with the VET Funding Contract, Guidelines about Fees.

Current fee information can be accessed via our website Foundation Learning Centre, in the course guide, or course flyer. Current course guides are available in the foyer of Foundation Learning Centre as well as through the website. All fees are collected in accordance with ATQF Essential Conditions and Standards, Condition 5.

Fee Statement
FLC may accept payment of no more than $1000 from each individual student prior to the commencement of the course. Following course commencement, FLC may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed $1,500.

For Accredited courses, FLC require a $50 deposit to process accredited registration an individual statement of fees will be provided, on enrolment. Individual statement of fees will be generated via aXcelerate and invoices issued once enrolment has been acknowledged via email or through attendance at enrolment days, hard copies can be provided on request.

Fees can be paid via, Ezypay and Centre Pay– Payment Plan options – monthly, fortnightly – see Fees and Charges Policy for full details on payment plans

Please contact FLC's Enrolment Officer to request a payment plan via the mentioned methods, students cannot commence classes until payment methods are in place.

Fees for the previous term must be paid, before returning to class for the next term. If you are on a payment plan, payments must be up to date as per the agreement. Failure to complete payments will result in student's being unable to attend class and ultimately accounts being handed over to our debt collection agency.

All fees must be paid four weeks before the completion of the course. Fees must be paid in full prior to the completion of the course in order for students to receive their Certificate, Statement of Attainment or Certificate of Participation.

Pre-Accredited courses and our Neighborhood House Programs incur an annual Registration Fee of $10, payable once per year, upon enrolment.

See website for current fees and charges

Concession
Concessions on fees are available for some courses at Foundation Learning Centre. Students who are eligible for a concession fee must present a valid Commonwealth Health Care Card or a Pension Card (proof of exemption status must be provided at the time of enrollment).

Students are invoiced in full at the time of enrolment, concession is applied at the time of enrolment and does not provide the opportunity for a change of status part way through the course.

Eligibility for government-subsidised training through the Skills First Program

An Eligible Individual is an individual who is eligible for training subsidised through the *Skills First* Program in accordance with the eligibility requirements specified in this VET Funding Contract *Clause 2*.

To be an Eligible Individual an individual must (*Clause 2.2*):

- Be an Australian citizen, a holder of a permanent visa or New Zealand citizen
- Be enrolling and commencing training in a course or qualification between the Commencement Date and 31 December for the current year
- undertaking all training and assessment while physically present in:
  i) the State of Victoria; or
  ii) a border region with a postcode that is listed in Clause 1.3(b) of the Guidelines About Eligibility.
- Enrolling in a nationally recognised training as an apprentice
- Be enrolling in nationally recognised training in a Foundation Skills List course
- Not be enrolled in a school (excluding School Based Apprentice/Trainee
- Students under the age of 17 years of age at the time of course commencement, must have received an exemption from school attendance for the DET.

In addition, an individual is only eligible to:

- commence a maximum of two courses or skill sets in a calendar year
- undertake a maximum of two courses at any one time

Withdrawal from Courses

For services that are not able to be conducted as planned by Foundation Learning Centre for example, cancelled courses or when students withdraw from programs prior to commencement.

- If you officially withdraw by notice from an accredited Foundation Learning Centre course within 4 weeks of the scheduled commencement date of the course, you can apply for a refund of fees paid less the $50 registration fee.
- If a student withdraws after an accredited course has commenced, our course refund policy applies.
- Students wishing to apply for withdrawal and or refund are required to complete the student withdrawal form and lodge this with the Department Head either in person or

via email. Until a withdrawal form is completed, no statements or refunds will be issued if applicable.

- Course fees will continue to be charged until the withdrawal form is completed, dated and handed in.

- The withdrawal process must be completed within one month of the student wishing to withdraw has lodged an application. Students withdrawing, cancelling, or transferring, prior to completion of the qualification will receive a formal Statement of Attainment, within 30 days of the process being finalized at no extra cost, providing all tuition relating to the units of competency to be shown on the Statement of Attainment have been paid in full.

- Where a student enrolled in a Qualification has ceased attending, FLC will attempt to contact the student and if the student cannot be contacted, the RTO will withdraw the student from the Qualification due to the non-contact. Students who are withdrawn by FLC through non-attendance will be advised in writing via email.

  Please see Foundation Learning Centre website for further details.

