



Adult Education Client Information Handbook 2023



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Welcome and Contacts

Introduction

Welcome to Cheltenham Community Centre.

Established in Cheltenham in 1986, Cheltenham Community Centre (CCC) provides training and assessment to international and domestic clients living across the local community.

Training programs are tailored to meet specific industry requirements and are based on national guidelines.

Our principal purpose is to provide high quality training and assessment to satisfy our clients' requirements. Our training courses are nationally recognised by the Australian Qualifications Framework and accredited to meet vocational and educational standards.

We draw on our established relationships with other providers and stakeholders to ensure our courses are appropriate and validated to the demands of industry, whilst consistently meeting our client's expectations. Quality is maintained by compliance with the National Vocational Education and Training (VET) Regulators Standards for Registered Training Organisations and through our continuous improvement system and annual internal audits.

As a registered Training Organisation, CCC complies with the *Standards for Registered Training Organisations 2015*. These Standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications.

RTOs are required to comply with these Standards and with the National Vocational Education and Training Regulator Act 2011 or equivalent legislation covering VET regulation in a non-referring State as the case requires and the VET Quality Framework.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all clients should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

All trainers have the required training qualification as a minimum, as well as relevant industry qualifications and experience. Our trainers are professional, friendly, supportive and dynamic individuals who specialise in adult learning methods.

Our aim is to make all our students as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all clients receive the in-depth learning and timely support they deserve.

The purpose of this Client Information Handbook is to introduce you to the services available to students at Cheltenham Community Centre.

Staff Contacts

Function	Staff
CEO/Centre Manager	Arna O'Connell email: manager@chelt.com.au
Assistant Manager	Kim Wareham email: kimw@chelt.com.au
Adult Education Coordinator and Student Services	Sara Ganderton-Spencer email: sarag@chelt.com.au
Compliance Officer	Sara Ganderton-Spencer email: sarag@chelt.com.au
Customer Service	Bahar Beheshti email: admin@chelt.com.au
Finance Manager	Rita Ying
Trainers/Assessors	<div> Sue Bond EAL 2 & 3 Miro Graystone ACFE Rachel Cohen EAL 1 Sally Potter ACFE Wendy Bridges Course in EAL Petal Goodman ACFE Petra Proctor ACFE Kate Ali ACFE Kirstie Reynolds ACFE Wendy Naik ACFE Maria Morabito ACFE </div>

All staff can be contacted through the centre on 03 9583 0095.

Staff can also be contacted through reception at 8 Chesterville Road, Cheltenham.

Staff can be contacted during teaching times.

Training does not last more than 6 hours in any one day.

Our trainers are sessional, and generally not on site if not scheduled to teach.

Attendance Policy

80% Attendance is expected from all students attending EAL and Adult literacy programs.

Pre Enrolment

Credit Transfer (CT)

Cheltenham Community Centre recognises qualifications and statements of attainment issued by other Registered Training Organisations (RTOs). Candidates who have successfully completed whole units of competency contained within one of our courses with another RTO can apply for credit transfer.

Clients may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/statements of attainment to the Adult Education Coordinator. The CT application form and further information on this process are available on request from the Adult Education Coordinator.

**Please note that CT applications can only be considered for whole units of competency/ accredited units.*

Funding

Funding options may be available dependent on the course undertaken and concession eligibility. Your eligibility for funding will be assessed by the Adult Education Coordinator at the time of interview. For full course and eligibility details, payment methods and refunds see appendix 1

Learning Style

To ensure clients are placed in a course taught with an appropriate delivery and assessment strategy we review clients' preferred learning style/s. This process facilitates learning and achievement.

Surveys

As part of our continuous improvement strategy, students will be surveyed each term for satisfaction of the course being studied.

Students enrolled in training at Cheltenham Community Centre may be contacted by the government department or its agents to participate in a survey of our performance and/or training received. We thank you for your cooperation and participation should you be contacted.

Enrolment Process

To apply for a course please follow the steps outlined below:

- Contact Cheltenham Community Centre on 9583 0095 to make an appointment with Sara, the Adult Education Coordinator.
- Attend interview (Allow up to an hour).
- Discuss your learning needs with the coordinator
 - Read this information handbook (also available on our website)
 - Seek clarification on any area relating to your course and enrolment

- Complete a Pre-training assessment.
- If appropriate, complete any funding eligibility form/s
- Complete the Enrolment Form
- Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions
- Return the enrolment form to the Adult Education Coordinator at interview or post to Cheltenham Community Centre, 8 Chesterville Road, Cheltenham, VIC, 3192.
- Your application will be assessed and you will be notified of the outcome at the interview or within 5 working days
- If successful, you will receive confirmation of the course start time and date.

Language Literacy and Numeracy

To ensure that we are placing clients in the appropriate course and cater for their individual learning needs we assess language, literacy and numeracy (LLN) skills at interview in accordance with regulatory guidelines.

At Cheltenham Community Centre, within our capabilities, our delivery and assessment methods can be adjusted to accommodate clients with LLN needs. Where clients learning needs are outside our capabilities, we can refer you to other agencies who can assist.

All delivery, assessment and instruction is carried out in English. There may be the opportunity available to you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require. Talk to your tutor about help you may require.

Some examples of the type of support that we can offer include:

- *Larger print/different font handouts*
- *Literacy* - Providing examples and models of completed tasks.
- *Language* - Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- *Numeracy* - Providing clients with calculators.

Access and Equity

Cheltenham Community Centre staff treat all clients fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. Cheltenham Community Centre provides access and equity to candidates with special learning needs.

Cheltenham Community Centre trainers take special needs into consideration from the planning stage onwards and adopt delivery and assessment methods as appropriate.

