

prace

Changing lives
through education

Student Information 2025



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VISION STATEMENT

Changing lives through education

STAFF

Staff members at Prace are all qualified and experienced.

Remember that staff members are there to assist and support you in your course. Most staff members are employed on a part-time basis and are not always in attendance, so please leave a message with the Prace office on 9462 6077 or email office@prace.vic.edu.au and it will be passed on.

SKILLS FIRST SUBSIDISED STUDY

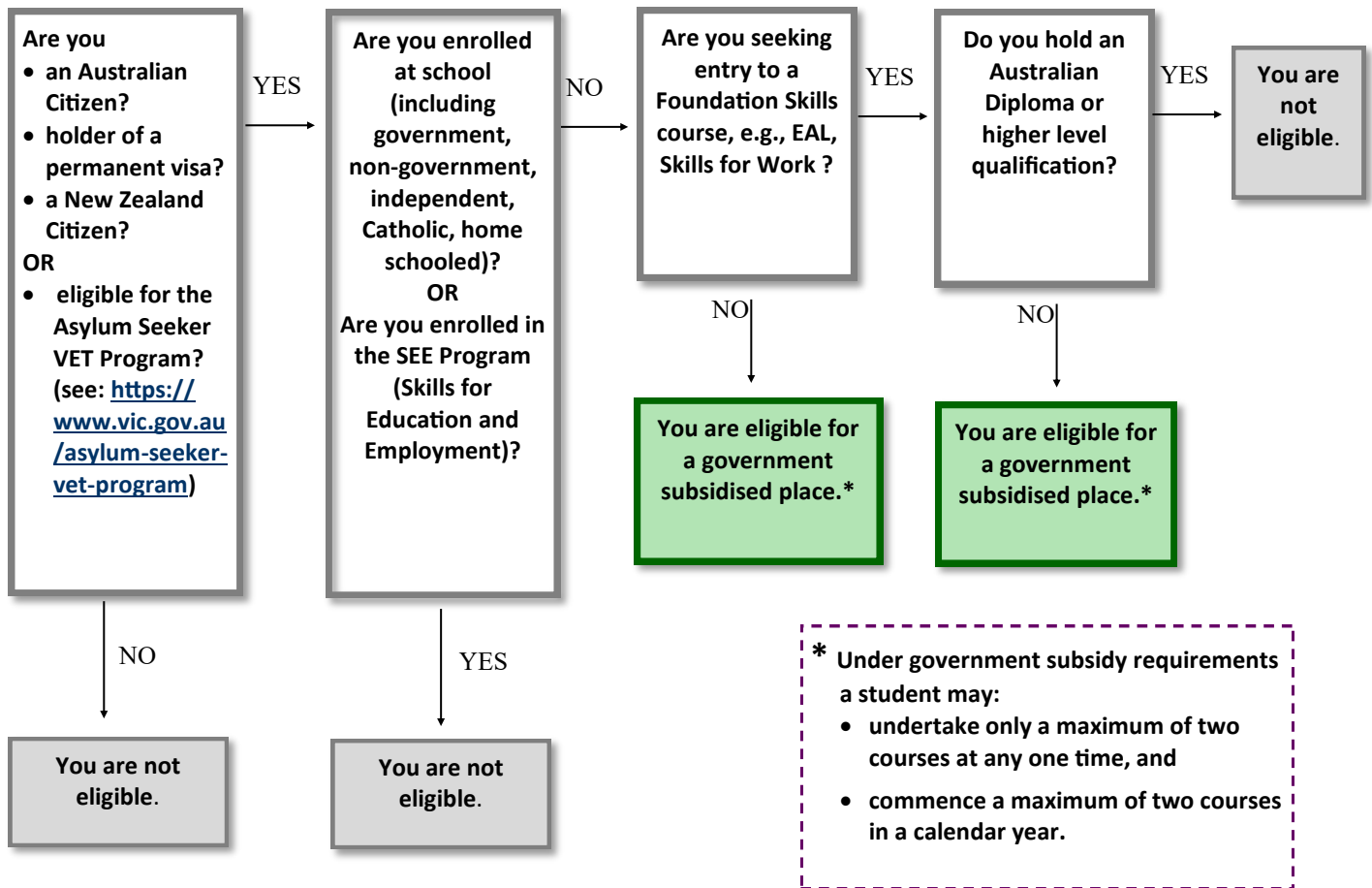
Now is the ideal time to make a start on gaining new skills, or upgrading your existing skills, to help you get the job you want. Skills First subsidised study makes vocational education and training more accessible to people who need skills to get a job or to undertake further education.

