

Management of Student Records

This policy covers all training function activities and documents associated with the AQTF standards for RTO's.

Managing Diversity

BNH is committed to meeting the needs of participants irrespective of age, gender, ethnicity, disability or religion.

Agency workers need to discuss their client's needs with the Co-ordinator prior to enrolling in a class. *Please note personal care is not available through the House and must be provided by referring agencies.*

OHS

BNH aims to ensure the provision of a safe environment and ensure programs operate within legislative guidelines.

Privacy

BNH is committed to protecting the privacy of all personal information. This policy outlines the use and disclosure of personal information as well as participants rights to access personal information held by BNH.

Standards of Behaviour (House Users)

BNH believes that all members of the community have the right to a safe and secure environment and positive interaction with others.

Student Complaints

Brunswick Neighbourhood House has formal policies to deal with student academic or general grievances. If you have any issues and concerns about your course we encourage you to discuss it with your tutor or the AEP Coordinator first.

Brunswick Neighbourhood House

STUDENT HANDBOOK

43A De Carle Street, Brunswick, VIC 3056
Phone: (03) 9386 9418

18 Garden Street, Brunswick, VIC 3056
Phone: (03) 9387 9901

Email: info@bnhc.vic.edu.au
Website: bnhc.vic.edu.au

A. BNH GENERAL INFORMATION

Mission Statement

Brunswick Neighbourhood House is a community based organisation committed to building a stronger local community by providing community education, training, recreational activities, community support and services for all community members.

Vision

Our vision is to bring all people in our community to the Brunswick Neighbourhood House in order to build community spirit and pride. We will strive to respond to the needs of the community through encouraging members to participate in house activities and help develop new opportunities to benefit the community as a whole.

Aims

The Brunswick Neighbourhood House aims to:

Play a significant role in linking the Brunswick community by providing programs, training and activities for all community

members

Offer people a link to the community, to increase community participation, to encourage social interaction and build a connection to their local municipality.

Increase people's skills to improve their lives and environment

Provide an accessible and quality community education service to adults, particularly those from diverse social, cultural and economic backgrounds

Provide a range of social and recreational opportunities to members of disadvantaged groups to help them overcome social isolation.

Provide quality childcare and children's programmes, thus making activities and participation accessible to members of the community

Participate in partnerships and networks with other relevant organisations to increase understanding of community needs.

Advocate for the needs of our community and the neighbourhood house sector.

Our work is guided by the following principles:

- Empowering people experiencing disadvantage.
- Enhancing community participation in our organisation.
- Demonstrating Community Leadership.
- Fostering environmentally sustainable outcomes.
- Using technology innovatively.
- Working within a community development framework.
- Fostering volunteering opportunities.
- Evidence based decision making.

Governance

Brunswick Neighbourhood House Cooperative Limited (BNH) is comprised of five (5) Board Directors of which one is the Manager of the Brunswick Neighbourhood House.

The day to day operations and management of the house is comprised of a Manager, Organisational Development Officer,

please ask at the office if you need help accessing information.

Assistance with the development of Pathways

If you would like help in developing pathways into work or further study please talk to the AEP Co-ordinator.

D. BNH POLICIES

The following is a list of BNH policies which directly affect students. If you would like to view the details of the full policies please speak to a staff member.

Access

BNH aims to maximize potential and success for each participant and ensure access to programs is equitable.

Code of Ethics

BNH is guided by a Code of Ethics which aims to ensure all participants are dealt with in a sensitive manner.

Course Fees

This policy details how Brunswick Neighbourhood House sets and administers course fees for its educational and recreational programs and activities. It also covers details of concessions, consideration for hardship and refunds.

Credit Transfer and Recognition of Prior Learning

BNH aims to give students maximum advantage from previous studies and experience so that progress in their current studies is expedited.

Issuing of Certificates

This policy details how Certificates, Statements of Attainment and Statements of Participation will be issued.

