

NAME:



2023 Student & Parent Handbook

Reservoir & Mernda Campuses



Contents

1. Welcome	2
2. Prace College Focus and Vision Statements	6
3. Enrolment	7
4. Medical Conditions	8
5. Prace College Hours/Break times and Student Supervision	8
6. School Terms and Public Holidays	9
7. Transport.....	9
8. Attendance.....	10
9. Student Absences	10
10. Centrelink/Youth Support Organisation Involvement	11
11. Emergencies	12
12. First Aid	12
13. Excursions/Camps.....	12
14. Uniform	12
15. Equipment.....	13
16. Mobile Phones.....	13
17. Food and Drink	13
18. Classwork and Assessment.....	13
19. Internet use	15
20. Access and Equity	16
21. Occupational Health and Safety	17
22. Prohibited Items and Behaviour	17
23. Bullying and Harassment.....	17
24 Child Safety and Wellbeing Policy	18
25. Complaints and Appeals.....	20
26. Code of Conduct and Disciplinary procedures.....	26
27. Student Disciplinary Procedure	27
28. Cheating and Plagiarism.....	28
29. Privacy Policy.....	29
30. Photographing, Recording and Filming Students Policy.....	29
31. Map of Merrilands Community Centre, Reservoir	30
32. Map of Mernda Campus.....	31

IPAD No: _____

Student Email: _____@prace.vic.edu.au

Password: _____

1. Welcome

Welcome to Prace College. We hope that your journey with us is an enjoyable and memorable experience. We are looking forward to getting to know you and working with you so that you can achieve your educational goals.

What do we offer?

Here at Prace College we know that everyone is on an individual journey and as such we offer two options to complete your secondary education. The option you take will be discussed with you, your family/carers and our staff to find the one to best suit you and your needs.

The Vocational Major

The Vocational Major is a 2-year applied learning program within the VCE. You will develop academic and work-related skills, knowledge and confidence. It will prepare you for work and further education and training. While it sits under VCE, there are no exams, tests and no ATAR.

When you graduate from secondary school, you'll graduate with the Victorian Certificate of Education, with the additional words 'Vocational Major'.

The Victorian Pathways Certificate

The Victorian Pathways Certificate is a flexible program. It is designed for a small number of students in years 11 and 12 who for various reasons, are not able or ready to undertake the VCE or the VCE Vocational Major.

This pathway will prepare you for work and further education and training, including the VCE.

There is no educational pre-requisite to enrol at Prace College. If you are 15—18 years old, you are eligible to enrol in our program.

What we offer

- We offer a small and supportive educational environment
- We look at the way YOU learn and we deliver the course according to what suits you best
- We negotiate the program with you so that the projects are interesting, achievable and relevant
- We will give instructions clearly and in a variety of ways so that you will know what is expected of you, what learning outcomes will be met and what needs to be done to successfully complete the task or project
- We will always give you reasonable time to complete your work
- We allow you the opportunity to achieve at your own pace
- We will often cover many outcomes with the one task
- We will offer many opportunities to cover the outcomes necessary to complete the course

Our Staff

Our Prace College staff consists of a Principal, Assistant Principals, Youth Services Manager, qualified Vocational teachers, Youth Workers, Education Support Workers, Administrative Support staff and Mental Health Workers onsite 2 days a week at each campus. All of our teachers are Vocational Education and Training (VET) teachers as well.

The staff will support you to achieve positive outcomes. They will also work with you to help you with any issues and barriers that may have hindered your education in the past. If you have any questions, please ask any of the College staff.

Contacts

Principal	Jane Davies
Assistant Principal (Reservoir)	Megan Noy
Assistant Principal (Mernda)	Amaya Munoz
Youth Services Manager	Mathew Goldsworthy
Lead Teacher	Jenna Auer
Teacher	Margaret Gardner
Teacher	Matthew Dodds
Teacher	Gabby Panozzo
Teacher	Julia Goldberg
Teacher	Simon Bold
Remedial Teacher	Anna Gaffney
Youth Worker	Ashleigh Herbert
Youth Worker	Paul Hausia
Youth Worker	Jett Hill
Youth Worker	
Education Support Worker	Jackie Begg
Education Support Worker	Kerri Delaney
Education Support Worker	Colleen Keating
Education Support Worker	Stephanie Watt
Education Support Worker	Jasmine Grech
Administration Manager	Rosa Cornwell
Administration Reservoir	Elly Dick
Administration Mernda	Rosa Cornwell
Executive Assistant	Amanda Templeton

Prace College Campuses

Reservoir Campus Merrilands Community Centre 35 Sturdee Street Reservoir VIC 3073	Mernda Campus 56 Schotters Road Mernda VIC
--------------------------------------------------------------------------------------------	--------------------------------------------------

Phone Number	9462 6077
Admin Mobile	0413 228 064 (Reservoir) 0456 616 268 (Mernda)
Email	collegeadmin@prace.vic.edu.au

Additional Contact Methods

Sentral Portal – Parents only

Facebook page – Students only

Course Codes

Accredited Course Code	Accredited Course Title
	Victorian Certificate of Education – Vocational Major
	Victorian Pathway Certificate

2023 VET (Vocational Education and Training) Units

FSK20119	Certificate II in Work and Vocational Pathways
Unit Code	Unit
FSKLRG011	Use routine strategies for work-related learning
FSKLRG009	Use strategies to respond to routine workplace problems
FSKOCM006	Use oral communication skills to participate in workplace teams
FSKOCM007	Interact effectively with others at work
FSKRDG010	Read and respond to routine workplace information
FSKWTG009	Write routine workplace texts
SITHFAB021	Provide responsible service of alcohol
FSKDIG002	Use digital technology for routine and simple workplace tasks
FSKLRG006	Participate in work placement
FSKLRG007	Use strategies to identify job opportunities
HLTAID010	Provide basic emergency life support
SIRXCEG001	Engage the customer
SITXWHS005	Participate in safe work practices
SITXFSA001	Use hygienic practices for food safety

Classes

Prace College has three full-time classes and a re-engagement option within each of those classes operating at both campuses, in Reservoir and Mernda. You will be notified of your group when you arrive on your first day.

Timetable

Monday	VPC / VM
Tuesday	VPC / VM
Wednesday	VPC / VM
Thursday	VPC / VM
Friday	

Don't forget to send a friend request to "Prace VM VPC" on Facebook to stay in touch with everyone.



2. Prace College Focus and Vision Statements

Our Focus

Through the provision of accessible learning, community and work opportunities that build skills, confidence and hope, we shape the community of tomorrow, break the cycle of poverty and disadvantage and enable people to improve their quality of life.

Our Vision

Changing lives through education.

Our Philosophy

Prace College's educational philosophy is intricately linked to Prace's vision, mission and values.