Training and Assessment

Training Guarantee

Cheltenham Community Centre will take all reasonable steps to ensure we provide a course to a client/s once it has been confirmed. In the unlikely event of CCC being unable to fulfil its commitment to provide a course at the agreed date CCC will offer the client a refund or re-schedule the course. CCC takes a collaborative approach with clients and provides support to facilitate the successful completion of their course within agreed timeframes.

CCC implements an effective process to ensure that it delivers the current AQF Training Package and accredited courses. This ensures that any new training package and accredited

courses will be implemented within 12 months of their introduction, and that clients are fully informed of the process and subsequent arrangements.

Client Orientation

Orientation is conducted before the commencement of training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the client and CCC during the course. It is also an opportunity for clients to ask any further questions.

Training Process

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF Training Package or accredited unit guide. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF Training Package Unit of Competency / Accredited Unit Guide.

CCC only offers part time mode for all courses. Please refer to course information pages and EAL delivery matrix for further details.

All clients complete an Individual Learner Plan at the beginning of their course and a review at the end.

Delivery and learning methodologies are tailored for each course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our campus and will involve a mixture of classroom and other simulated environments to develop competency. Remote delivery (if necessary due to Covid restrictions) will take place via Zoom, texts, emails, phone calls, post, to meet student's needs.

Training Plans

All students in accredited training are provided with a Training Plan that outlines the course structure, scheduled hours, delivery, assessment and monitoring details. This document is an aid to assist clients' studies so that they may facilitate the successful completion of their course.

Assessment

Client performance is assessed in accordance with the guidelines outlined in the relevant AQF Training Package Unit of Competence. This may be in the form of answering questions in writing, verbally or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the clients' submission will be marked S – satisfactory or N – Not satisfactory.

Clients are normally given two attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (not yet competent - NYC) they will discuss with the teacher and Adult Education Coordinator the necessity to undertake the training again.

Support Services

Course Progress

CCC monitors clients' course progress and helps if the client is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate support services is provided to assist clients to successfully complete their course within the scheduled duration. CCC may refer clients to external sources if they are unable to sufficiently provide support for clients learning needs. CCC takes all reasonable and feasible steps to assist clients so they can successfully complete their course within the course schedule

Academic Support (including language, literacy and numeracy, digital)

Clients who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or the Adult Education Coordinator. Our trainers can provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

Welfare Support

We understand that our clients sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact on successful course completion. Our relationship with professional welfare services ensure that our clients are provided with access to services if required. Clients who are experiencing issues that are impacting their studies are encouraged to contact their trainer or the Adult Education Coordinator.

Student Library and Computer Services

CCC has a range of books (grammar, vocabulary, writing, reading etc) for clients to borrow. Computers may be available to students during school hours. Ask your trainer or the Adult Education Coordinator for more details.

Social Program

The EAL and Literacy excursion program "Lets Meet Up" is extremely popular. Some of our previous activities have included trips to cinemas, museums, art galleries and places of interest within Victoria. Such trips are invaluable in building friendships and connections between clients and the wider community. Your tutor and student notice board will notify you of events.

Administration Services

We offer photocopying and laminating services for a small charge.

Career and Further Study Counselling

Career and further counselling advice are provided to clients. Contact the Adult Education Coordinator for further details.

Childcare Facilities

CCC offers a range of children's programs during daytime classes. Reduced fees are offered to clients attending classes. AMEP students may be eligible for free childcare this will be discussed at interview. Places are subject to availability.

Client Feedback

To ensure we continually improve our training services and facilities CCC encourages clients to give us feedback in an informal or formal way. Please approach any member of staff with

informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

Certificates/Statements of Attainment

Clients who successfully complete all units within a full qualification will be awarded a certificate and a testamur of units studied.

Clients who successfully complete one or more unit/s of competency/accredited units, but not all units, will be awarded a statement of attainment and testamur of units completed.

Course information

Course information can be found later in this handbook. This includes information on content, length, mode of study, entry requirements and pathway information.

Communication with Clients

We have multiple ways of communicating with clients.

- Emails
- Mobile phone calls
- Zoom
- texts
- Whats App
- Student notice board in classrooms and Pine Street Hall foyer
- Via tutors (a note will be placed in the class roll for the tutor to pass on to the student)
- Face to Face
- Letter to be handed to student in person or posted
- CCC newsletter
- TV screen in Main foyer
- Leaflets/flyers on customer service desk
- Website
- Student handbook
- Social Media (Instagram, Facebook)

Please ensure to let us know if your details change, so we can continue to contact you.

Centre Values and Behaviour

CCC practices are directed by our centre values. These values guide us to ensure we consistently provide a high-quality service to all stakeholders and that we act in a manner that respects their rights.

Access and Equity

CCC ensures that:

- All clients and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- CCC employ a systematic, fair and equitable approach to enrolling clients
- All training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
- All staff are aware that there are responsibilities with respect to equity and access, they are culturally aware and sensitive to differing norms, beliefs and values
- Staff activities are evaluated for continuous improvement purposes
- Systems are employed to receive feedback on the application of this policy
- Staff and clients are always required to comply with access and equity requirements.

Management

CCC ensures that:

- The provision of high-quality training and assessment is its principal purpose
- All decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment are consistently provided
- We adopt appropriate governance arrangements to guide the implementation of our strategic and business plans
- Suitably qualified staff contribute to informed decision making in management, academic and support services and all staff are aware of their responsibilities to CCC and the clientele
- It employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- A safe learning environment is provided both on and off site to facilitate client learning
- It maintains appropriate insurances
- It will inform the regulators and funding bodies of any significant changes to the control, senior management and scope of CCC.
- It provides the regulators and funding bodies with the required data in soft and hard copy when requested (free of charge)
- It will fully cooperate with all regulators and funding bodies during audits
- Courses delivered are current and in accordance with Training Package requirements
- It will implement new Training Packages/accredited courses within 12 months of their introduction
- It communicates all appropriate information relating to academic and support services to clients in a timely manner.