C. STUDENT RESOURCES/SUPPORT

BNH provide the following student resources/support:

Childcare

Our occasional child care service at 18 Garden Street is a licensed children service. This service provides care for children 3 months to 5 years of age

Operating Hours:

Morning sessions Monday – Friday 9:30am -12:30pm

Afternoon sessions Monday – Thursday 1:00- 4:00pm

Fees for the term must be paid in advance. Speak to our office staff regarding childcare fees

Parking

Some all day parking is available in the surrounding streets. Please check for any restricted parking.

Facilities and Equipment:

Brunswick Neighbourhood House has a number of student facilities. Please speak to a staff member if you wish to access the following services

Computers and Printers

Photocopier

Internet access

Special Needs

BNH offers a supportive environment for students in order to participate in our courses. Please talk to the AEP Co-ordinator if you have any specific support needs.

General Information and Referral

We have lots of information available on a variety of issues

Adult Education Program (AEP) Co-ordinator and the Community Development Worker

The governance, management and operations of BNH are guided by a range of official documents including;

- Our Constitution
- Policies and Procedures

which have been developed with reference to relevant Federal, State and Local Government legislation and regulations as well as house members and users feedback.

B. GENERAL STUDENT INFORMATION

Welcome to Brunswick Neighbourhood House. We hope you enjoy the class you are enrolled in.

Hours/Days of Operation

18 Garden Street, Brunswick

Monday –Friday 9:00am – 4:00pm

Ph. 93879901

43a De Carle Street, Brunswick

Monday – Friday 9:00am-5:00pm

Ph. 93869418

Course Information

Brunswick Neighbourhood House offers a range of courses from English and Learning, Computers, Finance, Employment Support, Art and Craft, Music and Dance, Health and Fitness and Special Needs programs.

We offer accredited (nationally recognized), pre-accredited (A Frame) and recreational classes.

Accredited courses may have some pre-requisites which will be outlined at the time of enrolment. Students in accredited courses are formally assessed and receive nationally recognised Certificates or Statements of Attainment for all units successfully completed.

Being assessed means you will be given tasks to complete during the class that will demonstrate that you have achieved the learning outcomes for each part of your course. On completion of any assessment or task your teacher will provide you with results and feedback.

All training packages and Australian Qualification Framework (AQF) accredited qualifications are recognised across Australia. BNH will recognise all accredited qualifications and Statements of Attainment awarded by another Australian Registered Training Organisation (RTO). If you feel that you may be eligible for exemption from some units/modules of your course please speak to the AEP Co-ordinator about our *Recognition of Current Competencies/Credit Transfer* application process.

You may also apply for *Recognition of Prior Learning* where skills and competencies you may have developed through your workplace or other life experiences can be documented and formally recognised.

Pre-accredited ACFE funded courses follow the A-Frame structure and are designed to pathway into relevant accredited courses. A Certificate of Participation can be issued on request for students who have attended for 80% of the course time. For further information regarding the A Frame contact the AEP Coordinator.

Enrolment/Re-enrolment Procedures:

All new students or those enrolling in an additional new course need to fill in an enrolment form and make payment as detailed below.

If you are a new student enrolling in an English & Learning class you will need to meet with the AEP Co-ordinator to determine which class best suits your needs.

Payment:

Students must pay a minimum deposit of \$50 to secure their space with full payment required by the commencement of their first class unless payment by instalments is agreed to by Brunswick Neighbourhood House staff at the time of enrolment. Part payment may be offered to a maximum of 3 instalments with the 1st instalment due by 1st day of class. A minimum of \$50 instalments is required.

Concession fees are available for most courses. Applicants are required to produce a current Pension, Veterans Gold or Health Care card as proof of entitlement and staff will record the number in the enrolment form. BNH does not give concession prices for student cards or senior cards.

Applications for exemption of fees in extreme hardship cases will be considered at a Staff Meeting. Cases that require urgent attention will be decided by the Manager. Application forms are available from the Brunswick Neighbourhood House.

Withdrawing from or Changing a Course

This may be arranged after talking to the AEP Co-ordinator. Please fill in a change of course or withdrawal form available from the Office.