Refunds for Accredited Courses

- If Foundation Learning Centre cancels a course, prior to commencement a full refund of the money paid will be given to enrolled students.
- If a student withdraws prior to the commencement of the course a refund of fees paid less the registration fee of $50.00.
- If a student withdraws before the end of a course, they are responsible to pay fees up until the date of withdrawal.
- All refunds will be paid by bank transfer.

Please see the Foundation Learning Centre Refund to Students Policy on our website for further details.

Class Timetable

Class timetables will be provided to you upon enrolment.

Change to Course Delivery

FLC will advise students of any changes to agreed services as soon as practicable, including, in relation to any third-party arrangements or change of ownership.

Qualifications for Accredited Courses

All students in accredited courses who complete a program of learning that leads to the awarding of an AQF qualification will be entitled to receive a certificate and a record of results. Where a student does not complete a whole qualification, then a statement of attainment will be issued. Qualifications/statement of attainment will not be issued until fees are paid in full.

Partial Completion of Accredited Courses
All students enrolled in accredited courses who wish to exit or withdraw prior to completion will be issued with a Statement of Attainment or a Statement of Results/Statement of Attendance for all units of competence successfully completed. Note that this applies to Accredited Courses only and does not apply to Pre-Accredited Courses.

Transfers to other Training Organisation
A student who wishes to transfer to another training organisation or institute must fill out a withdrawal form for the course that they are participating in. Course fees will continue to be charged until the withdrawal form is completed and handed in to the Department Head or Team Leader. A Statement of Results cannot be provided unless a withdrawal form is completed and fees are paid in accordance with the Foundation Learning Centre Refunds to Students Policy, see website for full policy.

Recognition of Prior Learning (RPL)
RPL will be discussed at your Pre-Training Interview, recognising your skills and knowledge of a particular course or module, either before or after enrolling in a Foundation Learning Centre course you can apply for RPL, if successful in your RPL application, you may not have to complete module/s of the course.

To learn more about recognition of prior learning please refer to our Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy Foundation Learning Centre Polices

The advantage of this process is that you can finish your course in a shorter time because you do not have to relearn the skills that you already have, or you may attend less classes.

Credit Transfers
Credit Transfers should be provided on initial enrolment documentation, and discussed at your Pre-Training Interview, a credit transfer can be awarded if a student has previously completed the same or equivalent unit/module as part of a different course or at another Registered Training Organisation, proof must be provided in form of original Statement of Results of Statement of Attainment.

To learn more about recognition of prior learning please refer to our Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy Foundation Learning Centre Polices

Unique Student Identifier – USI
All students enrolling in accredited training must have a current USI, a USI is your individual education number that stays with you for life. A USI provides students with an online record of any VET you have undertaken in Australia. Without a USI you cannot access funding or your statement of attainment. You

can create your own USI by visiting www.usi.gov.au, or you may give permission for FLC to create one for you.

Re-Issuing of Certificates for Accredited Courses

Lost or misplaced certificates can be reissued upon written request. Any re-issues requested within the first 9 years of completion of the course will incur a fee of $30.00 which will be payable before the certificate will be reissued. Reissuing of certificates for courses completed more than 10 years prior will incur a fee of $100.00. To apply for reissue of a Certificate please contact FLC Administration.

Assessment

Assessment is competency based. Students are assessed to ensure that they have obtained or developed the knowledge and skills taught in their course. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date. Assessment is in accordance with the Australian Quality Training Framework (AQTF). Our students are provided with detailed information about the assessments contained in their course upon enrolment or commencement. All course assessment must be completed successfully to obtain full competency.

Re Assessment

Students may occur, reassessment fees and charges if due dates are not met and reassessment needs to occur.

Resubmission

Resubmission of each assessment will only be granted twice. A resubmission is required when a student has not demonstrated full competency in an assessment. All assessments in each unit/module must be marked as competent for students to achieve competency in the particular unit/module. If the final result for any unit/module is not competent at the completion, then the student will need to repeat the unit/module at a later stage. Your Educator or Department Head will explain this further during your induction at the start of the course.

Extensions

Reasonable extensions may be granted under special circumstances, and with the agreement of the Department Head and the Compliance and Training Manager. Extensions must be applied for in writing using the 'Special Consideration – Unit Extension form'. In the case of illness, a doctor's certificate must be presented.