You can start a maximum of 2 Skills First subsidised courses each year, as long as you're not studying more than 2 subsidised courses at a time.

To find out if you are eligible for a government-subsidised place under the Skills First program please see the table on the next page.



ARE YOU ELIGIBLE FOR A GOVERNMENT-SUBSIDISED PLACE IN AN ACCREDITED COURSE UNDER THE SKILLS FIRST PROGRAM?



UNIQUE STUDENT IDENTIFIER (USI)

If you're studying nationally recognised training, you are required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains your training records and results (transcript) that you have completed from 1 January 2015 onwards.

With your permission, Prace can create a USI on your behalf. You will need to provide us with **one** valid form of ID from the list below:

- Drivers Licence
- Medicare Card
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Citizenship Certificate
- Australian Passport
- Certificate of Registration by Descent
- Visa (with Non-Australian Passport) for international students
- ImmiCard

Prace complies with the *Commonwealth Student Identifiers Act 2014* and *Student Identifiers Regulation 2014*.

FEES & CHARGES

TUITION FEES vary and are determined by the course start date and whether you are eligible for a government funded place. (See the Eligibility Flowchart on page 4.) Please refer to individual course information for fees.

Concession Fee: Cost of a course for a student who is eligible for a Skills First (accredited) or ACFE (pre-accredited) subsidised place who holds a:

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card.

Or who is:

- A dependant of a holder of one of the above cards, or
- Aboriginal and/or Torres Strait Islander, or
- An eligible Asylum Seeker.

Full Fee: Cost of a course for a student who is eligible for a Skills First (accredited) or ACFE (pre-accredited) subsidised place but is not eligible for a Concession.

Fee For Service: Cost of a course for a student who is not eligible for a government subsidised place or where the course has no government subsidised places.

SERVICE & AMENITIES FEES—All students are required to pay a Student Services and Amenities Fee of \$10, unless otherwise indicated.

FEES FOR STATEMENTS OF ATTAINMENT AND CERTIFICATES—No fee will be charged for the initial issuing of a Statement of Attainment or Certificate. Reissuing of a Statement of Attainment or Certificate costs \$25 to be paid prior to reissue.

LATE ASSESSMENT FEE—\$45 per hour for assessing a task submitted more than 60 days after the last class.

RECOGNITION OF PRIOR LEARNING (RPL) FEES vary from course to course, please see the RPL section on page 7 of this booklet for more information.

WRITTEN ACCEPTANCE OF FEES—When you sign the Prace enrolment form you are agreeing to the tuition, materials, service and amenities fees for your course. Prace staff must ensure that all fees and charges that apply to your course of study are listed on the enrolment form prior to you signing.

PAYMENT TERMS—Payment is due at the time of enrolment. In some cases a deposit is taken with full payment being made prior to course commencement or as otherwise negotiated with the course coordinator.

PAYMENT METHODS—Prace accepts cash, cheque, EFTPOS and direct deposit.

OVERDUE FEES—Any student who has an outstanding Prace debt will not be eligible to:

- enrol or re-enrol;
- receive a statement of results or academic transcript;
- graduate or receive an award from Prace.

REFUNDS

If Prace cancels a course all fees paid will be refunded in full.

Tuition and Service & Amenities fees

If you are unable to commence your course, to be eligible for a refund of any fees you have paid, you need to formally withdraw in person or in writing at least 2 business days prior to the course commencement date.

In this case, tuition and amenities fees and charges paid will be refunded minus an administration fee as outlined in the table below:

Administration Fees			
	Fee for Service	Full Fee	Concession
Full nationally recognised qualifications	\$150	\$100	\$50
Single units and non-accredited courses	\$25	\$25	\$15

This means NO refunds will be given after course commencement.