Prace College strives to develop dynamic, responsive and innovative educational programs, teaching and learning experiences that ensure equitable access to resources and strengthens the capacity of all young people to participate fully in their community and society overall.

We believe that all young people should be able to positively engage in education regardless of their life circumstances and barriers to learning. Education should not just focus on academic attributes but on the whole person, providing active support for their social and emotional development and their immediate living circumstances while supporting the development of knowledge and skills needed to feel they successfully contribute to a prosperous, equitable and socially inclusive society.

In doing so, Prace aims to provide relief for young people of such human poverty, sickness, suffering, distress, misfortune, disability, destitution or helplessness as arouses compassion, unrestricted by gender, race, sectarian belief or political ideology for the betterment of the quality of life of the disadvantaged in the community.

Our Values

People:

We value, support and encourage all the people involved with Prace; employees, service users, students, volunteers, and partners.

Respect:

We respect and celebrate the diverse life experiences that all bring to Prace College.

Accountability:

We use our resources intelligently, efficiently and effectively to work towards our vision.

Community:

We work with and on behalf of the community to support the most excluded members, to respond to their learning and engagement needs and to enhance their participation in Prace College.

Evidence, evaluation & excellence:

We examine everything we do to ensure it is consistent with our values, vision and our focus, and is based on the best available evidence, information and best practice.

Prace College supports the principles and practices of Australian Democracy, as well as equal opportunity and non-discrimination. Prace College undertakes to ensure that programs are accessible to all eligible members of the community and are responsive to individual needs. Prace College is committed to providing a respectful, safe and inclusive learning environment which is free from discrimination, harassment, bullying, vilification, victimisation and otherwise unlawful and unacceptable behaviours.

3. Enrolment

- a) All Prospective students enquiring about enrolling in the Prace College program are required to have an interview with the Principal / Assistant Principal. This needs to be completed before enrolment can commence.
- b) A pre-enrolment literacy and numeracy assessment will take place to make sure that the student is enrolled at the correct level.
- c) Prace does not charge tuition fees for its Prace College courses.
- d) Enrolment requires proof of identity/citizenship and age. The student is asked bring the following on the day of enrolment.
 - Medicare card
 - Drivers licence / Passport / or other form of photo ID
 - Birth Certificate
- e) Students will be required to fill in Prace College enrolment documents before they commence class. If the student is under the age of 18, the parent / guardian / carer is required to sign the documents.
- f) Students still enrolled in another school must exit before they can enrol at Prace College.
- g) Students are required to complete a medical information form to ensure that all Prace College staff are aware of any pre-existing medical condition.
- h) Students who are anaphylactic must declare their medical information and they will be issued with the *Anaphylaxis Management Policy and Procedure*. They will have a specific interview with the Principal / Assistant Principal to discuss the situation and provide the required medical documentation.
- i) An email is created for every Prace College student to use whilst attending. This email will be (student's 1st name).(student surname)@prace.vic.edu.au
e.g. kevin.bacon@prace.vic.edu.au

4. Medical Conditions

- a) If you have a medical condition that has been diagnosed by a GP this needs to be recorded at enrolment. Management Plans as provided by a GP also need to be on file for Anaphylaxis, Asthma, Diabetes, Epilepsy and life-threatening allergies/conditions. Enrolment will not be finalised until this plan is on file. You can refer to the *Anaphylaxis Management Policy and Procedure* on the Prace College website at <https://prace.vic.edu.au/prace-college-policies-procedures/>. A copy will be given upon request.
- b) If you use mental health professionals a confidential discussion with the Principal can be arranged for you at enrolment. This information will provide staff with knowledge on how to manage your situation with the best learning options for you.
- c) Prace College needs to be notified of any prescription medicines and any changes that may impact on your learning and wellbeing in class. On days that practical activities are occurring it is important that all students are able to be alert and not drowsy or creating a danger to themselves or others.
- d) If medications need to be administered at Prace College the medications section of the *Student Welfare & Duty of Care Procedure* must be followed. The student is responsible for ensuring the medication is administered. This is not the responsibility of staff. Please refer to the *Student Welfare & Duty of Care Procedure* on our website at <https://prace.vic.edu.au/prace-college-policies-procedures/>.
- e) If the student is unable to participate in particular activities due to a condition that is ongoing, staff need to be made aware of this.

5. Prace College Hours / Break times and Student Supervision

- a) Prace College staff are not in attendance outside the opening and closing hours listed.
- b) Prace College will provide staff supervision from 30 minutes prior to first class and 30 minutes after the last class. Students are to remain within the campus boundaries and are free to move around the campus during their breaks but are reminded to adhere to the safety warnings and requirements specific to each area.
- c) A Prace College staff member will be rostered daily to supervise the students during break times.
- d) School hours for students are 9:30am-3:00pm. Prace College is legally responsible for students between these times.
- e) Breakfast is provided to all students every morning until 9.15am.
- f) All students are to remain on campus during the normal class day, including break times.

Break times are as follows:

First break 10.30am-10.45am

Lunchtime: 12-12.40pm

Last break: 1.50pm-2pm

- g) If any student under 18 years of age is to leave the campus boundaries before their scheduled end of class time or during break times, Prace College must be provided with the **signed letter of consent and/or a verbal permission from the student's parent/guardian/carer**. The consent and permission letter acknowledges that they are allowing their child or dependant to leave the campus without supervision and the student is no longer under Prace College's duty of care.
- h) Students are not to travel in the cars of other students during school hours (this does not include travel to and from campus).
- i) Students over 18 must discuss their need to leave campus with a staff member prior to leaving.
- j) Absences that are unexplained from sessions will impact on overall attendance.
- k) Due to child safety regulations staff and Prace College students cannot use the same bathroom.

Reservoir campus: Students must use the bathrooms in the Asquith building located by Room 2. The bathroom by the main door is for staff only.

Mernda campus: Students are to use the bathrooms in Building 1 located by Room 2. The bathroom by the main door is for staff only.

6. School Terms and Public Holidays

- a) We operate on a similar calendar to the public school system and share the same start and end of term dates. The campus is closed on all Victorian Public Holidays.

7. Transport

- a) Prace College Reservoir Campus at Merrilands Community Centre is located between Ruthven Station and Keon Park Station on the Mernda line.

Prace College Mernda Campus is located a short distance from Mernda Station on the Mernda line.

- b) Train services use a MYKI card (<http://ptv.vic.gov.au/tickets/myki/>)
- c) Students using train services to attend school are eligible for concession. These forms can be collected from your local station. We do not have them supplied to the school. <https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/school-students/> will provide more information about this.
- d) Please remember that trains can have services disrupted due to line works, accidents, or issues between the V-Line services and the Metro Services. Please be aware of this and plan ahead. Where possible, let students travel with a mobile phone (or travel with other students) so that they may be able to contact us if they are delayed.
- e) We would prefer students learning to drive (with an adult) or on provisional licenses to travel to and from school without peers travelling with them. We understand that sometimes this may be necessary. If this is a planned and regular event it would be preferred that the arrangement is formally on file with us so that staff are aware of who travels with other students.