Disciplinary Procedures

Students may face disciplinary action including withdrawal from class under the following circumstances:

- Breach of student 'code of conduct'
- Plagiarism or cheating
- Use of material in breach of copyright legislation
- Hindering the rights of other students to pursue their studies

- Harassment of other students or staff
- Breaching legislative requirements

Should any of the previous occur, the Head of Department (HoD) will be notified and will have the matter investigated. Investigations will take place within fourteen days of the notification. Where the investigations conclude that academic misconduct has taken place, the student may respond in writing with fourteen days. The final determination of the HoD and/or CEO may include one of the following options:

- no action is taken against the student.
- the student is determined as being not competent in the unit/module concerned but may be allowed to continue their studies as per the training plan.
- the student is suspended from their course for a period of time.
- the student is excluded from the course and his or her enrolment cancelled with no refund of fees.

Evaluation

During and at the end of courses, student satisfaction surveys and questionnaires are issued to all students to complete. This is an opportunity for students to provide valuable feedback about their course. This process is undertaken to ensure our services are meeting student needs and are consistently of a high standard. We are committed to continuously improving our services to our students. Students may be requested to complete several surveys or questionnaires. These will be sent via email or in the mail to randomly selected students or provided during class.

Student Records

Foundation Learning Centre maintains individual files and database records for each student on our AVETMISS compliant student management software system, aXcelerate. All records are kept in a secure environment. Access to files and records is limited to staff involved in their maintenance.

Student enrolment and result records are maintained electronically in line with AQTF Conditions and Standards for a period of 30 years to enable the re-issue of qualifications or statements of attainment if required. Should Foundation Learning Centre cease to exist, records will be transferred to the VRQA.
Students are provided with an update of student results throughout the duration of their course.

According to government regulations under the VRQA, it is a requirement to retain students work as evidence. Foundation Learning Centre will retain students work for at least 2 years post completion or withdrawal. Once work has been returned to the student, there will be no opportunity to appeal any decision as you are accepting your work back as completed and final with your results. If you have not completed the course, work will be retained until completion. If you require a copy of your work, it will be at the students' expense.

No information on a student's progress will be given out by Foundation Learning Centre to external persons. All documentation relating to students training and assessment will be made

available to the current individual student upon request to their Department Head. Students who have completed their course in the past seven years may request to view their records in writing by completing the Student Record Request Form available from our website in the document section.

Change of Address
It is the responsibility of the student to notify the administration office in writing of any change of address and/or phone number or contact details – forms are available from our website in documents section.

Special Needs
Students with special needs requirements should discuss these with the Foundation Learning Centre staff prior to enrolment and complete the relevant section of the enrolment form.

Resources that have been created at Foundation Learning Centre can be provided electronically, in hardcopy and in large print if required by the student.

Students with special needs are assessed to ensure that Foundation Learning Centre has the resources and staff to appropriately meet the needs of the student. Otherwise a referral to another organisation will be suggested by the Department Head or the Student Wellbeing Team *(refer to Student Wellbeing Team section in this handbook for further information).*

Medical Requirements
FLC students are advised that a Medical Emergency form will need to be completed upon enrolment. This form details any medications that need to be administered to students during course attendance. Students, their parents, guardians and/or care-givers are advised that in the event of an emergency an ambulance will be called, and any necessary medical or surgical treatment will be administered as required. Any costs incurred as a result of inadequate ambulance cover will be the responsibility of the parents, guardians and/or care-givers of the student.

First Aid
A nominated first aid officer is available through reception at all times. If students require first aid assistance they go to reception and ask to see the officer on duty, if required the duty officer will escort you to the first aid room. First aid kits are located in the first aid room and at reception containing items to enable basic first aid to be applied. Medication including headache pills will not be issued to students under any circumstances.

First Aid Officers:
Casey
Tina Bampton
Tania Sacco

Melinda Brown

Peninsula
Katie DeLange
Jessie Bondacev

Practical Placement
Some courses may require students to undertake a practical placement component. Practical placement means any structured workplace learning that is part of a written agreement between a training organisation and an employer for vocational or further education courses or programs. It includes work observation, work experience, structured workplace learning and volunteer work. In some courses this can only be undertaken when the student has completed certain modules/units.

