

Student Handbook

Contacts

Please see the FEC who can refer you to the appropriate organisation or agency if you have any questions or needs which arise.

Adult Education Classes in 2017 at Alamein Neighbourhood & Learning Centre 98859401



In this booklet you will find information about:

- Our Organisation
- Selection, enrolment and induction Procedures
- Fees, charges, concessions and refunds
- Withdrawing from a courses
- Confidentiality
- Other services at ANLC
- Term Dates
- Graduation
- Code of conduct
- Language, Literacy and Numeracy
- Student Complaints, Grievance and Disciplinary Policy
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Alamein Neighbourhood & Learning Centre Vision

To be part of a community where its members are empowered with their own self worth and their wish to be part of a vibrant caring community.

Alamein Neighbourhood & Learning Centre Inc Purpose

The purpose of the Alamein Neighbourhood and Learning Centre is to provide quality lifelong learning and support programs that encourage local participants to achieve their personal goals and to contribute to their community.

Alamein Neighbourhood & Learning Centre Background

Alamein Neighbourhood & Learning Centre is a not-for profit community based organisation. The organisation was incorporated in 1984 as the Alamein Community Committee. In 2008 the centre changed its legal name to Alamein Neighbourhood & Learning Centre and provides a positive focus for community involvement for learners or volunteers in the organisation. The centre is situated in the suburb of Ashburton close to the Alamein railway station.

Alamein commenced as a Public Housing area within the suburb of Ashburton. Historically a large proportion of the local population is deemed disadvantaged due to economic, health, social and educational reasons.

The Committee of Management employs staff as follows:

- Centre Manager - Jill Hitchcock
- Further Education Coordinator (FEC) - Dimi
- Receptionist: Alyssa and Theresa
- Cleaner
- Bus Drivers
- Tutors

Alamein Neighbourhood & Learning Centre Programs

Alamein Neighbourhood & Learning Centre Inc. is run by a voluntary Committee elected each year at the Annual General Meeting in March/April. There are many interest areas in the House as follows:

- | | |
|---------------------------------------|-------------------------|
| - Leisure Programs | - Men's Shed |
| - Bus trips | - Community garden |
| - Community lunches | - Business courses |
| - Adult literacy and numeracy courses | - Adult ESL courses |
| - Vocational Programs | - Horticulture courses |
| - Digital Technology courses | - Community Development |

Office hours are: 9.15am to 3.30 pm Monday to Friday.
10.00-2.30 (During term break)
Closed: Christmas Holidays Weekends & Public Holidays.

Selection Process

Applicants are selected and placed according to their existing skill levels in literacy numeracy and ESL classes. There is an interview with the Further Education Coordinator (FEC) of the program to assess your skills and explain the program, centre rules and fees. Following the interview, the FEC will show the facilities and location of the class to the student.

Please note: The selection of students is dependent upon their meeting the stated course requirements.

Enrolment Procedures

All students enrolling in a course must be interviewed by the FEC or specified trainer. Interviews take place on Wednesday to Friday. Call 98859401 to book.

If you are enrolling in an English as Second Language Class, Reading and Writing, or further study class you will meet with the FEC to work out which class best suits your needs and interests.

You are not enrolled until you have completed the enrolment form, been accepted into the course by the FEC and paid the course costs.

Transport

ANLC is located at 49 Ashburn Grove, Ashburton. This is opposite the Alamein Train Station on the Alamein train line and close to bus stops on High Street Ashburton. There is a 5 minute walk down Ashburn Grove To ANLC.

Parking

Parking is available at the Centre and on Alamein Ave and Ashburn Grove. Please note there is a 3 hour limit on parking outside the Centre on Alamein Ave.

Other Services and Support available at Alamein Neighbourhood & Learning Centre

- | | |
|---------------------|--------------------------------------|
| - Men's Shed | - Bus hire |
| - Community Gardens | - Room hire |
| - Bus trips | - Information on local area services |
| - Discussion groups | |

Facilities and Equipment:

- | | |
|--------------------------|-------------------------------|
| -Public Computer Library | - Kitchen with tea and coffee |
| | - Community gardens |

Emergency

- | | | |
|---------------------------|------------------|--------|
| • FIRE/ POLICE/ AMBULANCE | emergency number | 000 |
| • POISONS | emergency number | 131126 |

Exits and fire extinguishers are marked on the plan of Alamein Neighbourhood & Learning Centre found in every room of the house.