If a learner chooses to become part-time and therefore withdraws from only part of an enrolment, Prace will refund only the portion of the tuition fee and materials fee applicable to that part of the course.

Course Materials Fees

If the materials are returned to Prace and the Course Coordinator deems that the materials can be used in a subsequent course, based on currency and quality of the materials, then a full refund will be given.

CREDIT TRANSFER & RECOGNITION OF PRIOR LEARNING

Prace recognises relevant learning acquired through:

- formally recognised qualifications
- other courses provided by professional bodies, voluntary organisations, enterprises, private educational institutions, trade unions and government agencies
- work or other forms of practical experience; and / or life experience

This is achieved through the formal processes of Credit Transfer and/or Recognition of Prior Learning (RPL).

Credit Transfer is the granting of credit for a unit of competency or module previously completed by a student. RTOs are obliged to recognise qualifications and statements of attainment issued by other RTOs (through 'national recognition'), granting credit for any units the student has already successfully completed.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal (such as previously unrecognised skills and knowledge), or informal learning. This process determines the extent to which an individual has achieved the required learning outcomes, competency outcomes, or standards for entry into, and/or partial or total completion of a program of study.

Please speak to your course coordinator if you think you are eligible for recognition of prior skills and knowledge.

POLICIES AND PROCEDURES FOR PRACE ADULT EDUCATION PROGRAMS

The following policies and procedures can be accessed via the Prace website at <https://prace.vic.edu.au/prace-policies-and-procedures/>

- ◆ Acceptable Use of Digital Technologies
- ◆ Bullying and Harassment
- ◆ CCTV
- ◆ Child Safety and Wellbeing
- ◆ Complaints and Appeals
- ◆ Photographing, Filming and Recording Students
- ◆ Student Selection, Enrolment and Induction
- ◆ Privacy Statement

For under 18s enrolling in adult education, information about Prace's approach to child safety can be accessed via the Prace website at <https://prace.vic.edu.au/child-safety/>

CHEATING & PLAGIARISM

Plagiarism: Is the presentation of the works of another person / other persons as though they are your own by failing to properly acknowledge that person / those persons. It may be intentional or unintentional.

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 your own (collusion)
- allowing another person to complete an assessment or examination on your behalf
- 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 Prace procedures concerning assessment and cheating, and seek help if you are unclear about the requirements.
2. Ensure that all sources of information are appropriately acknowledged.
3. Take all reasonable precautions to ensure your work cannot be copied by other students.

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

DISCIPLINARY PROCEDURES

Prace has a disciplinary procedure which relates to students breaching the student Code of Conduct.

The Code of Conduct and disciplinary procedure will be explained to you during the enrolment process.

Prace's Student Code of Conduct can be found on page 15 of this booklet.

ACCESS & EQUITY

It is your teacher's job to make sure you are given full opportunity to participate, learn and achieve in the course in which you have enrolled. Your teacher will aim to be sensitive to your needs throughout the course.

If you have any issues with reading/writing, accessing the course, housing, or illness, your teacher may be able to adjust the course to your needs and/or help you find other support services as required. In this way Prace meets the requirements of the *Equal Opportunity Act 2010 (Vic)* and the *Disability Discrimination Act 1992 (Cth)*. See more on student support services below.

STUDENT SUPPORT SERVICES

Prace aims to support the inclusion and participation of members of the local community in its education programs regardless of race, culture, disability, religion, language, age, gender, or social or economic barriers. In this way, Prace also complies with relevant anti-discrimination legislation and promotes access and equity in all its services.

Student Support:

Prace is committed to supporting learners to reach their goals, maximising student engagement and supporting student well-being.

This is achieved through the provision of support in three key areas:

- Learning supports (in the classroom and outside of the classroom). Teachers and coordinators will be available to students through their course to discuss issues or support needs as they arise. This includes reasonable adjustments to assessment and learning materials/activities.
- Personal support. Prace has in place a range of partnerships and established referral pathways appropriate to supporting the health and wellbeing needs of its students.
- Pathways support. Prace provides pathways support to its students through a range of strategies such as providing pathways information **as part of each course**.

Amenities:

- Community Library
- Communal sitting area with free tea and coffee
- Computer & Internet access

From time to time staff will ask for feedback about Prace student support services either through a survey or face-to-face discussion.