Students need to complete the relevant paperwork which must be returned to the educator or Department Heads for signing before commencing any practical placement. This ensures coverage of Work Cover insurance. (If this is applicable to your course, please ask the educator for the practical placement booklet). Your Educator will provide you with further information, required forms and documentation and your placement handbook, which explains the guidelines and course specific placement requirements and the number of hours required.

Working with Children Check

Working with Children (WWC) Checks are required before commencing some placements and excursions. A WWC may also be required for specific class set-ups, you will be informed of this prior to commencing. Further information and assistance is provided to all students as part of course enrolment and or induction.

Class Attendance

Foundation Learning Centre requires a minimum classroom attendance of 80%, unexplained absence may impact on payments from Centrelink

- If students do not attend on a regular basis and are not completing the course requirements within allocated time frames, this may initiate withdrawal from a unit or course and the student needing to re-enrol resulting in new or additional fees and charges for a unit or course.
- Students who are absent for 28 days are at risk of withdrawal from the course, students will be notified in writing.
- It is the student's' responsibility to ensure that they are aware of the material covered in class in the event of lateness or early departure.
- It is the responsibility of the student to arrive on time and contact Foundation Learning Centre to report nonattendance.

Response to enquiries
When students have enquiries which extend beyond our standard course information, we provide assistance to the best of our knowledge. This may include referring students to other support organisations.

Student Wellbeing and Support

FLC endeavour to provide creative teaching responses and holistic support that incorporates individual student needs to maximise learning opportunities. Student wellbeing and support plays a vital role in student learning and education at Foundation Learning Centre.

As part of the Wellbeing process, student needs are assessed both during enrolment and in the first weeks of attendance. The data collected means that our Wellbeing response is tailored to the current needs of the students. Our Wellbeing team are highly qualified in the field and work proactively to build resilience with our cohort. This is done through classroom Wellbeing sessions delivered by Wellbeing staff weekly to address wellbeing trends and life skills.

This coupled with one on one interventions when required, and referral to our external provider of Telehealth mental health sessions, ensures that the students are supported in ways that will allow them to engage in education and achieve success.

Students are able to access Wellbeing via email or contacting the Wellbeing phone in order to schedule appropriate appointment times.

Educational Support
The particular requirements of individual students are taken into account by trainers and assessors wherever possible.

Students are treated with respect and dignity through:

- Courteous behaviour towards students
- Recognition of students' particular needs and circumstance including taking account of their beliefs, ethnic background, cultural and religious practices etc.
- Explaining reasons for retaining information about students and assuring them of the confidentiality of information.
- Organising and monitoring equitable access to, and participation in, activities.
- Referring students who need specialised assistance, not provided at Foundation Learning Centre, to external organisations appropriate to their needs.

Foundation Learning Centre further undertakes to provide:

- Qualified, experienced and committed educational and training personnel.

- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people.
- A supportive and stimulating learning environment where students may pursue their educational and training goals.
- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs. A referral system for students who have additional language, literacy or numeracy needs.
- A learning environment where students are informed of assessment procedures and results.
- A clear and concise assessment dispute procedure which:
    - Keeps the aggrieved student informed of what is happening
    - Protects the confidentiality of both students and staff
    - A guarantee of privacy concerning records or documents containing personal or sensitive information.

Further Education and Pathway Guidance

All students have access to career pathway and guidance, this can be provided by FLC's Career Development, your educator or Department Head, students can access career pathway links

- https://myfuture.edu.au/
- https://joboutlook.gov.au/careerquiz

Foundation College students attend an in-depth interview or group session about careers and career development. Follow up sessions are available. The interview or group session is conducted by the during the course. It will help participants to explore a range of options, to relate information to their own needs and circumstances and to make decisions about their career.

There are four key steps in this process:

- Building self-awareness
- Increasing awareness of the workplace and industry
- Managing decision making
- Managing work transitions

Students attending other courses should speak with their educator if they would like assistance with career guidance.

How will I manage my study?

This is a very individual question. As an individual you will need to;

- Choose a realistic study load.
- Use the support of family and friends.
- Have a study timetable and a suitable place to study.
- Read all the written resources and materials that are given to you for the subject.