Staff

CCC ensures that training and assessment staff:

- Possess appropriate vocational qualifications and relevant current vocational experience for the course/s they deliver
- Possess a Certificate IV in Workplace Training and Assessment (TAE40116) or equivalent as a minimum teaching qualification
- Engage in professional development activities relevant to their teaching and industry.
- Follow CCC policies and procedures when training and assessing
- Treat all clients in a fair and equitable and non-discriminatory manner
- Are fully informed of their roles and responsibilities.

Administration Management

CCC ensures that:

- AVETMISS and academic records are stored for a period of 30 years

- All records relating to the delivery of training to funded clients are stored for a period of 7 years
- Personal records are treated as confidential when stored on or off site
- It maintains appropriate systems to record and store client details relating to attainment, attendance AVETMISS details and related correspondence
- It adopts an AVETMISS compliant client management system
- Staff and clients can access their own records at no cost.
- Certificates are awarded to clients who successfully complete courses
- Statements of Attainment are awarded to clients who successfully complete one or more units of a course.
- Statements of Attainment and Certificates are provided in a timely manner
- Statements of Attainment and Certificates contain the required information
- It employs unique student identifiers (USIs) where required
- It utilises systems as directed by funding and regulatory bodies.
- Statistical reports and claims are processed in compliance with regulatory and funding body guidelines.

Training and Assessment

CCC ensures that:

- All learning and assessment materials are their own, or permission has been obtained from publishers for use
- Courses are delivered in accordance with AQF Training Package requirements or those prescribed for non-accredited courses.
- Learning and assessment strategies are employed for each course in accordance with regulatory requirements and are systematically validated internally and externally
- All course learning and assessment material is systematically validated internally and externally
- Suitable learning and support resources are employed to guide staff and clients
- The opportunity for credit transfer is provided to clients
- All accredited courses provided are in accordance with the current CCC scope of registration
- Appropriate academic and personal support services are provided to clients
- Language, literacy and numeracy needs are assessed and accommodated where appropriate
- Course delivery is no longer than 6 hours per day
- Training occurs between 9.00am and 3.30pm
- Course and CCC information are provided to client's pre-enrolment and at orientation
- Appropriate learning and assessment facilities are provided to facilitate achievement
- Learning and assessment facilities comply with appropriate legislation
- Agreements and Training Plans are negotiated and implemented for all accredited students.

Marketing and Enrolment

CCC ensures that it:

- Provides appropriate pre-enrolment information to clients to enable them to make an informed choice of course
- Does not intentionally provide false or misleading information about CCC or its courses
- Performs marketing activities with integrity and accuracy
- Identifies all AQF accredited and non-accredited courses in all its materials
- Identifies CCC name and RTO number on all its materials
- Only places clients in courses appropriate to their needs
- Assesses applications for funded applications in compliance with funding body guidelines

- Systematically reviews its marketing materials to ensure currency and accuracy
- Employs a systematic, fair and equitable approach to enrolling clients
- Provides funding body information when promoting courses to potential funded students.

Client Support Services

CCC ensures that all clients will be supplied information pre-enrolment on the following:

- Course information
- Enrolment process/requirements
- Course fees (if applicable)
- Assessment arrangements
- Recognition of prior learning/credit transfer
- Qualifications issued
- Academic support
- Personal support
- Literacy and numeracy requirements
- Staff contacts
- Facilities and equipment
- Course withdrawal/cancellation fees and terms
- Complaints and appeals policy and procedure.

In addition, clients will be provided access to appropriate academic/pathway and personal support services during their course.

Client Code of Conduct

All clients have the right to:

- Be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- Learn in an environment free from intimidation and interference from others
- Access all services and facilities as identified in pre-enrolment information
- Suitably qualified and experienced trainers
- Seek academic advice and support from their trainers
- Learn in a safe and clean environment that facilitates achievement
- Access the Complaints and Appeals policy to resolve disputes/complaints.

All clients are expected to:

- **Attend at least 80% of all scheduled classes**
- Approach learning and assessment activities in an ethical manner
- Not engage in cheating or plagiarism
- Submit work when required.
- Meet the terms of enrolment
- Pay all tuition and other fees when requested (if applicable).
- Attend all classes
- Participate in course learning and assessment activities
- Follow all instructions during learning and assessment activities
- Treat other clients and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.

Attendance

CCC staff record client attendance at each session and this will be recorded in accordance with RTO policy and procedure. Clients must attend all scheduled classes at the times indicated if they have enrolled for face to face training. CCC recognises that sometimes clients may be unable to attend due to unforeseen circumstances. If for any reason a client is

unable to attend all or part of a planned session, they are to contact the Adult Education Coordinator on (03) 9583 0095.

CCC will monitor clients' attendance and provide appropriate support to facilitate successful completion within the scheduled period.

CCC strongly encourages students to attend all scheduled sessions to obtain maximum gain from the classes. A minimum attendance of 80% of all scheduled classes is expected. If attendance falls below this level, the client may not be able to complete the course of study.

Participation

Funded clients are required to participate in scheduled learning and assessment activities as indicated in their Training Plan. CCC staff record client participation and this is processed in accordance with CCC policy and procedure. CCC recognises that sometimes clients may be unable to participate due to unforeseen circumstances. If for any reason a client is unable to participate in a planned learning and assessment, they are to contact their trainer.

The funding body may require evidence of participation to verify learning and assessment activities have taken place to fund a client's studies.