In the event of an emergency, evacuation procedures must be followed. ***Our assembly point is at the park next to the centre's car park.***

Student Safety Tips

If you are attending a course at ANLC, it is important to ensure your own safety as you travel to and from the building. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

Induction

The FEC or receptionist will endeavour to greet new students and introduce them to the teacher. If the FEC is unable to greet students, the teacher will meet the student and take them to class.

Fees and Charges

Fees for classes are taken prior to or in the first week of the term. Fees should be paid to the office staff, not to tutors (unless arranged prior.) Fees for each course are specified in the Course Guide. Concessions may also apply. In general, unless otherwise specified, our English as Second Language (ESL) course fees are as follows:

Concessional fees: \$130 per year, if you start later in the year prorata fees will be calculated. Please contact the Centre for more information.

Non-concessional fees: \$177.20 per course per year

Extra course fees: \$97.20 per course per year

Non-resident fees: \$130 per course per term

Concessions

You are eligible for a concession if you receive a pension or benefit or have a Health Care Card or are a dependent of someone under those categories. Details must be provided when you enrol.

Refund and cancellation policy:

Cancellation by you: 7 working days or less: no refund will be given

Cancellation by you: 8 – 14 working days prior to the starting date: A \$20 admin fee will be deducted.

Should the Centre cancel a course due to low numbers or unforeseen circumstances, you will receive a full refund.

Withdrawing or Changing a Course

A student who withdraws from a class must have a leaving interview with the FEC and complete a withdrawal form.

A student who wishes to change their course must speak with the FEC in order to check level and space availability in the course they wish to change into. Extra charges may apply depending upon the fee of the new course.

Access to records

Students have access to their personal records through the FEC. When accessing personal information or a replacement certificate the student must provide proof of identity.

Confidentiality

We need to collect information about the students enrolling in our programs for statistical reporting to our funding body. However all this information will remain confidential with the FEC and tutor. Student work, results and personal information are kept in a secure office file in the office. Please refer to enrolment form & Privacy Statement Policy for more details..

Term Dates:

We break for school holidays.

Please see term brochure for specific course dates.

Graduation

Statements of Participation will be issued at the end of the course

Pathways

See course information sheet or the FEC for more details on where you can progress to after your course.

Code of conduct

See the Code of Conduct form on the back of the Enrolment Form. Please read and sign it and return it to the receptionist or FEC.

Language, literacy and numeracy

If there are any language barriers please talk to the FEC who can contact appropriate organisations for translation & communication issues. Literacy and numeracy support through pre-accredited classes is available. The FEC will assess a potential student for placement or refer them to the appropriate organisation. Contact the FEC for an appointment.

Student Complaints, Grievance and Disciplinary Policy

What to do if you have any issues and concerns about your course?

Please refer to the Complaints Policy and the Grievance Policy found on the student notice board in the hallway. For a copy of the procedures, please see a staff member. If you have any questions regarding any complaints, grievances or appeals, please talk to a staff member who can help you or refer you on to an independent organisation.

For a copy of disciplinary procedures please see the Organisational Policy manual found in the Manager's office.

Access, Equity and Cultural Diversity

Our organisation welcomes people from all backgrounds, beliefs & orientations. We recognise & respect the diversity of our participants: we understand the issues facing diverse groups, respond to their needs & provide an accessible appropriate service.

Plagiarism

Alamein Neighbourhood & Learning Centre will not tolerate plagiarism.

Plagiarism is the act of presenting another persons work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied; phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating is to act dishonestly or unfairly in connection to an assessment conducted by ANLC.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If plagiarism and/ or cheating were deemed to have had occurred by the Manager then the following may occur:

- the student may be suspended from undertaking the course for period of time appropriate to the offence
- the student may be permanently removed from undertaking the course and their enrolment cancelled.
- the student may be counselled on plagiarism / cheating.

Internet Access

Please see our Internet Access Guidelines (posted in the computer room, next to the public computer and o the student noticeboard) for rules of use.