8. Attendance

- a) Students are required to attend all time-tabled classes and excursions in order to maximise their learning opportunities and ensure satisfactory completion of all assessments within the course.
- b) Student attendance and conduct will be monitored throughout the year. Students in the Prace College program (and their parents/guardians/carers if a student is under 18) will have attendance expectations clearly explained to them on enrolment. A copy of the *Prace College Attendance Policy and Procedure* will be given upon request.

Attendance Guidelines and Procedures

- c) Attendance rolls will be taken electronically by teachers twice daily for morning and afternoon classes.
- d) All student absences require an explanation and/or a medical certificate. For students under 18, phone confirmation from a parent/guardian/carer is required.
- e) Parents/guardians of students aged under 18 will be notified of any unexplained absences or lateness.
- f) VCAA and Prace College expects minimum attendance of 80% to timetabled classes and scheduled activities.
- g) Students with poor attendance may limit their chances of success in the program. Students need to attend regularly to complete coursework and assessment tasks. Students, who do not attend at least 80% of timetabled classes for a unit, may receive an 'NS' assessment (Not Satisfactory) because of poor attendance.
- h) A student who has been absent needs to take the responsibility of finding out what work was covered in classes and any work that may have been set during that time and complete or arrange to complete the work.

9. Student Absences

- a) Students should ring or text the Prace College mobile **0456 616 268** or the head office on **9462 6077**, if they are running late. If you will be absent a parent/guardian will need to call the office on **9462 6077**. A message can be left if it is out of hours or if no-one answers the phone.
- b) Attendance Slips are used to track student lateness and leaving early, and are used in conjunction with the class roll. Attendance rolls are marked electronically twice a day. Late arrivals and departures are also recorded.
- c) A note or a phone call from the parent/guardian/carer must explain an absence for any student under 18.
- d) A medical certificate should be provided for any single absence if possible. An absence with a medical certificate is considered an approved absence. Approved absences do not affect a student's attendance rate. This includes illness with a medical certificate, bereavement, or a statutory declaration regarding illness, approved excursions and activities.

- e) All absences are reported to a parent via phone or email.
- f) Poor attendance will be discussed with students and their parent/guardian/carer (if required). One of the youth workers will be available for students with ongoing absences in order to ensure their safety and wellbeing, and to ensure success in the program.
- g) If you need to attend appointments during school hours, please contact Prace College as early as possible. If you are under 18 we will need consent from your parent/carer/guardian.

Following up an absence

- a) If you have missed class or the day at school and we have not received a phone call or note from your parent/guardian/carer, your parent/guardian/carer will receive a phone call from Prace College.
- b) If your parent/guardian/carer does not reply, the absence is classified as 'unexplained'. Students consistently failing to attend may risk their position at Prace College and future enrolment may not be considered.
- c) It is the responsibility of any student who is absent to find out what work was covered in missed classes and any work that may have been set during that time and complete or arrange to complete the work.

10. Centrelink / Youth Support Organisation Involvement

- a) Centrelink will contact our records department regularly and request attendance details for students receiving payments from them. Students who do not update their details may be required to pay money back to Centrelink for non-attendance.
- b) Students may receive assistance for their fees through an employment or youth service. At times, they may also request attendance and progress updates. Unless you have signed a third-party release for this, we cannot provide them with the information they request and this may delay your assistance, or prevent future assistance.
- c) We can offer referral support in some situations, such as Headspace, CAMHS/CYMHS, etc. Please remember though that this is not paid for by our school.
- d) If you are involved with any other organisations, please let us know at enrolment. For example, DHS, youth justice/parole officer, community organisations, youth support services, community health, etc. If these workers need to meet with the student during school hours this needs to be formally arranged. A private meeting place on campus is also available to be booked in advance.
- e) If you have medical professionals that may need to be kept up to date with your progress it would be useful to know this in advance so we can record anything specific. A Third-Party Contact Form will need to be completed if we are to talk directly to them on your behalf.
- f) The teachers must know of any student appointments at the commencement of each day.

11. Emergencies

- a) If you have an emergency at home outside school hours, leave a message with reception on (03) 9462 6077, Jane Davies on 0418 275 166 or inbox via Facebook and we will contact you at our earliest convenience.
- b) Prace College has an Emergency Management Plan for each campus that covers actions to be taken on the premises during school hours.

12. First Aid

- a) All Prace College campuses are equipped with first aid kits. Staff will be identified as 'first aiders', who should be contacted as required for accidents and or injuries. If further medical attention is required, each site has a listing of the nearest medical centre and/or hospital.

13. Excursions / Camps

- a) Prace College will plan excursions and camps that you will be required to attend. They are beneficial to course work and will include activities that may cover several course outcomes. Please attend these rather than consider them 'optional'. In most cases there will be little to no expense, and where genuine financial hardship exists we do have options available so that nobody misses out.
- b) If you are under 18 you must gain consent from your parent/guardian/carer to attend the excursion. The Excursion Form will be sent to your parent/guardian/carer to sign and return for every excursion. Please make sure that all excursion forms are signed as we WILL NOT take you if we don't have permission.

14. Uniform

- a) While we have no formalised uniform at Prace College, we encourage all students to dress in a neat and tidy fashion. Flat, comfortable shoes – please do not wear high heels, ugg boots or thongs as these are not safe, and are not permitted. At times you may need safety boots for activities. Prace College hoodies, beanies and caps are available for sale during the year.
- b) We appreciate your right to wear the clothing that you feel comfortable in and that you identify with, but your safety and the comfort of all staff and students is essential.
- c) Some activities conducted during Prace College sessions may require clothing appropriate to the program, e.g. sport events. In this instance students will be advised in advance about the specific clothing to be worn.

15. Equipment

- a) Prace College provides stationery, USB memory sticks, learning technology, etc. There are no textbooks for the course and unless students have extra requirements for work placement such as safety boots, work uniforms, etc., there are no other requirements.

16. Mobile Phones

- a) All mobile phones are to be out of sight during class times (either in a bag, or pocket) and turned off so that they do not distract the students. Social networking and phone calls should be left to break times and before or after school. Mobile phones and other technology are brought to school at the risk of the user.
- b) Prace College is not responsible for property loss, damage or theft of personal property. Classrooms are locked during break times, but to ensure safety of these items is the responsibility of the individual.

17. Food and Drink

- a) Break times are for food and drink. Food is not to be brought into classroom sessions. A bottle of water is welcome to sit on the student's desk, but must be away from technology.
- b) Prace College provides breakfast and lunch daily. However, we have a fridge available if students wish to bring and store their lunch. Please store in a labelled container or bag to ensure it is not removed by others.