General Information

Support Service – Located Close to CCC

No recommendation or endorsement of their services is being offered or provided by CCC. The list is provided in assistance only due to their close proximity to CCC in case of need.

Fire, ambulance and police emergency	Phone 000 to report any emergencies Nearest emergency hospital service: Sandringham Hospital 193 Bluff Road, Sandringham
Translating and interpreting service	See Adult Education Coordinator
Doctor	Southland Medical Clinic (03) 9584 8488
Dentist	3/12 Jamieson Street, Cheltenham Phone: (03) 9583 0722
Counsellors	Southway Counselling Services Phone (03) 9584 8499 Address: 2 - 12 Chesterville Road, Cheltenham, Victoria, 3192 Email: sccc1@tpg.com.au
Legal assistance	Law RTO of Victoria 470 Bourke St, Melbourne, VIC 3000 Hotline: (03) 9602 5000 Victorian Legal Aid Phone (03) 9269 0120
Academic Support Access to records Adult Education Coordinator Training staff	Cheltenham Community Centre Phone (03) 9583 0095

Occupational Health and Safety

CCC conducts regular health and safety reviews covering all CCC operations to ensure our facilities, equipment, materials and practices comply with OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard or risk.

Clients must also act in a manner that safeguards their own health and safety and that of their fellow classmates. When CCC staff are providing OHS information it is important that this is understood, and instructions followed. If a client spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following website:

[Occupational health and safety - your legal duties - WorkSafe Victoria](#)

Client Safety

At CCC, we are committed to providing a safe, secure and supportive environment for our clients. Security and personal safety are an important issue for all and relies on us working together. When you are out and about it is important to be alert and aware of your personal safety.

When attending CCC:

- CCC will always be staffed during classes. Please contact the nearest member of staff if you:
 - Feel threatened or unsafe at any time
 - Have concerns about someone else's behaviour
 - Are worried about someone harming themselves or someone else
 - Receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour.

For further information on public safety and advice on how to make your time at CCC as enjoyable and safe as possible please refer to Victorian Police Community safety website:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109

In an emergency you can contact the Police, Fire Brigade or Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information, or need to report a non-urgent matter, like lost property, you should go to or call your local Police Station, or Police Assistance line 131 444

Privacy

CCC will treat all client personal information confidentially and will not disclose any details to a third party without the client's prior written consent. For further information on how client personal information is managed by CCC, please read the information collection statement on our website

www.chelt.com.au

****Except where required to provide details under its commitment to the regulatory or funding body, or by law.**

Access to Records

Clients may access their personal records free of charge at any time by contacting the Adult Education Coordinator on (03) 9583 0095 or through reception. The Adult Education Coordinator will arrange an appointment within five working days to view the records and ask the client to bring confirmation of identity. A driver's licence is our preference.

Academic Misconduct

Clients are required to adhere to the CCC Code of Conduct. If a client is found to have acted in a way that CCC deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct clients are expected to approach learning and assessment activities in an ethical manner. At CCC our clients almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each word are. The following information is intended to provide guidance.

Cheating and Plagiarism

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments.

Cheating in any form during assessments will result in the client's assessment submission being invalidated.

Plagiarism is the wrongful close imitation, or copying and publication, of another person's language, thoughts, ideas, or expressions and the representation of them as one's own work. This includes copying all or pieces of another client's work and representing it as your own. Plagiarism will also lead to the client's submission being invalidated.

If clients are including other people's work in submissions, for example, passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to:

<http://www.plagiarism.org/>.

Submitting plagiarised work during assessments will result in the client's assessment submission being invalidated. Cheating and or plagiarism during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the client being removed from the course. No refund is available to the client in such circumstances.

All clients have access to the Code of Conduct and Academic Misconduct Policy and Procedure. The Code of Conduct is printed in this handbook and a copy of the Academic Misconduct Policy and Procedure is available on request by contacting the Adult Education Coordinator at any time.

Complaints and Appeals

If clients have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another CCC staff member. CCC staff will attempt to resolve this in an informal manner to the client's satisfaction.

If the client is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the Formal Complaints and Appeals Form found on the CCC website. This will be dealt with in accordance with the Complaints and Appeals Policy, (Appendix 2) also located on the website.

Clients have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the Complaints and Appeals Form located on the website. The appeal will be dealt with in accordance with the Complaints and Appeals Policy and Procedure (Appendix 2) also located on the website.

If submitting a formal Complaint or Appeal Form, clients must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the client is still dissatisfied with the outcome of an internal appeal, they have the right to the External Complaints or Appeals Process.

An external party to CCC will review the case to identify if CCC has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal. Clients also have the right to appeal to VRQA see

<https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

Clients have the right to seek advice from and be represented by external parties at any time during the Complaints and Appeals Process. The cost of this will be borne by the client.

If you require further information or clarification of the content in this handbook you may contact:

Adult Education Coordinator
Cheltenham Community Centre
8 Chesterville Road
Cheltenham, Vic 3192

Tel: 9583 0095

Email: esl@chelt.com.au

Course Information

Cheltenham Community Centre is a Registered Training Organisation with a scope of delivery (<http://training.gov.au/Organisation/Details/6507>). All courses are delivered face-to-face in the classroom (or by mixed mode remote delivery if necessary due to Covid restrictions).

Learners will also be expected to do some independent study. Initial assessment across the four macro skills of learning, speaking, reading and writing against the Australian Core Skills Framework (ACSF) determines entry point to a particular level.

For a list of units see appendix 3

22483VIC Course in EAL

Description

This EAL course is designed for learners who have no or limited formal schooling, no literacy skills in English and who may not have literacy skills in their first language, who need to develop initial level basic English speaking, listening, reading and writing, numeracy and learning skills prior to accessing further English language education and possible employment.

