

## Support Services

### Internal

- Employment assistance
- Further training/support/pathways information
- Work experience placements
- Career counselling and resources
- Open access computer including Internet
- Language/Literacy/Numeracy training/support/assessment
- Disability Assistance
- Flexible learning and flexible assessment methods

### External

Commonwealth Rehabilitation Services	5981 2700	Accident victim support
Peninsula Adult Education & Literacy	5986 8177	Literacy training/support
Mornington Peninsula Shire	1300 850 600	Community support
Chisholm TAFE Rosebud	5986 8055	Further training
Chisholm TAFE Frankston	9238 8222	Further training
Mt Martha Community House	5974 2092	Community courses
Dromana Community House	5987 2631	Community courses
Rosebud Community House	5986 5882	Community courses
Rye Community House	5985 4462	Community courses
Sorrento Community House	5984 3360	Community courses
Rosebud Information Centre	5986 1285	Community support
PENDAC (Rosebud)	5986 8729	Drug and alcohol support
Migrant Resource Centre (Oakleigh)	9563 4130	Migrant support
Peninsula Bus Lines	9786 7088	Public Transport
Peninsula Taxis	5979 1305	Public Transport



# Student Handbook

## 2010



ROSEBUD . MORNINGTON . HASTINGS

*Proudly serving our local community since 1980*

## About PTEP

Peninsula Training and Employment Program Inc. (PTEP) is a community based, not-for-profit, incorporated organisation that has been assisting disadvantaged people on the Mornington Peninsula since 1980.

PTEP has extensive experience providing employment services to unemployed and to people seeking employment. PTEP is a registered provider with Skills Victoria and the Southern Metropolitan Region of Adult, Community and Further Education.

A summary of current services include skills training in a range of courses; Adult Community Education training; Literacy/Numeracy training; computer training and support; public Internet access; Employment services, recruiting, Work Experience placements and other labour market oriented activities.

PTEP offers flexible learning and assessment to encourage inclusive participation. Assistance is also provided to identify further training options and pathways to higher qualifications and employment.

## Mission Statement

PTEP is committed to assist the needs of disadvantaged people and aims to improve opportunities for its clients by broadening their skills, experience and knowledge through course participation, voluntary work experience placements, job search and other support.

## Vision

PTEP strives to be the preferred RTO of all stakeholders by being responsive to the needs of its local community. This will be achieved by providing excellence in all services.

## Student Resources

### PTEP has a range of resources available including:

- Photocopying/Laminating
- Laser Printing
- Email
- Job Search Materials
- Career Guidance Materials
- Faxing
- Hardware/Software Support

*Some of the above may incur a small fee.*

## Contact Details

Name	Peninsula Training and Employment Program Inc
Street Address	1 / 10 Ninth Ave, Rosebud VIC 3939
Postal Address	PO Box 524, Rosebud Victoria 3939
Telephone	(03) 5986 4623
Fax	(03) 5986 8377
Email	enquire@ptep.com.au
Internet	ptep.com.au
Hours	9 am – 5 pm Monday to Friday

## Emergencies and First Aid Procedures

Emergency procedures including evacuation and the location of fire extinguishers and exits are shown to you on the first day of your course.

If you are in need of First Aid please approach one of our designated First Aid officers, a list is provided in each training room.

An Evacuation Plan is available in all training rooms.

The First Aid Kit is located in the kitchen.

## Privacy and Confidentiality

PTEP recognises that each client has the right to privacy, dignity and confidentiality. The collection of information from clients and the subsequent use and storage of that information is subject to strict regulatory control.

Confidential information including digital records and archives, are stored in locked secured storage facilities. Digital records are password protected and securely backed-up. All information regarding clients will be stored securely in locked, metal cabinets with electronic backup and archiving.

A client's file may only be accessed by relevant staff.

## Accessing your records

You can access your current records during your course of study. After that time you can access to you records by providing photo proof of identity at the Rosebud office. Should another person wish to access your records, they can do so only with your express written permission in accordance with *The Privacy Act 2001*.

## Clients' rights and responsibilities

### Rights

#### All clients of PTEP have a right to:

- Privacy and confidentiality;
- Agreed services delivered in a professional manner;
- Make enquiries ask questions or make complaints, express grievances and appeal;
- Peruse and understand the policies and services of the organisation; Withdraw from any activity at any time;
- Equity and access to all services of the organisation, irrespective of age, ethnicity, religion, culture, disability, gender or sexual orientation;
- Non-disclosure of information that may be regarded as private or confidential.