18. Classwork and Assessment

- a) All work is completed at school. The nature of applied learning allows the learner to show they are competent in a task. Where possible we combine several outcomes into a task so that we can achieve a better-quality learning experience. For competency to be granted, there needs to be an independent process completed by the student without assistance or prompting. The level of work is determined by each course, and the course the student is participating in is determined by their ability.

b) What subjects do I have to do?

There are 5 subject areas for both the Vocational Major and Victorian Pathway Certificate

- Literacy Unit
- Numeracy Unit
- Work Related Skills Units
- Personal Development Skills
- Vocational Education and Training (VET)

Everyone who studies either the VM or VPC must undertake these 5 subject areas. They are made up of units and in order to achieve your certificate, you must complete 16 units for the VM and 12 units for the VPC.

Assessment may appear in a variety of ways, including:

- Written work
- Teacher observation
- Participation
- Role plays
- Case studies
- Discussion
- Demonstration
- Projects
- Oral presentations
- Log books
- Journals
- Photographs
- Self-assessment
- Power point presentations

c) How we assess you

- You can demonstrate achievement at your own pace
- Instructions will be given in a variety of ways so that you understand what is expected of you
- You will always be given reasonable time to complete your tasks
- We will often cover many outcomes during one project
- You will be given many opportunities to achieve the outcomes in a variety of ways and contexts
- We will cater to your learning needs so that you are not disadvantaged in any way

More information on VCE VM and VPC is found on the VCAA website.

d) Recognition of Prior Learning (RPL) and Credit Transfer

RPL and Credit Transfer acknowledge things that you have done in the past that demonstrate that you have achieved the learning outcomes.

If you have done a VET course in the past that may go towards your certificate.

e) Career Action Plan

All of our students complete a Career Action Plan throughout the year. You will work with our trained staff to make sure that you make the right pathway decisions for you and help you work towards your goals.

19. Internet use

At Prace College we support the right of all members of the Prace community to access safe and inclusive learning environments, including digital and online spaces. This agreement outlines the College's roles and responsibilities in supporting safe digital learning, as well as the expected behaviours we have of our students when using digital or online spaces.

General Principles:

1. Prace may provide access to digital technologies, including digital devices and Wi-Fi / Internet, during class hours, for students to develop their learning.
2. Prace may also provide access to digital technologies and the Internet outside of class times, for students to complete coursework. This may be at Merrilands Community Centre, Prace Mernda Campus, an external venue, or at home.
3. At Prace we have a **Student Code of Conduct** that outlines our values and expected standards of student conduct. We expect all students to use digital technologies and the internet responsibly, efficiently, ethically and legally.

Student Declaration:

When students use digital technologies and Wi-Fi / Internet during class hours, or use digital technologies provided by Prace **at any time**, they have responsibilities and rules to follow.

Students agree to:

1. Use the Internet only for study and learning

as directed by the teacher and for the purposes of meeting course learning requirements.

This includes:

- Not downloading unauthorised programs, including games
- Not interfering with network systems and security or the data of another user
- Not attempting to log into the network or online service with a username or password of another person.
- Being mindful of the content I upload or post online, ensuring all material is appropriate and in line with the values outlined in the *Student Code of Conduct*.

2. Stay within the law and use the Internet legally

Laws about the Internet may focus on these areas: copyright, intellectual property, spam, privacy, discrimination, telecommunications, broadcasting, criminal law, freedom of information, human rights and equal opportunity.

3. Protect my own privacy

Do not give out personal details, including my full name, telephone number, address, passwords and images.

4. Protect other people's confidence or secrets or privacy

Do not post or forward the personal details, information or images of others without their consent.

5. Obtain consent to record others

Only take and share photographs or sound or video recordings when others are aware the recording is taking place and have provided their explicit consent as part of an approved lesson.

6. Don't share College Zoom / Google Meet Links

Protect the privacy and security of your school community by not sharing or posting the link to a video conferencing meeting with others, offline in public communications or online on public websites or social media forums.

7. Never steal other people's work

Use the Internet in a manner that does not infringe copyright or intellectual property rights; including not distributing, sharing, content (such as music and other audio materials and video materials) or software. Abide by copyright and intellectual property regulations by requesting permission to use images, text, audio and video, and attributing references appropriately.

8. Never steal anyone's identity

Do not intentionally use another person's credentials, or impersonate or falsely represent yourself as another person.

9. Treat other people ethically and with respect

Don't harass people. Don't bully, threaten, defame, vilify or sexually harass them.

10. Keep it clean - stay away from any kind of obscene or offensive material

Don't use digital technologies to create, transmit, access, look for, publish or store electronic material that is obscene, offensive or inappropriate

11. Handle all equipment with care

Notify your teacher if any damage occurs, or if something needs attention. Please don't install any software without express permission.

12. Be Cyber-Safe

Speak with a teacher or trusted adult if you feel uncomfortable or unsafe online, or if you see others participating in unsafe, inappropriate or hurtful online behaviour.

If a student fails to follow these rules, they will be subject to the *Prace Student Behaviour Management (Prace College) Policy and Procedure* and /or *Student and Service Users Disciplinary Policy and Procedure*.

20. Access and Equity

- a) Prace College is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our education and training for all those seeking to undertake it.
- b) We ensure that our student selection criteria are non-discriminatory and provide fair access to education and training for the disadvantaged.

21. Occupational Health and Safety

- a) Prace College is committed to implementing, maintaining and continuously improving Occupational Safety and Health in all of its locations. Prace management recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike.
- b) This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained. A copy of the Prace *OHS Policy and Procedure* is available on request.

Accidents, Hazards or Near Misses

- c) To ensure all staff, students and visitors are safe on our premises, it is everyone's responsibility to report any Accidents, Hazards or Near Misses. Please report these to any Prace College staff member.

22. Prohibited Items and Behaviour

- a) Smoking: Prace College is a smoke free workplace. To protect all employees and visitors from exposure to Environmental Tobacco Smoke, the entire premises, including grounds and outdoor areas where applicable, are smoke free. This policy applies to all staff including management, contract and service staff, students, clients and visitors while on Prace College premises.
- b) Alcohol: Under NO CIRCUMSTANCES is the consumption of alcohol permitted. Any breach of the Victorian liquor legislation or regulations will be dealt with according to the *Student Disciplinary Procedure*.
- c) Drugs: Possession and/or use of any illegal drug or substance, or the misuse of prescribed drugs, will be viewed as a serious breach of the code of conduct. Possession or use of illegal drugs or prohibited substances is a criminal offence and Prace College reserves the right to inform the local authorities. Disciplinary action may result in immediate termination of enrolment.
- d) If a student comes onto the campus with the appearance of being affected by alcohol or drugs, their parent/guardian/carer will be called to collect them and be sent home. The student cannot be sent home on public transport.
- e) Firearms or weapons: Under NO CIRCUMSTANCES are firearms or weapons permitted to be brought on to any campus. If any student(s) is found to be in the possession of either, the student(s) will be subject to disciplinary action, which may result in the immediate termination of enrolment. Cases could also require the matter to be referred to the local authorities.