Duration

This course has a nominal duration of 440 hours. The course in EAL is offered part-time (6 hours a week) over two years. Learners will also be expected to do some independent study.

Delivery Modes

Face to face in classroom or by mixed mode remote delivery (if necessary due to Covid restrictions).

Entry Requirements

Initial assessment across the four macro skills of learning, speaking, reading and writing against the ACSF determines entry point to a particular certificate level. The proficiency level for Course in EAL is ACSF NYC/PLA across all levels.

Pathway Information

Training Pathway

On successful completion of this course clients may progress onto the course 22484VIC Certificate I in EAL (Access)

Employment Pathway

Completion of 22483VIC reflects entry requirements to the next certificate level.

22484VIC Certificate I in EAL (Access)

Description

EAL I is a beginner course for learners who have just started learning English or who have minimal exposure to English. The course develops the skills for learners to satisfy their basic everyday transactional needs. The purpose of this qualification is preparation for participation in further English language study or vocational training which may include English language support or employment.



Duration

This course has a nominal duration of 385-500 hours. The Certificate I in EAL is offered part-time (6 hours a week) over two years. Learners will also be expected to do some independent study.

Delivery Modes

Face to face in classroom or by mixed mode remote delivery (if necessary due to Covid restrictions).

Entry Requirements

Initial assessment across the four macro skills of learning, speaking, reading and writing against the ACSF determines entry point to a particular certificate level. The proficiency level for Certificate I in EAL is Course in EAL/ ACSF PLB across all levels.

Pathway Information

Training Pathway

On successful completion of this course clients may progress onto the course: 22485VIC Certificate II in EAL

Employment Pathway

Completion of Certificate I reflects entry requirements to the next certificate level.

22485VIC Certificate II in EAL (Access)

Description

Certificate II is a post-beginner course which develops the skills for learners to satisfy their own simple everyday transactional and limited social needs. To enable participants to move into further English language education or vocational training or a combination of both, or employment.

Duration

This course has a nominal duration of 412-505 hours. Certificate II in EAL is offered part-time (6 hours a week) over two years. Learners will also be expected to do some independent study.

Delivery Modes

Face to face in classroom or by mixed mode remote delivery (if necessary due to Covid restrictions).

Entry Requirements

Initial assessment across the four macro skills of learning, speaking, reading and writing against the ACSF determines entry point to a particular certificate level. The proficiency level for Certificate II in EAL is Cert I in EAL/ACSF 1 across all levels.



Pathway Information

Training Pathway

On successful completion of this course clients may progress onto the course: 22486VIC Certificate III in EAL (Access)

Employment Pathway

Completion of Certificate II reflects entry requirements to the next certificate level.

22486VIC Certificate III in EAL (Access)

Description

Certificate III is an Intermediate course which develops the skills for learners to satisfy basic social needs, and the requirements of routine situations pertinent to everyday commerce and recreation and to linguistically undemanding vocational fields. Participants include those who have been out of the workforce for a period and wish to further develop English language skills and research pathway options or seek employment.

Duration

This course has a nominal duration of 410-500 hours. The Certificate III in EAL is offered part-time (6 hours a week) over two years. Learners will also be expected to do some independent study.

Delivery Modes

Face to face in classroom or by mixed mode remote delivery (if necessary due to Covid restrictions).

Entry Requirements

Initial assessment across the four macro skills of learning, speaking, reading and writing against the ACSF determines entry point to a particular certificate level. The proficiency level for Certificate III in EAL CERT II in EAL/ is ACSF 2 across all levels.

Pathway Information

Training Pathway

On successful completion of this course clients may progress onto Certificate IV in EAL. This is not currently offered at CCC.

Employment Pathway

When you finish Certificate III, you may be able to enrol in some training courses/find employment or you may need to study Certificate IV to enter other training and study options.

*** The following information relates to all CCC's accredited courses.**

Attendance

Attendance of 80% is expected from all students on EAL and Adult Literacy programs.



Note:

All courses require students to do some Self-Directed Learning (homework) in addition to the CCC class hours (See Delivery Matrix- Appendix 3)

Credit Transfer (CT)

Clients who possess appropriate qualifications may be able to reduce their study load by applying for a Credit Transfer.

(For additional information, see the Pre-Enrolment section in this handbook.)

Government Funding

CCC provides government funded courses for eligible clients. This training is provided with Victorian and Commonwealth Government funding to eligible clients.

The Adult Migrant English Program is funded by the Australian Government Department of Home Affairs.

Location

8 Chesterville Road, Cheltenham, VIC, 3192.

Course Start Dates

CCC offers course entry on a rolling basis. Students may commence at any time throughout the year.

CCC Adult Ed 2023 Term Dates

Enrolment Week

Wednesday 25th January and Friday 27th January

Term1

Monday 30th January to Thursday 6th April (10 weeks)

Term 2

Monday 24th April to Friday 23th June (9 weeks)

Term 3

Monday 10th July to Friday 15th September (10 weeks)

Term 4

Monday 2nd October to Friday 15th December (11 weeks)

Public Holidays:

NOTE: There will be NO classes on:

Monday March 13th

Labour Day (Term 1)

Tuesday 25th April

ANZAC Day (term 2)

Monday June 12th

Queen's Birthday (subject to change)

Tuesday November 7th

Melbourne Cup (Term 4)

Further Information

Contact the Adult Education Coordinator on (03) 9583 0095,

email at sarag@chelt.com.au

or refer to the following websites for further information:

www.chelt.com.au or <http://trainingsupport.skills.vic.gov.au>

Appendix 1 - Course Fees

Adult Migrant English Program eligibility

Migrants and humanitarian entrants may be eligible for free classes through the Adult Migrant English Program (AMEP). This program allows a student to study part-time at the Cheltenham Community Centre.

