

# 2024



# Student Handbook

## Community Programs



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Welcome to **Pines Learning**, we are a community based not-for-profit organisation.

### **Our Vision**

Pines Learning empowers people to participate socially and productively in our community. We play an important role in supporting people to realise their best hopes for the future.

### **Our Mission**

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

**This Handbook is relevant to the courses offered in the Community Programs area. All other courses are covered under a separate Learner Handbook which may have some different terms and conditions.**

### **Registered Training Organisation**

**Pines Learning Inc** (Registration No 3774) is a Registered Training Organisation delivering Nationally Accredited courses.

### **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 and wellbeing.

Our complete Child Safe Policy Statement and the Student Code of Conduct are included in the policy section of this handbook.

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.

### **Courses Offered at Pines Learning**

- Computers and Tablets
- 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
- Employment skills and social connections for people with intellectual disabilities
- Reconnect Program

### **Pines Learning Term Dates 2024**

Term 1: 29 January – 28 March

Term 2: 15 April – 23 June

Term 3: 15 July - 21 September

Term 4: 7 October -13 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.

### **Class Times & Start Dates**

Class times and dates vary depending on the course. Please refer to the Term Brochure or your enrolment receipt for details. Classes are not normally scheduled on Public Holidays or during school holidays.

## **PART A - Administrative Section**

### **Enrolment**

Enrolments can only be processed by completing an Enrolment Form with full payment of course fees prior to the commencement of classes.

Enrolments may be made online via our website or in person with cash, cheque, credit card (Mastercard/Visa) or EFTPOS or by phone with credit card.

Concession rates apply to some courses for registered unemployed, pensioners, health card holders and Senior's Card. A copy of your concession card must be provided.

Please check all times, dates and course information carefully before you enrol. Refunds will only be made in accordance with Pines Learning's Refund Policy, see Policy No. 4.

**Please note that enrolments are not transferable between Students.**

### **Children Attending Classes**

Children between 12-15 years may enrol in adult classes if the co-ordinator and trainer agree that the class is suitable and the child is accompanied by an adult.

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

Young people aged 16 years and over are welcome to enrol in any classes provided they meet the course requirements.

### **Course Discount**

A 10% discount applies when Students enrol in two or more classes per week for the whole term. The discount applies to the lesser value course and only to Community Programs courses. This discount does not apply to short courses, workshops, and subsidised courses.

### **Course Materials**

Some courses require Students to purchase textbooks, manuals or other materials. Details will be in the brochure, on the website or advised by your Trainer at the commencement of your course.

### **Complaints and Appeals**

Students have the right to lodge a complaint or appeal a complaint outcome. For further details see **Policy 29 – Complaints & Appeals Policy for Students**, provided on our website.

### **Childcare**

Onsite childcare is available to Students. For further details contact the Childcare Manager on 0466 525 157 or 8488 7288. **Bookings are essential**

### **Make Up Sessions for Missed Classes**

If a student is unable to attend a class of the course that they are enrolled in, they may attend another class of the same type (Yoga=Yoga, SPSY=SPSY) or similar during the term. Students are only entitled to have two (2) "make-up" classes per term within the same term.

A makeup class is only possible if there is a vacancy in the class.

If a particular class is only offered once a week, Students may be able to attend another class, subject to approval by the coordinator.

Students are required to:

- a) Contact reception with their preferred make up class time
- b) Reception will advise the student if the class has a vacancy and if they can attend
- c) **Students are asked not to make arrangements with Trainers.**

Under exceptional circumstances, to prioritise the safety of students and trainers, the Community Programs Coordinator may pause make up classes in order to minimise the movement of students between classes. Make up classes will be immediately reinstated when the Program Coordinator deems it safe to do so.

### **Disclaimer**

Prior to undertaking classes, participants should consult their health care professional if they have a pre-existing illness or injury that could affect their participation in class. All care will be taken by Pines Learning to ensure participants safety. Pines Learning (or any of its staff paid or unpaid) will not be liable, to the maximum extent permitted by law, for any direct, indirect, resulting or consequential loss, cost, expense, damage or injury to a student or their property.

### **Health and Safety**

All students in exercise classes must wear suitable footwear. Please refer to the poster displayed in Activity Room or check with Reception.

The Occupational Health and Safety Policy is on our website.

### **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.

Companion Card holders and support workers are encouraged to attend where appropriate with Students. Please inform Reception and sign the Visitor's Book.

### **Student Code of Conduct**

Students must adhere to the Student Code of Conduct.

Also see the Disciplinary Policy and Procedures for Students, the Equal Opportunity Policy and the Complaints and Appeals Policy and Procedure.

### **Privacy Policy**

Pines Learning respects your right to privacy. Information is collected for the purpose of 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. Pines Learning's Policy 35 - Privacy and Confidentiality Policy.

**Refund Policy**

Please refer to Policy 4 – Refund of Fees.

**Course Evaluation**

At the end of each course, you will be asked to complete an Evaluation Form. We value your opinion and would like to find out whether the class/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.

**Photocopying & Printing**

Students are welcome to use our printing & photocopying facilities for course work. The cost of printing & photocopying is 20¢ per page. The Copyright and Intellectual Property 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.

A number of Buses are available for transport to The Pines. The Bus Stop is located at the front of the Pines Shopping Centre (Reynolds Road).

## STAFF AT PINES LEARNING 2024

General Manager	Sally Brennan
Adult Learning Executive Manager	Lisa Devlin
Finance Manager	Terri Williams
Childcare Manager	Rupal Chandra
VET Manager	Aarthi Prakash
Employment and Pathways Coordinator	Jenny Carson
Community Programs Coordinator	Libby Payne
EAL Coordinator	Sandie Forbes
Adult Learning Support Officer	Bronwyn Clarke
Reconnect Senior Caseworker	Melanie Povey
Reconnect Caseworker	Shenae Costigan
Reconnect Caseworker	Ange Mansson
Information Management Officer	Silvana Cassar
Administration & Information Management Support	Sandra Toal
Administration Assistant	Bernie Holland
Administration Assistant	Janice Killiny
Administration Assistant	Sandra Savoia
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) (Casual)	Michelle Hughes (Casual)

**Policies & Procedures**

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