### Responsibilities

#### All clients of PTEP have a responsibility to:

- Treat others in a respectful manner;
- Provide appropriate and accurate personal details;
- Act in a manner appropriate to a place of business;
- Make issues or concerns known to staff members;
- Follow through on any agreed upon actions;
- Abide by the PTEP Codes of Practice;
- To provide Working with Children Checks and/or Police checks within six weeks of course commencement.

**Clients not meeting these criteria may be excluded from PTEP services.**

### Codes of Practice

All relevant PTEP policies and procedures are available to all students on request.

## Complaints, Grievances and Appeals

### Grievances

If you have a complaint or grievance, firstly discuss it with your Trainer.

If the grievance is not resolved request a meeting with the Training Manager.

Complete a copy of the complaints form. You can request a copy of the form from either your Trainer or the Training Manager. You can also visit our website (ptep.com.au) where you will find the form on the Student Information page.

If the grievance is still not resolved you may seek an external, independent mediator with expertise in the education field to resolve the grievance, in accordance with the PTEP Complaints and Appeals policy.

Students will receive the appeal outcome in writing.

### Appeals

If you disagree with your assessment, firstly discuss it with the Trainer/Assessor.

If you still disagree make an appointment with the Training Manager.

If the matter is not resolved, PTEP will appoint an independent assessor.

PTEP wants you to feel satisfied that you have had a fair hearing and to understand some of the reasons for the PTEP decision.

All matters discussed will be handled in the strictest confidence.

### Smoking Policy

Smoking is not permitted in PTEP buildings or vehicles. The area for smoking is designated by signage.

### Tea and coffee

Tea, coffee and milk are provided free-of-charge. Please remember to leave the kitchen area clean and tidy.

### Police Check and Working With Children checks

Some courses require one or both of these checks. They must be submitted to the Trainer within the first six weeks of course commencement.

## **Punctuality and attendance**

If you are participating in training attendance and punctuality are important. Please give notice to your trainer if you are going to be late or cannot attend a session. Please notify your Trainer (for OH&S purposes) if you leaving the building for reasons other than for breaks.

## **If you need Assistance**

If you have any problems relating to your training please advise your Trainer. Alternatively, if they are not available contact the Training Manager as soon as possible. If you have issues that may affect your training inform your Trainer, as a range of resources are available to assist, including curriculum and course materials.

## **Fees and Charges**

Government funded courses may attract a minimum charge. A Flexible payment plan is available.

Refer to PTEP Fees and Charges Policy for the outline of the procedure.

A reduced enrolment fee applies to healthcare/concession cardholders.

For all enquiries regarding fees and charges contact reception at the Rosebud office as fees, charges and eligibility for government funded courses can vary.

## **Refunds**

Refunds are provided if enrolment is cancelled, an admin fee may be charged if this occurs within 48 hours of commencement, or if a course is cancelled the full amount paid will be refunded.

## **Assessment Policy**

PTEP conducts competency-based assessment according to industry standards and to AQTF 2007 guidelines. If students disagree with the result of assessment they have the right to appeal. A more detailed policy and procedure is located on PTEP's web site.

## **Funding your course**

You may be eligible for government payment please visit PTEP's website or call us for more information.

If you are not eligible for government funding to pay for your training PTEP offers a range of no interest, payment plans to suit your budget. Please contact us for more information.

## **Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)**

All students are given the opportunity to gain recognition of current competency (RCC), whether gained by prior learning (RPL) or work/life experience. Credit will be granted for competencies in course units that you already possess upon assessment by our qualified staff.

### **The determination of RCC/RPL is subject to the following criteria:**

- the applicant has actually achieved the learning outcome(s) being claimed;
- the learning outcome is still valid and performable;
- the learning has reached an acceptable standard;
- the learning is applicable to the area claimed;
- the learning outcome can be demonstrated.

## **Credit Transfer**

PTEP recognises AQF qualifications, both Certificates and Statements of Attainment, issued by any other RTO.

## **Courses**

For all accredited, training courses a Certificate or Statement of Attainment is issued. For non-accredited courses a Statement of Completion is issued.

Training is flexible and can be customised to suit specialised training needs. One-on-one training is also available.