A student may be eligible for AMEP, if they are a permanent resident of Australia or hold an eligible temporary visa.

In addition, if their visa commencement date is after 1st October 2020, the student must meet the following time frames from the date of their visa commencement or arrival in Australia to remain eligible:

- register with an AMEP service provider within six months (or 12 months if they are under 18 years of age at the time of registration)
- commence their tuition within 12 months
- complete their tuition within five years.

A student can find out if they are eligible or to register for the program by contacting Customer Service at the Cheltenham Community Centre on 9583 0095.

Payments (If applicable)

All course fees are to be made prior to commencing a course.

Course fees can be paid by the below payment methods:

In Person

Payment can be made by Cash, Cheque or EFTPOS at our Customer Service Centre

Phone

Payment can be made by EFTPOS by phoning our Customer Service Centre on 9583 0095

Direct Bank Transfer

Payments can be transferred directly into the Cheltenham Community Centre's bank account.

Bank Account - Cheltenham Community Centre

Bank - ANZ

BSB - 013 - 483

Account No. - 2994 35526

Reference - Use Invoice No. or Surname

Cheltenham Community Centre Client Information Handbook
This is not a controlled document when printed. December 2022 V1

Authorised by: Adult Education Coordinator

Refunds

- 5.1 CCC has a fair and equitable refund policy.
- 5.2 The refund policy is made available to all clients' pre-enrolment via the client information handbook and on the enrolment form.
- 5.3 All client refund details are placed in their file.
- 5.4 If a client withdraws from a course the following terms and conditions apply:

Refund Terms and conditions

If a client withdraws from a course 5 working days or more prior to the course commencement date, a full refund will be given (less a \$25 Administration fee, which will be deducted from the refund).

No refund will be given once a course has commenced, unless the client can provide evidence (medical reasons, personal problems, personal loss). In this case a refund will be calculated on a pro rata basis.

If a course is cancelled by CCC, a full refund will be given.

- 5.5 Courses can be deferred to the next available intake where extenuating circumstances exist.
- 5.6 The refund decision will be made within 15 working days on receiving the application.
- 5.7 The refund will be made by cheque or direct deposit into a bank account.
- 5.8 Students can appeal CCC refund decisions by accessing the Complaints and Appeals policy and procedure.
- 5.9 The student agreement, and the availability of the CCC Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

Applying, processing and payment of refunds

- 5.10 All students can apply for refunds by completing the course refund/ withdrawal form.
- 5.11 Course refund/ withdrawal forms may be requested from the reception and CCC 8 Chesterville Road Cheltenham or by email from sarag@chelt.com.au
- 5.12 Students requiring assistance with completing course withdrawal/ refund forms may contact reception CCC 8 Chesterville Road Cheltenham or sarag@chelt.com.au for assistance.

- 5.13 Course refund/ withdrawal forms must be submitted along with supporting documentation to reception or CCC 8 Chesterville Road Cheltenham or sarag@chelt.com.au
- 5.14 Refund/ withdrawal request will be approved/ denied within in 15 working days of receipt.
- 5.15 Refunds are made in the same manner fees were paid. If a student paid fees through credit card, the refund amount will be credited to the credit card; and same holds for other methods of payments.
- 5.16 All students will be notified in writing of the outcome of their application along with reasons why it was declined (if appropriate).
- 5.17 Students have the right to access the CCC complaints/appeals policy if they wish to appeal CCC's decision.
- 5.18 The student agreement, and the availability of the CCC Complaints and Appeals policy, does not remove the right of the student to act under Australia's Consumer Protection Law.

Provider default - Cancellations

- 5.28 In the unlikely event that CCC is unable to deliver the course in full, students will be offered a full refund of all the course money paid to date.
- 5.29 The following circumstances may be the cause of not providing the course in full:
- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
 - If the course ceases to be provided after the course starts but before the course is completed
 - If a course is not provided fully to the student because RTO has a sanction imposed by the VRQA or DEEWR.
- 5.30 The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at CCC at no extra cost. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document indicating acceptance of the placement at CCC.

Hardship Provisions

If a student is facing financial hardship, a provision will be made for fees to be paid in instalments. Applications for financial hardship can be made to the Adult Education Co-ordinator and will be determined on a case-by-case basis.

Appendix 2 - Complaints & Appeals Policy & Procedure

Policy

- 1.1 If a client has a complaint that they wish to raise with Cheltenham Community Centre (CCC) they are encouraged to do so through the Complaints and Appeals procedure. Clients are also encouraged to appeal any CCC decision if they feel they have grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.2 Clients may lodge informal and formal complaints. Clients may also access the CCC internal and the external appeals process.
- 1.3 CCC employs a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.4 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.5 The CCC manager is responsible for implementing this policy and reviewing its effectiveness and compliance with regulatory guidelines.
- 1.6 This policy will be implemented in compliance with the requirements of AQTF Essential Conditions and Standards for Continuing Registration Standards 1.1, 2.2, 2.7, 3.2.
- 1.7 The following procedure outlines how clients will have their complaints and appeals processed.

Procedure

2 Informal process - General complaints

- 2.1 Clients are encouraged to approach any member of CCC staff and make an informal complaint about any issue relating to CCC products and services, including training.
- 2.2 Where possible staff members may utilise advice, discussions, and general mediation in relation to the issue / complaint. Staff members should try and resolve the issue informally.
- 2.3 Any staff member can be involved in this informal process to resolve issues.
- 2.4 Staff members should refer clients to the CCC manager (or delegate) if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue.
- 2.5 Staff may ask the client to come back at an arranged time if further investigation is required.
- 2.6 The outcome of the investigation should be communicated to the client within an agreed timescale.
- 2.7 If the complaint is against the CCC manager (or delegate) another member of staff should be approached to deal with the complaint.
- 2.8 Clients who are not satisfied with the outcome of the informal process should be encouraged to lodge a formal complaint.