23. Bullying and Harassment

- a) Prace College will not tolerate bullying or harassment.
- b) Any staff member or student who initiates or engages in acts of bullying or harassment will be subject to disciplinary action which may result in the immediate termination of employment or enrolment. This includes direct and indirect forms of bullying and harassment including visual, physical, and verbal harassment and cyber bullying.

Sexual Harassment

- c) Sexual harassment is a general term covering unwelcome sexual behaviour. This could include a demand for sexual activity (subtle or explicitly) or offer of sexual favours, unwanted and deliberate physical contact, unwelcome sexual jokes, innuendos, or comments of a sexual nature. It could also be the display of offensive pictures or publications, or the use of offensive language in the classroom or workplace. If at any time a student is subjected to sexual harassment, they should contact a member of staff.

Bullying, Aggressive Behaviour

- d) Prace College will not tolerate bullying behaviour. There is no place for bullying at any of our campuses. Safe and respectful work/learning environments are a priority.
- e) Bullying is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening.

Bullying can happen in person or online, via various digital platforms and devices and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records).

Bullying of any form or for any reason can have immediate, medium and long-term effects on those involved, including bystanders. Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying.

- f) Bullying behaviour demeans and humiliates people, either as individuals or as a group. It may also include behaviour that intimidates, offends, criticises, or degrades a person, possibly in the presence of others. Some initiation practices could be considered as bullying, where they involve the misuse of relative/or assumed power, for example by students who have been here longer than others.
- g) If a student is concerned about bullying, the important thing is to tell someone. It may be sufficient to make it clear to the individual/s that the behaviour is not welcome, that it offends and interferes with the student's ability to learn. If students are a witness to bullying behaviour, they might approach those perpetrating the bullying behaviour and tell them that they disapprove of the behaviour and request that it stops. However, if the behaviour persists (or if the student doesn't feel confident to approach the individual/s) they should report the behaviour to a member of staff.
- h) If a student is experiencing any bullying or harassment issues, they should contact their teacher, youth worker, or the Principal. As with sexual harassment, all requests for assistance will be handled in the strictest confidence. Refer to the Prace College *Bullying and Harassment Policy and Procedure* on our website at <https://prace.vic.edu.au/prace-college-policies-procedures/>.

24 Child Safety and Wellbeing Policy

As Prace College strives to develop dynamic, responsive and innovative educational programs, teaching and learning experiences, it will intentionally promote and protect the interests and safety

of children and young people, and a child-safe environment for all children and young people in its care. This will be achieved by:

- having a zero tolerance for child abuse
- working to actively listen to and empower children/young people
- having systems to protect children/young people from abuse, and will take all allegations and concerns very seriously and responding to them consistently in line with the organisation's policies and procedures
- being committed to promoting cultural safety for Aboriginal children/young people, cultural safety for children/young people from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children/young people with a disability
- engaging only the most suitable people to work with children/young people along with providing high quality supervision and professional development.

Prace College cares about our students' feelings and their safety and encourages them to speak to one of our Child Safe Officers listed below about any issues they may have.

- Jane Davies
- Jenna Auer
- Matt Goldsworthy

For a copy of the Child Safety and Wellbeing Policy and our Child Safe Strategies see the Prace College staff.



25. Complaints and Appeals

Students have the right to submit an Appeal or Complaint in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs. Our Complaints and Appeals procedure is outlined below.

Stage 1 - Addressing concerns and difficulties / informal complaints

1.1. Addressing concerns

Wherever possible, participants should attempt to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Prace staff are available to assist participants to resolve their issues at this level.

The staff member who is approached with a complaint will:

- attempt to resolve the issue professionally and to the mutual satisfaction of the parties involved
- not pre-judge the issue and deal with the matter fairly
- keep notes of the complaint, the discussion and any outcomes
- discuss the matter with their supervisor.

Stage 2 - Formal complaint

2.1. Make the complaint in writing

Formal complaints are to be made in writing and made attention to the coordinator of the program or service at issue. Where the complaint is about the coordinator, the complaint should be made to that staff member's supervisor.

When making a complaint, provide as much information as possible to enable Prace to investigate appropriately and determine an appropriate solution. This should include:

- The issue you are complaining about – what happened and how it affected you.
- Any evidence you have to support your complaint.
- Details about the steps you have taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Support can be provided by a Prace staff member to students with entry level language or literacy skills who need assistance to make a formal complaint in writing.

2.2. Acknowledge receipt of complaint.

- a. A written acknowledgement of the complaint will be provided to the complainant within ten (10) business days of its receipt.
- b. Enrolment status – students and service users should be advised that choosing to access this policy and procedure will not affect their enrolment status during the complaints handling process.

2.3. Investigate and review the complaint.

- a. Upon receiving the complaint, investigation into the matter will take place. To ensure Prace has accurate, complete and relevant information, the investigation may involve further communication with the complainant, or with the respondent (where relevant) or other relevant parties. This may be in writing, over the phone or by face-to-face interview.
- b. All reasonable measures will be taken to finalise the process as soon as practicable, ideally within twenty (20) business days. If the matter is particularly complex and goes onto stage 3 of the complaints process or further, the matter may take longer to resolve.
- c. If it takes longer than 20 business days to resolve a complaint, the Program / Service Coordinator will contact the complainant prior to or at this time and explain why.
- d. Prace may request further details from the complainant and /or respondent (if applicable). This may be in writing, over the phone, or by face-to-face interview with the complainant and/or respondent(s).
- b. The Program / Service Coordinator or delegate will review the information and decide on the appropriate actions to be taken.

2.4. Recommend resolution and provide report to complainant.

- a. The Program / Service Coordinator or their delegate will provide a written response to the complainant, and the respondent (where applicable), on the steps taken to address the complaint which will include recommendations and reasons for their decision.
- b. The response will further advise the complainant, and the respondent (where applicable), of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint process.

Stage 3 – Internal appeal

3.1. Lodge appeal in writing

- a. If the complainant, (or respondent, where applicable), is dissatisfied with the outcome of the complaints process, they may lodge an appeal in writing to the Program / Service Coordinator within ten (10) business days of the proposed resolution being communicated to them.

Support can be provided by a Prace staff member to students with entry level language or literacy skills who need assistance to write a formal appeal.

- b. Prace may decide to call upon an independent mediator to assist to resolve the issue.

3.2. Acknowledge receipt of appeal

A written acknowledgement of the appeal will be provided to the complainant/respondent within ten (10) business days of its receipt.