- Read any information provided to you by Foundation Learning Centre so that you are well informed of any information, processes and changes which may impact on you, it is your responsibility to take note of any information sent.
- It is a good idea to have a folder, which contains enrolment forms, receipts and any other general information relating to your course.
- If a practical placement is part of your course, organise a folder in which you can keep any related information and assessments.
- Ask for help whenever you think you need it.

Student References

- Educators are under no obligation to provide students with a reference when applying for employment. Do not assume a reference will always be given.
- If an Educator chooses to give a reference, it will relate to enrolment, course program, attendance, punctuality, contribution in class and reliability.
- Educators will not give personal references for students.

EXTERNAL SERVICES

A range of Support Services Information can be found on our website;
https://www.foundation.vic.edu.au/resources/

Ask Izzy https://askizzy.org.au/
Ask Izzy is a mobile website that connects people in need with housing, a meal, money help, health and wellbeing services, family violence support, counselling and much more.

Beyond Blue (24/7 support) 1300 224 636 https://www.beyondblue.org.au/
Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Kids Help Line (24/7 support) 1800 551 800 https://kidshelpline.com.au/
Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged up to 25.

Lifeline (24/7 support) 13 11 14 https://www.lifeline.org.au/
Lifeline is a national service providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

STUDENT SAFETY & SECURITY

Children in classrooms
It is a policy of Foundation Learning Centre that no children are to be taken to adult education classes.

Valuables
Students are responsible for their own valuables.

Students in Private Cars
If at any time you travel in someone else's car or take someone in your car (whether staff/volunteer or fellow student) you must ensure they / you have full comprehensive insurance. Foundation Learning Centre does not have insurance to cover you in the event of an accident and does not recommend this option.

Lockdown & Evacuation Procedure
It is the responsibility of all people attending Foundation Learning Centre to be aware of the Lockdown & Evacuation Process. In the event of a threat or emergency, Foundation Learning Centre has a clear Lockdown and Evacuation procedures.

The lockdown procedure is located in every room and the evacuation procedure is clearly visible throughout all Foundation Learning Centre buildings. Foundation Learning Centre undertakes regular lockdown and evacuation drills throughout the year.

In the event of an emergency in either of the training venues -

- An alarm will be sounded.
- Stop work, do not panic.
- Walk to the nearest emergency exit in a calm and safe manner. Do not run.
- Make your way to the assembly area (displayed on Evacuation plan).
- Students will be marked off the attendance roll once at the assembly area.
- Remain there until you are dismissed by the authorised Warden.
- Student cooperation is essential at all times during any evacuation process.

Reporting of Emergencies
Report all unsafe conditions, near misses and accidents to your Educator or Administration no matter how major or minor they are. If you have any concerns or questions regarding this procedure, please ask the administration staff.

Security
To ensure the security of resources, equipment and personal items, the following should be observed:

- No students are permitted in computer rooms without permission
- Do not leave valuables or money in cars
- Take valuables with you during tea breaks and at lunchtime
- Foundation Learning Centre is not responsible for loss or theft of personal items
- Under no circumstances leave children in your car

Safety Rules
All students have a responsibility to themselves and their fellow students/staff and to Foundation Learning Centre to conduct themselves in a safe manner without risk of injury or accident.

POLICIES & PROCEDURES

A full suite of related policies, procedure and documents can be found on our website:
Foundation Learning Centre Polices

Frequently Asked Questions can be located on our website:
Foundation Learning Centre FAQs

Access, Equity, Integration and Cultural Diversity

- Students who meet entry requirements are accepted into any training or assessment process. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.
- Students with additional or special needs will be assessed to the best of our knowledge and we will determine whether we can meet these needs at Foundation Learning Centre. If we believe that we are not able to meet the learning needs of the student, a referral and /or information will be provided. If a student does not disclose information about their additional or special needs, then Foundation Learning Centre will not be able to conduct an accurate assessment and suggest appropriate course placement.
- Admission procedures are free of discrimination and all attempts will be made to identify an alternative course if a student does not meet the entry requirements of their chosen course.

Code of Educational Practice
It is the general policy of Foundation Learning Centre to provide equal training opportunities to all eligible student's regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference.