- 2.9 All staff members should log informal complaints and outcomes in the Complaints & Appeals Register for continuous improvement purposes.

3 Formal process - General Complaints

- 3.1 The client will incur no cost to themselves during the complaints and appeals process unless they seek external representation.
- 3.2 Clients should lodge formal complaints using the Complaints & Appeals form located in appendix one of the Client information handbook and on the CCC website (with assistance from the CCC manager if required).
- 3.3 Complaints & Appeals forms are to be submitted to: CCC Manager Cheltenham Community Centre, 8 Chesterville Road Cheltenham.
- 3.4 If the complaint is against the CCC manager another member of staff should be approached and deal with the complaint. Refer to the client handbook for contact details.
- 3.5 CCC will process the complaint/ appeal within 10 working days of lodgment.
- 3.6 CCC seeks to resolve complaints to clients' satisfaction through ensuring the client has the opportunity to present their case and careful consideration of the evidence. A fair open minded approach along with negotiation and mediation is employed to achieve results.
- 3.7 The CCC manager (or delegate) will investigate the complaint and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 3.8 The CCC manager may delegate the handling of the complaint to an appropriate staff member if appropriate.
- 3.9 The CCC manager may arrange a meeting with the client during the investigation process if appropriate.
- 3.10 Clients have the right to seek advice from, and be represented by, external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.
- 3.11 The CCC manager will notify the client in writing of CCC's decision within 3 working days of the decision being made.
- 3.12 Clients are also notified of their right to appeal any decision within 20 working days if they are not satisfied with the outcome of the process.
- 3.13 All formal complaints and outcomes are to be recorded in the Complaints and Appeals Register.
- 3.14 If a client's complaint is substantiated through this process the CCC manager will take immediate corrective action.
- 3.15 All relevant documentation relating to the complaint must be stored in the clients file.
- 3.16 If a client is dissatisfied with CCC's decision regarding the complaint they have the right to appeal the decision via CCC's Appeals Policy. The procedure is outlined below.

4 Internal appeals process – General appeals

- 4.1 If clients are not satisfied with CCC decisions, they may ask CCC to reconsider the decision by lodging an appeal.
- 4.2 Appeals may be made in relation to the following areas:
- The outcome of a formal complaint
 - The outcome of action being brought against the client for breaching the code of conduct
- 4.3 Clients must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form. The appeals process will commence within 10 working days of lodgement.

- 4.4 The CCC Manager (or delegate) can assist clients with completing the Complaints and Appeal form.
- 4.5 The CCC manager is not able to assist clients in establishing if they have reasonable grounds for an appeal.
- 4.6 If the appeal is in relation to the CCC manager or delegate another member of staff will deal with the process.
- 4.7 Clients must lodge an appeal within 20 working days of being notified by CCC of any decision they wish to appeal.
- 4.8 Clients may be accompanied by a representative at any meetings during the appeals process, at their own expense.
- 4.9 On receiving a Complaints and Appeals form CCC will arrange a time and venue for a meeting to take place and inform the client in writing.
- 4.10 The meeting shall be attended by the clients and representative (if requested), CCC manager and one other appropriate member of staff.
- 4.11 During the meeting clients have the opportunity to present their evidence and the CCC will make a decision based on all evidence supplied to date.
- 4.12 At the completion of the internal appeals meeting a written statement of the outcome including reasons and details for the decision will be discussed with the complainant and signed by the complainant and the CCC manager.
- 4.13 The outcome will either be in favour of CCC or the client.
- 4.14 If the outcome is in favour of the client, the CCC Manager will immediately commence corrective action.
- 4.15 Clients will be sent written notification of the outcome within two working days of the meeting taking place. This will include the outcome including reasons for the decision.
- 4.16 This written notification will also inform the clients that they have the right to access CCC's External Appeal process (if appropriate) and how they go about doing this.
- 4.17 The complaints and appeals register will be updated.
- 4.18 All evidence will be placed in the client's file.
- 4.19 If clients are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in section 6 of this policy and procedure.

5 Internal appeals process in relation to assessments

- 5.1 If a client feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal the assessment decision.
- 5.2 Clients should approach their assessor in this case outlining the reasons for their appeal.
- 5.3 If the assessor feels there are reasonable grounds for the appeal he/ she may decide to re-assess the client.
- 5.4 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.5 If the assessor decides to refuse the client an opportunity for re-assessment, the client may lodge a formal appeal by submitting a complaints and appeal form. The client must provide reasons for the appeal along with any supporting evidence.
- 5.6 Complaints & Appeals forms are to be submitted to: CCC Manager, CCC, 8 Chesterville Road Cheltenham.
- 5.7 If the appeal is in relation to the CCC manager (or delegate's) decision, another member of staff will deal with the process.