QUALITY ACCREDITED COURSES

Prace is required and is committed to conducting its adult education programs following the principles and practice of Australian democracy: Elected government, The rule of law, Equal rights for all before the law, Freedom of religion, Freedom of speech and association, The values of openness and tolerance.

Prace is registered to deliver the following accredited courses:

- English as an Additional Language Courses:
 - Course in EAL 22637VIC
 - Certificate I in EAL (Access) 22638VIC
 - Certificate II in EAL (Access) 22639VIC
 - Certificate III in EAL (Access) 22640VIC
- Certificate III in School Based Education Support CHC30221
- Certificate II in Skills for Work and Vocational Pathways FSK20119
- Certificate II in Active Volunteering CHC24015

Students who successfully complete one of the above accredited courses will receive a nationally recognised certificate. If you don't complete the whole course but do complete one or more subjects (or "units"), you will receive a Statement of Attainment for the units achieved.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing a qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

To provide accredited training in Victoria, Prace is registered with the Victorian Registration and Quality Authority (VRQA). The VRQA audits training providers on a regular basis to ensure they are delivering quality programs and assessment.

Prace complies with the requirements of the *Education and Training Reform Act 2006 (Vic)*, *Education and Training Reform Regulations 2017*, *AQTF Essential Conditions and Standards for Continuing Registration*, and the *VRQA Guidelines for VET providers*.



You may be asked to fill in a survey about the quality of your training by Prace or by the National Centre for Vocational Education Research (NCVER). You could also be contacted by the Department of Education for the purposes of :

- a Prace audit, review, investigation, monitoring or evaluation. This information may be used to assist Prace in identifying areas for improvement.
- participating in a Department of Education endorsed project.
- participation in the Department of Education annual student outcome survey.



PRIVACY OF RECORDS

Prace handles your personal information in accordance with the Australian Privacy Principles and Victorian Information Privacy Principles, the *Privacy Act 1988* (Cth), the *Privacy and Data Protection Act 2014* (Vic), and *Health Records Act 2001* (Vic).

For more information please refer to our Privacy Statement on the Prace website: <https://prace.vic.edu.au/prace-privacy-statement/>

You can also find out more information about your privacy rights at www.ovic.vic.gov.au

PHOTOGRAPHS, RECORDING AND FILMING

Prace 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-policies-procedures/>

ACCESS TO STUDENT RECORDS

You have the right to access your personal records. To access your file or student records you must apply in writing to the Prace Education & Business Operations Manager. Please refer to the contact information printed on the back of this brochure.

COMPLAINTS & APPEALS

We want to provide great service to our community, and want to know if there's anything we can do better.

If you have any concerns or complaints about Prace or our staff, let us know. This includes problems with our products, services, rules, or how our staff behave.

When we handle concerns and complaints:

- We take them seriously
- We respond quickly
- We treat everyone fairly
- We make sure nobody is treated unfairly
- We consider the diversity of our community
- We follow all laws, including privacy and child safety laws.

If your concern is about a child's safety or wellbeing, call us at (03) 9462 6077 and ask for a Child Safety Officer. If a child is in immediate danger, call 000.

The Prace Complaints & Appeals Procedure is a simple process and all complaints will be treated confidentially.

1. Talk directly to the person involved, if possible. Ask a Prace staff member for help.
2. To make a formal complaint:
 - Write down your complaint and give it to the program or service coordinator. If it's about the coordinator, send it to their supervisor.
 - Explain what happened, how it affected you, and if you have any evidence or tried to fix the problem before.
 - Tell us what you want us to do.
 - Ask a Prace staff member to help you write your complaint.
3. We will acknowledge your complaint within 10 business days.
4. We will try our best to investigate your complaint within 20 business days. This may include talking to you and others involved. If it takes longer, we will let you know.
5. After the investigation, we will write to you explaining what we have done or will do to fix the problem. We will also tell you why we made that decision.
6. If you're still not happy, you can appeal.

For more information see the Prace website at <https://prace.vic.edu.au/complaints-appeals/>.

Please note: If you have a complaint, you can have a support person help you. This support person could be a case manager, youth worker, interpreter, consumer advocate, family member or trusted friend. Students under the age of 18 will be required to have their parent/guardian/carer in attendance.