3.3. Investigate the details of the original complaint and decide on outcome of internal appeal.

- a. The Program / Service Coordinator will arrange for the Complaints and Appeals committee to conduct the investigation.
- b. The Complaints and Appeals committee is to be made up of the Program / Service Coordinator and two Senior Managers.
- c. A member of the Complaints and Appeals Committee will be appointed to consult with the complainant, respondent (where applicable) and other relevant parties, including those involved in making the original decision. This may be in writing, over the phone, or by face-to-face interview with the complainant and/or respondent(s).
- d. Where a face-to-face meeting is requested, the complainant and/or respondent (if applicable) may ask another person to accompany them. The member of the Complaints and Appeals Committee managing the complaint may also request for another staff member to be present.
- e. Following the consultations, the Complaints and Appeals Committee will meet to decide on an appropriate resolution.
- f. The Complaints and Appeals Committee will then provide a written response to the complainant, and respondent (where applicable), advising the outcome of the internal appeal.
- g. The response will further advise the complainant, and respondent (where applicable), of their right to access external complaints and appeals mechanisms if they are not satisfied with the outcome of the internal appeal.
- h. Details are to be recorded on the Complaints and Appeals Register.

Internal assessment appeals

1. Lodge an internal assessment appeal.

- a. Students have the right to appeal an assessment decision.
- b. Internal assessment appeals should be made in writing to the relevant Program / Service Coordinator within ten (10) business days of the original assessment decision being communicated to the learner.
- c. The student should provide details of why they are appealing the assessment decision.

2. Acknowledge receipt of appeal

A written acknowledgement of the appeal will be provided to the student within ten (10) business days of its receipt.

3. Review the assessment

- a. The Program / Service Coordinator will organise for the assessment to be reviewed. Where deemed necessary, Prace may appoint an independent, qualified assessor to review the assessment.
- b. The outcome of the assessment appeal will be advised in writing to the student, ideally within fifteen (15) business days. The student will be advised if additional time is required due to special circumstances.
- c. If the student requests a reassessment after being notified of the outcome of the assessment appeal, this reassessment will be at their own expense.

4. Record the appeal

The details of the appeal are to be recorded on the Complaints and Appeals Register.

Other internal appeals

1. Lodge an appeal

A student, or prospective student, may appeal the outcome of other decisions made by Prace, including but not limited to decisions relating to applications for:

- Entry into a qualification course
- Special consideration under Prace's Assessment Procedure.

Internal appeals should be made in writing attention to the Education & Business Operations Manager within ten (10) business days of the original decision being communicated to the applicant.

2. Acknowledge receipt of appeal

A written acknowledgement of the appeal will be provided to the student within ten (10) business days of its receipt.

3. Review the decision

- a. The review may be conducted in writing, over the phone, or by face-to-face interview with the applicant. The applicant may ask another person to accompany them to face-to-face meetings.
- b. Following the consultations, the Education & Business Operations Manager will decide on an appropriate resolution.
- c. The Education & Business Operations Manager will then provide a written response to the applicant, advising the outcome of the internal appeal.
- d. The response will further advise the applicant of their right to access external complaints and appeals mechanisms if they are not satisfied with the outcome of the internal appeal.

External complaint or appeal

1. Avenues for external complaints or appeals

Complainants are encouraged to follow the internal processes above before making an external complaint or appeal, however if they wish, they may lodge their complaint or appeal with an external organisation at any time, at their own cost.

Prace College programs:

- **Victorian Registration and Qualifications Authority (VRQA)**

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

The VRQA can investigate complaints that relate to breaches of school registration standards, provided you have first raised the issue with Prace and given us an opportunity to respond before lodging your complaint with the VRQA.

- **Victorian Institute of Teaching (VIT)**

Complaints about a teacher may be made to the VIT. You should also notify Prace of the complaint. For further guidance refer to the VIT Conduct reporting guide for members of the community at: <https://www.vit.vic.edu.au/conduct/reporting-guide/public>

Privacy complaints:

If you believe Prace has breached privacy laws and, after allowing 30 days for us to resolve the complaint, you are not satisfied with our efforts to resolve the issue, you may make a complaint to the Australian Information Commissioner. This includes issues relating to collection, handling, accuracy, use and disclosure of personal / sensitive information, and other issues covered by the Commonwealth Privacy Act and/or Australian Privacy Principles.

Office of the Australian Information Commissioner:

<https://www.oaic.gov.au/privacy/privacy-complaints> or by phone 1300 363 992.

If your complaint relates to health information (e.g. information you have disclosed to Prace about a disability or medical condition), you may direct your complaint to the **Victorian Health Complaints Commissioner** at <https://hcc.vic.gov.au/> or by phone 1300 582 113.

Privacy complaints – Prace College

If your complaint relates to information shared between Prace College and other Information Sharing Entities under the Child Information Sharing Scheme (CISS) or Family Violence Information Sharing Scheme (FVISS), you may lodge a complaint with the Victorian Information Commissioner or Health Complaints Commissioner.

For further information refer to the Office of the Victorian Information Commissioner website www.ovic.vic.gov.au or the Health Complaints Commissioner website www.hcc.vic.gov.au

Complaints about discrimination, harassment, or victimisation

If your complaint relates to unfair treatment or discrimination, harassment, vilification, or victimisation, and you are not satisfied with our efforts to address the issue, you may make a complaint to the Victorian Equal Opportunity and Human Rights Commission, or the Australian Human Rights Commission. For more information, see <https://www.legalaid.vic.gov.au/making-complaint-about-discrimination>

2. Respond to external complaints

If contacted by our registering body or any other relevant complaint body, Prace will cooperate fully in the process of handling the complaint. This may include providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate with such instances and to give an accurate account of the events as they understand them.

Records of complaints, appeals and their outcomes

Record complaint, appeals and outcome

During and after any complaint or appeal, appropriate actions will be taken by Prace to prevent the cause of the complaint and/or appeal from recurring, through its Continuous Improvement policy and procedures.

Complaint and appeal details and outcomes will be logged on Prace's Complaints and Appeals Register for review and discussion at Team Meetings to ensure that if any improvements can be made to avoid a similar issue in the future, this will be acted upon.

Records about complaints relating to information sharing under the CISS or FVISS are to be kept in accordance with the Prace Information Sharing Schemes Procedure.

26. Code of Conduct and Disciplinary procedures

All students at Prace College are expected to take responsibility for their own learning and behaviour during their course. Appropriate standards of behaviour among all students are essential.

Prace Student Code of Conduct

We have developed this set of guidelines to provide clear rules to all Prace students regarding acceptable behaviour, attitudes and views expressed in the classroom.

Students are expected to uphold our Code of Conduct at all times.

1

WE SHOW RESPECT

- I listen to other people.
- I accept and support difference.
- I come on time.
- I speak nicely to everyone.
- I contact Prace if I am going to be late.
- I contact Prace if I will not be coming to class.