- 5.8 If the CCC manager (or other staff member handling the process) decides that the client's appeal will be upheld, the following will apply.
- 5.8.1 The assessment in question will be marked by a different tutor (or from a tutor from another RTO if appropriate and feasible) and the outcome communicated to the client.
 - 5.8.2 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the client's file.
 - 5.8.3 The client will be awarded the grade that gives them the most favourable outcome between the two outcomes.
- 5.9 If the client's appeal is refused, they will be sent written notification of the outcome within five working days of the meeting taking place. This will include the outcome including reasons and details for the decision. The letter will also inform the client of their right to access the external appeals process.\
- 5.10 Clients can only appeal an assessment decision once.
- 5.11 If clients are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure.
- 5.12 Clients must inform the CCC in writing if they are accessing the external appeals process

6 External appeals process

- 6.1 External appeals may only be lodged if a client thinks CCC has not followed its Complaints and Appeals policy and procedure.
- External appeals may be lodged with The manager, Sandybeach Centre. (Address: 2 Sims St, Sandringham VIC. Phone: (03) 9598 2155)
- Sandybeach Centre will advise the client that in general, the purpose of the external appeals process is to determine whether CCC has followed its internal complaints and appeals policy and procedure.
- 6.2 Sandybeach Centre will not review the evidence or make a decision in place of the one made by CCC.
 - 6.3 CCC will pay the costs for the appeal.
 - 6.4 All documentation must be placed in the client's file.
 - 6.5 Sandybeach Centre will provide a written statement of the outcome including reasons and details for the decision to the complainant and CCC at the completion of the external appeals process.
 - 6.6 If the outcome of the internal or external appeals process results in a decision favouring the client, CCC will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The client will be advised as to the course of action taken by CCC as per Sandybeach Centre advice.
 - 6.7 Within 24 hours of CCC receiving notification from Sandybeach Centre of the decision, the client will be advised of this decision.
 - 6.8 The client may access and receive the outcome of only one external appeals process.

Further information

CCC's Complaints and Appeals policy in no way affects the client's right to access consumer affairs legislation and legal representation.

The client also has the right to contact VRQA, the VET regulator, if they are dissatisfied with the complaints and appeals process and lodge a complaint against CCC. Refer contact details below.

Victorian Registration and Qualifications Authority

Level 6, 35 Spring Street

Melbourne

Victoria

3000

Phone: 03 9537 2806

Fax: 93 9651 3266

Email: vrqa@edumail.vic.gov.au

Website: www.vrqa.vic.gov.au

Documents to be employed in conjunction with this policy and procedure:

Complaints and appeals form

Complaints and appeals register

Client files

Client information handbook and Service agreements

Revision History

Date	Revision	Revised by
1/5/12	Created	Chris Donaghy
25/5/13	Edited for accuracy and appropriate terminology	Annella Chambers
27/6/19	Edited and merged with RTO-specific policy	Catriona O'Neill
9/12/21	Edited for accuracy and appropriate terminology	Sara Ganderton-Spencer

Appendix 3 - EAL DELIVERY MATRIX 2019/2023

Module Code	Module Title	Class Attendance	Assignments/Self Directed Learning includes additional individual support provided by RTO	Semester Offered
	CCC Program: Course in EAL Code: 22483VIC Tutor/Assessor: Wendy Bridges			
VU22584	Develop language learning objectives with support	30 hours	15	1,2,3,4
VU22585	Use beginning language learning strategies with support	55 hours	25	1,2,3,4
VU22586	Communicate basic personal details and needs	70 hours	35	1,3
VU22587	Give and respond to basic information and instructions	70 hours	35	2,4
VU22588	Read and write short basic messages and forms	70 hours	35	1,3
VU22589	Read and write short, basic factual texts	70 hours	35	2,4
VU22352	Recognise numbers and money in simple, highly familiar situations. (ELECTIVE MODULE)	25 hours	10	1,4
VU22353	Recognise, give and follow simple and familiar oral directions. (ELECTIVE MODULE)	25 hours	10	2,4
VU22354	Recognise measurements in simple, highly familiar situations (ELECTIVE MODULE)	25 hours	10	1,2,3,4
	CCC Program: Certificate I in EAL (Access) Code: 22484VIC Tutor/Assessor: Rachel Cohen			
VU22590	Plan language learning with support	30	15	1,2,3,4
VU22591	Participate in short, simple exchanges	75	35	1,2,3,4
VU22593	Read and write short simple messages and forms	75	35	1,2,3,4
VU22592	Give and respond to short simple spoken instructions and information	75	35	1,3
VU22594	Read and write short, simple informational and instructional texts	75	35	2,4
VU22597	Locate health and medical information (ELECTIVE MODULE)	50	25	1,3
VU22598	Identify Australian leisure activities (ELECTIVE MODULE)	50	25	1,2,3,4
VU22600	Identify and access basic legal information (ELECTIVE MODULE)	50	25	2,4
	CCC Program: Certificate II in EAL (Access) Code: 22485VIC Tutor/Assessor: Sue Bond			
VU22358	Develop learning goals	20	10	1,2,3,4

VU22601	Participate in simple conversations and transactions	80	40	1,3
VU22602	Give and respond to simple spoken information and directions	80	40	1,3
VU22603	Read and write simple personal communications and transactional texts	80	40	2,4
VU22605	Read and write simple descriptive and narrative texts	80	40	2,4
VU22606	Access the internet and email to develop language (ELECTIVE MODULE)	45	20	1,3
VU22607	Explore community services (ELECTIVE MODULE)	45	20	2,4
VU22609	Examine current issues (ELECTIVE MODULE)	45	20	1,2,3,4
CCC Program: Certificate III in EAL (Access) Code: 22486VIC Tutor/Assessor: Sue Bond				
VU22384	Develop and document a learning plan and portfolio	20	10	1,2,3,4
VU22610	Engage in casual conversations and straightforward spoken transactions	80	40	1,2,3,4
VU22612	Read and write straightforward communications and transactional texts	80	40	1,2,3,4
VU22611	Give and respond to a range of straightforward information and instructions	80	40	1,3
VU22613	Read and write straightforward informational and instructional texts.	80	40	2,4
VU22615	Investigate issues in the Australian environment	45	20	1,3
VU22616	Investigate features of the Australian legal system	45	20	2,4
VU22617	Investigate features of the education system in Australia	50	25	1,2,3,4

Note:

All courses require students to do some self-directed learning (homework) in addition to CCC class hours.