Privacy Policy – AVETMISS Reporting and Student information

FLC are required to collect some personal AVETMISS information and report this to NCVER, the personal information collected and held by Foundation Learning Centre may include;

- Name, contact addresses, telephone numbers, emergency contact persons, marital status, religion, residential status (for example; Australian citizen/Permanent resident), bank account details, financial information, Centrelink numbers or references, Medicare Number, health insurance details.
- Medical information
- Cultural and language information
- Educational information including results, assessment and any other information related to education or training

If a student chooses not to provide us with requested information, we may not be able to consider the application for training or provide the necessary and appropriate services while enrolled at Foundation Learning Centre.

Foundation Learning Centre uses student information in order to fulfill our commitment to providing excellent education and training and other services. We may disclose required information to the following;

- Your representatives (a person nominated by yourself)
- Government and other regulatory bodies according to funding agreements

Code of Conduct for Students

All duties and conduct required of you are performed within a responsible and mature manner.

- Maintain acceptable, mature behavior standards
- Allow every member the right to comment, and listen to others
- Not to personally abuse (emotionally, physically or verbally) other members, staff or users
- Abide by the philosophy, principles and aims of Foundation Learning Centre.
- Treat people equitably and fairly at all times.
- Ensure confidential knowledge, material and information remains confidential.
- Abide by the policies, practices and processes established.

Courtesy and cooperation in Foundation Learning Centre means following a few simple rules:

- Switch off your mobile telephone during class time unless otherwise agreed by your educator
- Respect others
- Low noise levels with no loud talk at any time
- The avoidance or profanity, bad-language, or swearing
- No smoking anywhere in Foundation Learning Centre, including the toilets or around the front of the building
- No alcohol or drugs (other than those prescribed by your medical practitioner) are permitted or attendance when affected by substance abuse
- No gambling

- Non-disruptive behaviors which might affect the learning or work of others
- Having respect and consideration for the views of others.
- Everyone has the right to learn and not be inhibited by another person's behaviour
- Horseplay, fighting, throwing of material or any object can lead to injury and is not permitted.
- Running is dangerous, even in an emergency.
- Suitability of attire, e.g. wearing clothing suitable for a learning environment
- Employing correct lifting methods or utilising equipment supplied for that purpose.
- Using correct hygiene procedures.
- Using a sharps container where necessary.

Also, classrooms are not the place to make any sort of sexual innuendo or demands towards other people; or to harass, stalk or otherwise cause any person any sort of concern for their safety in any way.

Any form of sexual harassment will be considered a form of misconduct that undermines the integrity of Foundation Learning Centre and will not be tolerated.

Occupational Health and Safety

Foundation Learning Centre is committed to implementing, maintaining and continuously improving Occupational Health & Safety across all areas of our organisation. The management of Foundation Learning Centre recognises that it has a responsibility to provide and maintain a safe environment for all staff, students and visitors.
Foundation Learning Centre adheres to the guidelines as set out in the Occupational Health & Safety Act 2004 (with 2010 variations).

Child Safe

Foundation Learning Centre is committed to providing a child safe environment.

- Foundation Learning Centre wants children and young people to be safe, happy and empowered. We support and respect all children and young people, as well as our staff and volunteers.
- Foundation Learning Centre is committed to the safety, participation and empowerment of all children and young people.
- Foundation Learning Centre has zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously and consistently in accordance with our organisational policies and procedures and the child safe standards.
- Foundation Learning Centre has legal and moral obligations to contact authorities when we are concerned about a child's or young person's safety, which we follow rigorously.

- Foundation Learning Centre is committed to preventing child abuse, identifying risks early, and by removing and reducing these risks.
- Foundation Learning Centre has robust recruitment practices for all staff and volunteers.
- Foundation Learning Centre is committed to regularly training and educating our staff and volunteers on child abuse risks.
- Foundation Learning Centre supports and respects all children and young people, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children and young people, the cultural safety of children and young people from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children and young people with a disability.

Child Safe in the Casey region: 9705 3939

Foundation Learning Centre has specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

Harassment and Bullying (including Cyberbullying)

The values held by Foundation Learning Centre clearly indicate that every person has the right to be treated with respect and dignity. *Foundation Learning Centre* is committed to providing a working and learning environment that is free of harassment and bullying.

Social Media and Cyber Bullying

Foundation Learning Centre does not tolerate bullying or harassment via social media.

Students are expected to treat each other with respect online. Students are expected to treat all people with respect online. Any social media related issues that are brought to our attention will be dealt with by the Head of Department.