4

WE BUILD SAFE SPACES

- I take positive risks in my learning.
- I encourage others.
- I look after Prace's equipment and spaces.
- I have positive body language.
- I come to class free of drugs and alcohol.
- I stay calm.

2

WE DO WHAT IS RIGHT

- I am helpful.
- I congratulate others when they do well.
- I say thank you.
- I do what is best for everyone.
- I am kind to everyone.

5

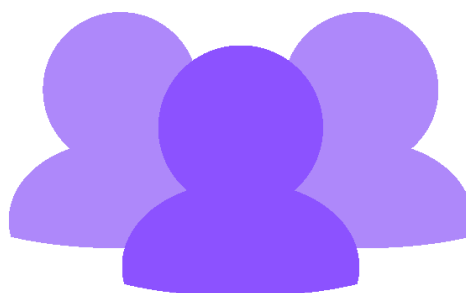
WE WORK TOGETHER

- I listen to other people's ideas.
- I value other people's skills and abilities.
- I include everyone.
- I support others.

3

WE DO OUR BEST

- I am ready to do my best.
- I come to Prace to learn.
- I take pride in my work.
- I aim to complete all of the work.
- I ask for help when I need it.
- I try to stay positive.
- I come to class prepared.
- I think about how I could do better next time.



Duties

- Maintain a clean and healthy classroom by ensuring rubbish that you are responsible for is removed from the space.
- Arrive on time and stay for the duration of the class.
- Inform your tutor if you need to leave class early, will be absent or will be late for class.
- Complete set tasks to the best of your ability.
- Treat Prace College resources with care.

In its Code of Conduct Prace College complies with the requirements of the *Occupational Health and Safety Act 2004*.

27. Student Disciplinary Procedure

Students at Prace College who engage in misconduct are subject to Prace College's disciplinary procedures.

General misconduct means behaviour in or near Prace College, Merrilands Community Centre or Prace Mernda campus, that is generally thought to be inappropriate by community standards. It includes:

- Persistent disruptive behaviour
- Failure to comply with a reasonable instruction from a member of staff
- Persistent refusal to do class work or tasks set by the teacher
- Entering staff/office areas of the building without permission
- Attending classes while substance affected
- Smoking in the building
- Hostile or abusive behaviour or language
- Actions or words which threaten others
- Failure to observe safety rules
- Persistent failure to comply with Computer Room Conditions of Use
- Regular non-attendance
- Bullying

Gross misconduct means serious misbehaviour that may be considered intolerable for staff or other Centre Users, or which may involve a criminal offence. It includes:

- carrying a weapon or dangerous article
- possession of illegal substances or alcohol on the premises
- physical assault or threatening behaviour or behaviour which threatens the health and safety of another
- verbal assault or abusive behaviour or language
- theft
- slander or harassment
- deliberate misuse or destruction of facilities, equipment or materials

If a student engages in misconduct, teachers may ask students to leave the class for an appropriate period of time and/or start disciplinary procedures at their discretion. The disciplinary procedure for these behaviours will start with a first warning which is verbal, a second warning which is written, and then a third warning which involves formal disciplinary action as per the *Student Disciplinary Procedure*. Disciplinary action may result in immediate termination of enrolment.

28. Cheating and Plagiarism

Plagiarism: is the presentation of the works of another person / other persons as though they are one's own by failing to properly acknowledge that person / those persons, and may be intentional or unintentional. Refer to the *Prace College Assessment Procedure*.

Cheating: Is an intention to gain an unfair advantage in the assessment of a unit or course. This may include, but is not limited to, the following:

- presenting work, which is the outcome of directly working with others, as his or her own (collusion)
- allowing another person to complete an assessment or examination on behalf of a student
- accessing/obtaining an advance copy of formal assessments
- communicating with, or copying from, another person(s) during formal assessments
- bringing into, or receiving during, a formal assessment, unauthorised material/information
- presenting untrue medical/special consideration forms
- knowingly helping others to cheat
- taking actions which intrude on the ability of others to complete their assessable tasks.

Student Responsibilities

1. Understand and comply with the procedures of Prace College concerning assessment and cheating, and seek help if unclear about their requirements.
2. Ensure that all sources of information are appropriately acknowledged.
3. Take all reasonable precautions to ensure work cannot be copied.

If there is evidence of an incident of cheating the *Prace College Student Disciplinary Procedure* will be enacted. Prace College complies with the requirements of the Copyright Act 1968.

Prace College expects students to act with the integrity and honesty and acts of plagiarism are completely unacceptable and will not be tolerated.

29. Privacy Policy

Prace College is bound by the Australian and Victorian Privacy legislation as set out in Prace College's *Privacy Policy*. Students are provided with a copy of the Student Enrolment Privacy Notice in their Enrolment Pack.

Please also refer to the Privacy Statement on our website at: <https://prace.vic.edu.au/prace-privacy-statement/>