If you are a SEE or AMEP student you will have received the SEE or AMEP complaints procedure at enrolment. If you would like an additional copy, please contact the office.

If you are studying with Prace and your course includes assessment tasks, you have the right to appeal a result if you don't agree. Find out how to do this on the Prace website at <https://prace.vic.edu.au/complaints-appeals/>.

You can also appeal other decisions made by Prace, like course entry or special considerations on assessments.

We encourage you to talk to us if you have a concern or complaint, but if you are still not happy or want to complain to an outside organisation, there are external bodies you can contact.

National Training Complaints Hotline by telephone on 13 38 73, Monday–Friday, 8am to 6pm nationally, or by completing a complaints form via <https://www.dewr.gov.au/national-training-complaints-hotline>

Victorian Registration and Qualifications Authority (VRQA) <https://www2.vrqa.vic.gov.au/make-complaint>

The VRQA can investigate complaints that relate to breaches of 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. The VRQA does not investigate complaints about refunds or personal disputes between students and trainers/assessors.

Consumer Affairs - www.consumer.vic.gov.au (for complaints about refunds)

Adult Migrant Education Program (AMEP) only: If you are not satisfied after you have spoken to your teacher or course coordinator, you can contact the Melbourne AMEP Helpdesk on 1300 062 314, or by email at melbourneamep@melbournepolytechnic.edu.au

If you still believe your problem is unresolved, you can contact the Department of Home Affairs by telephone on 131 881 or online via <https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions>

If you are still not happy, you can contact the Commonwealth Ombudsman by phone on 1300 362 072, by email at ombudsman@ombudsman.gov.au or online at www.ombudsman.gov.au

Skills for Education and Employment (SEE) program:

Phone the Northern SEE on **1300 062 314**.

If you still believe your problem is unresolved, you can contact the Department of Education by telephone on 13 38 73

If you are still not happy, you can contact the Commonwealth Ombudsman by phone on 1300 362 072, by email at ombudsman@ombudsman.gov.au or online at www.ombudsman.gov.au

Child safety complaints or concerns

If your situation requires police attendance, dial **Triple Zero (000)**

For immediate concerns about the safety of a child, contact the Department of Families, Fairness and Housing, **Child Protection Crisis Line** by telephone on **13 12 78**

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.

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>

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.

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.

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.

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.

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.



SERVICE LOCATIONS



Prace Office

Merrilands Community Centre

35 Sturdee Street, Reservoir
9462 6077 | office@prace.vic.edu.au
www.prace.vic.edu.au

By train: Keon Park Station, Mernda Line

By bus: 555, 560

Prace Mernda Campus

56 Schotters Rd, Mernda

By train: Mernda Station, Mernda Line

Reservoir Neighbourhood House

2B Cuthbert Rd, Reservoir

By train: Reservoir Station, Mernda Line

By bus: 556, 552, 561

East Preston Community Centre

7 Newton Street, Reservoir

By bus: 556, 567 & 382

Thomastown Neighbourhood House

Thomastown Library 52 Main St,
Thomastown

By train: Thomastown Station, Mernda Line

By bus: 357

Thomastown West Community Hub

Main St., Thomastown (next to
Thomastown West Primary School)

By train: Thomastown Station,
Mernda Line

By bus: 357

Darebin Youth Services at The Hub

Northland Shopping Centre, Preston

By bus: 555

Mernda Community House

2 Heals Rd, Mernda

By train: Mernda Station, Mernda Line

Olivine by Mirvac—Shared Space Community Centre

995 Donnybrook Rd, Donnybrook

Wallan Neighbourhood House

42 Bentinck St, Wallan

Greater Beveridge Community Centre

Cnr Lithgow St and, Mandalay Cct,
Beveridge

See our website for a full list of Prace
service locations.

[https://prace.vic.edu.au/
training-locations/](https://prace.vic.edu.au/training-locations/)



All venues meet legislated Occupational Health & Safety requirements & are fully equipped for adult education classes. For vocational programs, all equipment required for achieving the credential will be made available.

Training is delivered with Victorian and Commonwealth government funding.