Foundation Learning Centre welcomes any feedback from students and parents/guardians/caregivers but we ask that any negative feedback to be provided to us in a formal manner, not via social media.

Student Complaints, Appeals and Grievances

Students have the right to appeal decision or bring forward a complaint, all complaints, grievances and appeals will be dealt with in line with the Complaints & Appeals Policy. To formalise a complaint or appeal decision students are to complete a Complaints and Appeals Form and lodge to the Department Head either in hard copy or via email. A full version of this policy and procedure and the Complaints and Appeals form can be found on our website.

Complaint: Something that cannot be fixed immediately by the person receiving the complaint and will, when attended to, improve services or products.
Appeal: Is a formal request in writing to have the complaint process or an outcome or result reviewed
Grievance: A complaint that cannot be successfully resolved without the input of others to facilitate or mediate a resolution.

Foundation Learning Centre recognises that complaints, appeals and grievances do arise, but have intent to address appropriately to minimise distress to those involved and the risk to the organisation. Any concerns raised should invoke the use of FLC's Complaints, Appeals and Grievances policy to guide appropriate resolution.

Plagiarism and Cheating
Definitions and information about plagiarism and cheating are provided in the relevant Policy and the Procedure. All students should read through both of these documents. It is important for students to always reference direct quotes in their assessments. Foundation Learning Centre is committed to ensuring students understand their responsibilities in relation to plagiarism and cheating. We encourage students to seek advice from their educator or Department Head should they have any queries prior to submitting any assessments.

Use of Equipment

Students are expected to:

- Take care of equipment
- Use equipment only for the purpose for which it is designed
- Not remove equipment from the premises
- No food or drinks should be consumed near electrical equipment
- Report equipment malfunctions to your educator immediately
- Foundation Learning Centre photocopiers and internet services are to be used only when it is a requirement of your course.
- Under no circumstances must internet facilities be used to access internet sites which are violent in nature or contain sexually explicit material, or which may be deemed by others to be offensive in any way. Failure to observe these behaviour policies will result in immediate dismissal from the activity or course.

Feedback
Foundation Learning Centre encourages and welcomes feedback from all students. If you would like to make any suggestions regarding the course you are undertaking, please contact the relevant course Department Head or Team Leader on 9704 7388.

Phone: 9704 7388
E-mail: enquiries@flc.vic.edu.au
Unit 1, 4a Malcolm Court, Narre Warren Victoria 3805.

Legislation

Foundation Learning Centre is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operations as a Registered Training Organisation. Foundation Learning Centre has developed policies and procedures (which can be located on our website, or on request) to ensure that compliance is maintained in relation to relevant legislation and regulations. Foundation Learning Centre is required, under the terms of its registration as an RTO, to ensure that information is provided to all clients regarding legislation that significantly affects their participation in VET training and assessments. The following list is intended to inform clients of the types of legislation that may affect their courses as well as the method of review undertaken by this RTO.

Legislation	Method of review
Victorian Registration and Qualifications Authority VRQA guidelines *which relates to RTO operations in terms of compliance and overall operations*	www.vrqa.vic.gov.au
Training packages *which relates to RTO operations in terms of compliance and overall operations as well as the structure, teaching and assessing of courses and units on the RTO scope*	www.training.gov.au www.training.com.au
VET Industry & AQTF *which relates to RTO operations in terms of compliance and overall operations as well as the structure, teaching and assessing of courses and units on the RTO scope*	http://www.austlii.edu.au/ http://www.training.com.au/Pages/menuitem91cdbaeb7a2bc0e2cd9ae78617a62dbc.aspx
Education and Training Reform Amendment (Skills) Act 2010 *which relates to RTO operations in terms of compliance and overall operations*	http://www.austlii.edu.au/au/legis/vic/num_act/eatraa201071o2010475/
Workplace Health & Safety *which relates to the overall safety of all staff in the workplace*	http://www.worksafe.vic.gov.au/
Equal opportunities and anti discrimination *which relates to the protection of all people involved with the RTO, including staff and students, in terms of unlawful treatment*	https://www.humanrights.gov.au/our-work/employers/quick-guide-australian-discrimination-laws https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx
Privacy *which could have implications for students in terms of their information on RTO records*	http://www.legislation.vic.gov.au/

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LEARNING CENTRE

Foundation Learning Centre Inc. RTO 3977.
Student Handbook, 2025