30. Photographing, Recording and Filming Students Policy

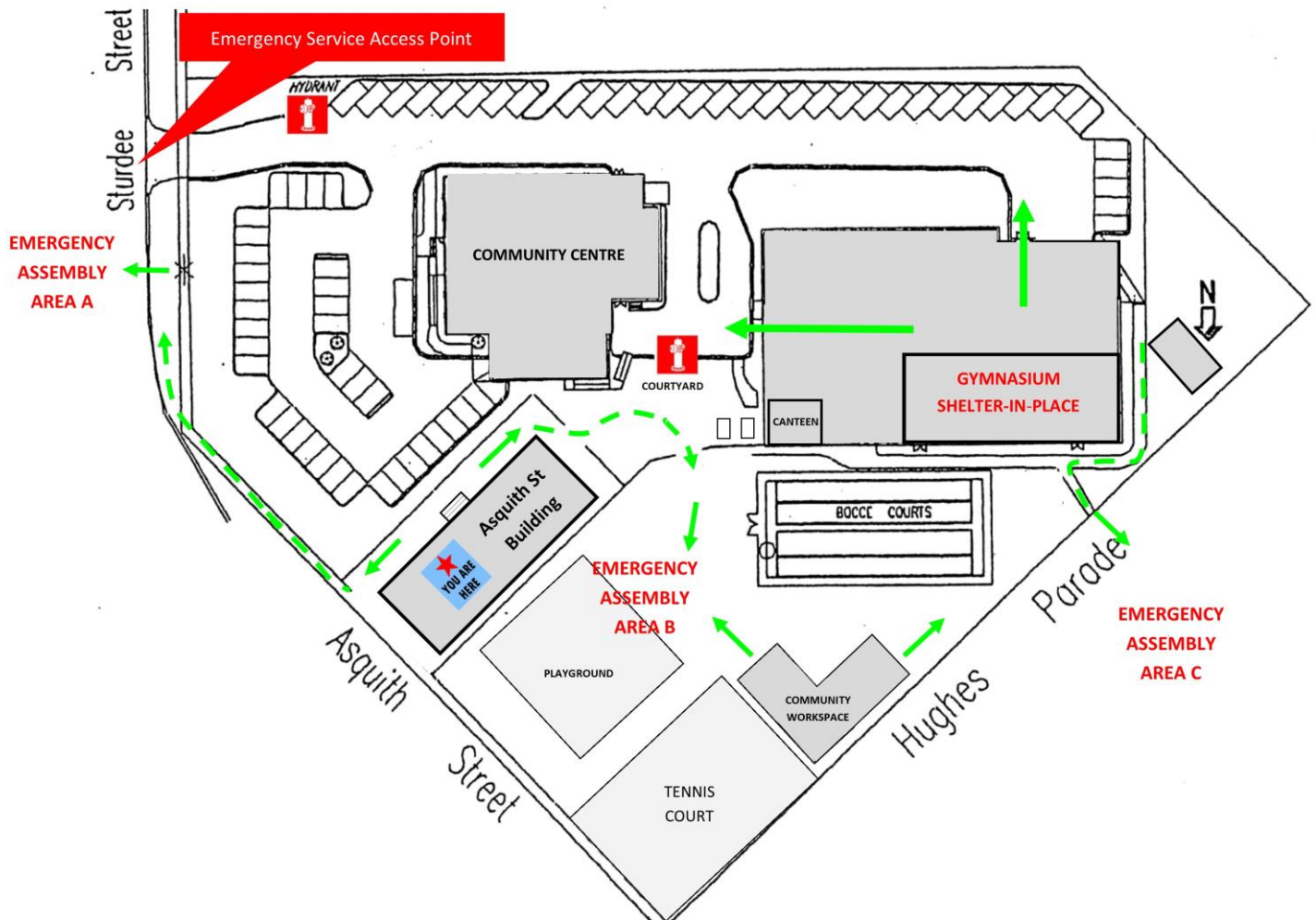
Prace College has processes in place to ensure any student images we collect are used reasonably, appropriately and sensitively, consistent with our obligations under Privacy laws, the Child Safe Standards, our Child Safety and Wellbeing Policy and Child Safety Code of Conduct.

If at any time a student or parent has a concern about the use of any images they should contact the Prace office on 9462 6077.

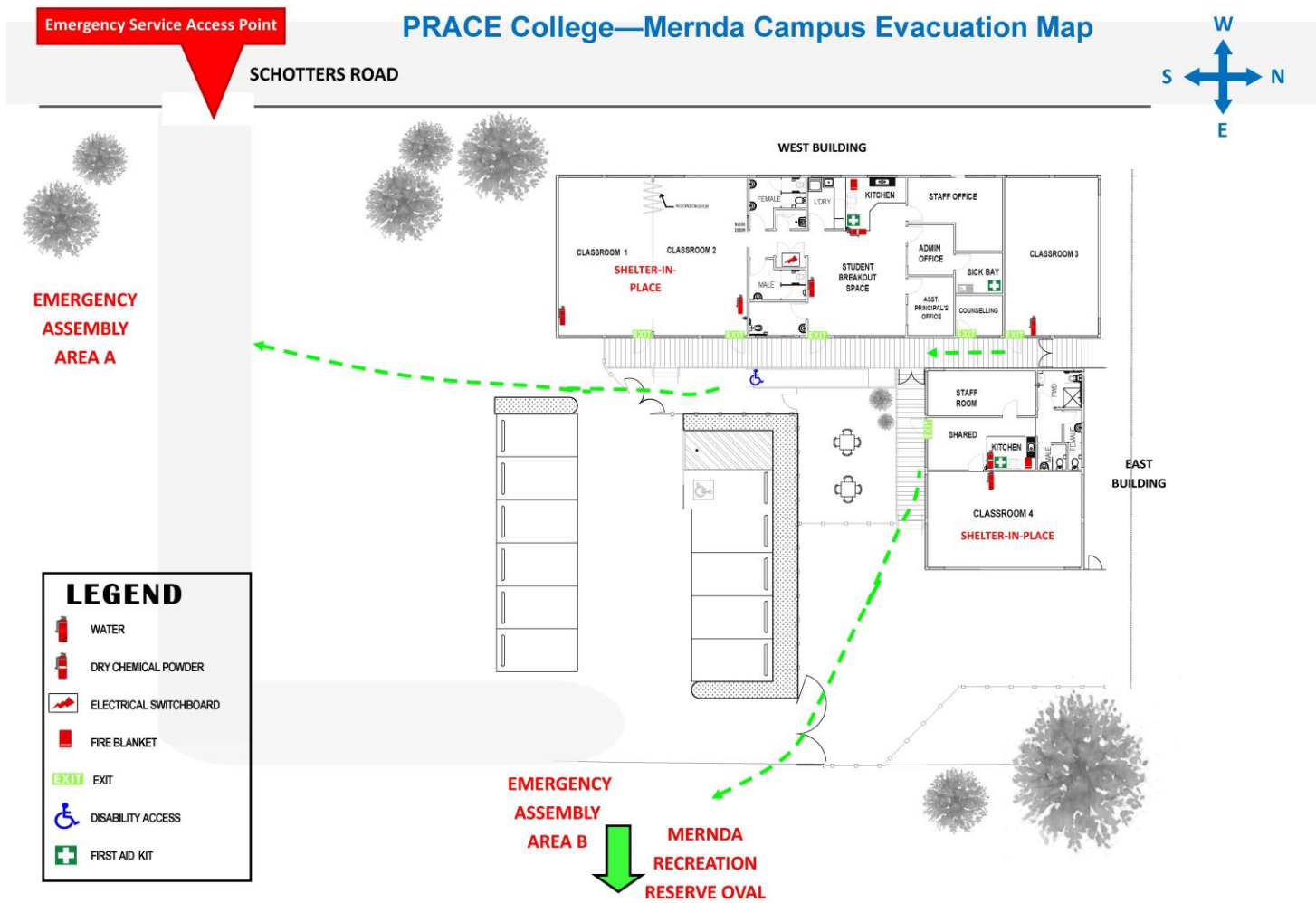
Our *Photographing, Recording and Filming Students Policy* explains how we collect, use and disclose photographs, video and recordings of students, how consent is collected, and how consent can be withdrawn. This policy is available on the Policies & Procedures page of our website: <https://prace.vic.edu.au/prace-college-policies-procedures/>

31. Map of Merrilands Community Centre, Reservoir

MERRILANDS COMMUNITY CENTRE



32. Map of Mernda Campus



*We hope that you enjoy your learning experience with us.
We look forward to getting to know you and working with you
so that you can achieve your educational goals.*

Notes:



Merrilands Community Centre
35 Sturdee Street
Reservoir 3073

Mernda Campus
56 Schotters Road
Mernda 3754

9462 6077 | collegeadmin@prace.vic.edu.au
www.prace.vic.edu.au