

STUDENT HANDBOOK 2011



empower learn succeed



In this guide you'll find all the information you need on FEC: WHO we are, WHERE you can find us, HOW to contact us and WHAT training and community programs we offer.

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Any information contained within this handbook is subject to change at any given time, without express notification by FEC.



OUR HISTORY

The Princess May Girl's school, a three story limestone building was opened on 26th July 1901 by HRH The Duchess of Cornwall and York. The school operated until 1956. It was then closed for 17 years, remaining vacant until it was refurbished to house FEC. The building is currently owned by the Department of Planning & Infrastructure and vested in the Fremantle City Council who sub-lease it, at a peppercorn lease to FEC.

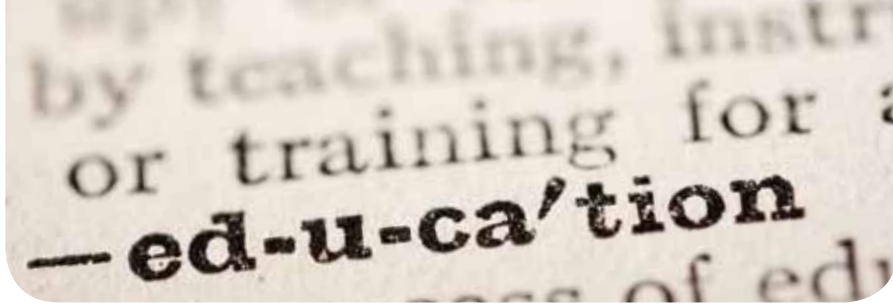
Housed since its inception in the beautiful Princess May Building in central Fremantle, the Centre also provides its facilities for use by the community.

FEC was established by the Commonwealth Government in 1974 as a result of the Karmel Report (1973), which recommended the establishment of Education Centre with the overall mission to improve quality of schooling and general training skills development for the broader community. Along with the FEC there were thirty six centres established nation-wide. FEC is now one of eleven remaining in operation and has often, over the years, been at the forefront of innovation in education.

Themes running through its history include education for non-English speaking people, non-traditional subjects for girls, peace education, life skills and personal development, literacy, student-centred learning, alternative education for alienated youth, as well as professional development and support for educators and schools.

AT PRESENT

FEC has evolved to include new strategic directions, with an emphasis on accredited training, employment services programs and international projects, including training seminars for international public servants.



FEC

MISSION STATEMENT

To provide learning opportunities which support life-long learning for all in the community.

VISION STATEMENT

Meeting the future through life-long learning.

OUR BUSINESS

FEC is a not for profit organisation returning all our resources to the community. The Centre helps organisations and individuals to focus on their future needs and aspirations. We provide consultancy services for an eclectic array of local, national and international programs that support and improve learning.



VET IN SCHOOLS PROGRAMS

Fremantle Education Centre (FEC) is a Registered Training Organisation (RTO) delivering a wide range of Certificate II, III and IV Nationally Recognise VET Qualifications to schools across the Perth metropolitan area and in the PEEL region. Our classes are well organised with highly skilled lecturers. All classes are programmed to suit individual schools requirements.

FEC is situated close to all the public systems in the heart of Fremantle. Classes are/can be delivered in Mandurah when required.

FEC has recently undergone 1.5 million dollars worth of renovations and now has 5 large classrooms, 2 of which can accommodate 30 students, with the remaining 3 accommodating up to 20 students. All classrooms are equipped with the latest up to date equipment and computers.

FEC is always happy to look at any other programs that your school may be interested in.

FEC offers a competitive price for all VET School Programs based on total numbers of students in each program.

FEC would like to assist you with the planning of your VET programs.



TRAINING INFORMATION

ACCREDITED / NON-ACCREDITED COURSES

As a Registered Training Organisation, FEC offers a range of Nationally Accredited and Non-Accredited courses for those seeking further education. Skill specific courses can be developed to meet identified client needs.

NATIONALLY ACCREDITED COURSES INCLUDE:

- Certificate IV Training and Assessment
- Certificate II Business
- Certificate III Business
- Certificate IV Business
- Certificate III & IV Employment Services
- Certificate II & III Customer Contact
- Diploma in Management (Business)
- Certificate III Education Support
- Certificate IV Education Support (Special Needs)

CURRENT NON-ACCREDITED COURSES INCLUDE:

- Excel - Publisher - Word (beginners and intermediate)
- SAFE SIX - dealing with aggressive clients
- Emotional Intelligence
- Leadership within the Organisation
- Skills for Training
- Managing with Confidence
- The Art of Selling
- Customer Service
- Communication in the Workplace
- Report Writing Skills
- Retaining Quality Staff



LOCATION AND TRAINING

FEC does not enforce specific training locations. All training can be conducted either at the FEC or off premises in workplaces, halls or other venues. These conditions can be negotiated with the CEO.

FEC is committed to ensuring that you receive training that is of the highest standard and meets all current national and state training requirements.

STATEMENT OF ATTAINMENT

If you do not complete all units of a Nationally Accredited course, you may still be awarded a Statement of Attainment which will list the Units of Competency you have successfully completed.

NATIONAL RECOGNITION

If you have already completed or partially completed units or courses with another Registered Training Organisation that has been approved to deliver the course, FEC will recognise these.

Please forward your Certificate or Statement of Attainment to FEC or bring to the first session. If you have already achieved some of the units of competency we will design an individual program.

From the time you make contact with FEC we provide accurate and detailed information about the course you are interested in and take the time to ensure a successful pathway to your qualification. FEC creates a supportive environment for all participants. Lecturers and staff are available to provide advice and assistance when required.



REISSUING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

A \$50 fee will apply to the reissuing of a Certificate or Statement of Attainment that has already been issued.

WELFARE AND GUIDANCE

All of our lecturers are qualified and experienced trainers who give all course participants support and advice, and provide some career counselling.

- Course participants who are unable to attend classes due to illness or work commitments are given support in catching up with course content and assessment.
- Course participants who fall behind because they are experiencing difficulties are given assistance to catch up. If you are finding difficulties attending sessions you will be offered a flexible pathway in learning and assessment. For further information on this please see the section on flexible learning and assessment procedures (page 12).

LANGUAGE, LITERACY AND NUMERACY

Beginning a new course such as the Certificate IV Training & Assessment may prove challenging, particularly if you have not studied or undertaken formal training for some time.

FEC is committed to providing support for all its clients. If you feel you may face some difficulties with the written components of the course and indeed feel unsure about the whole process of learning and preparing assessments please discuss this with the lecturer or CEO.



If you begin to experience difficulties during the course please don't hesitate to let your lecturer know. Whatever your difficulty, FEC will seek to provide support for you.

If you feel you need some additional support in the areas of literacy and numeracy, FEC is more than happy to make contact with support agencies on your behalf and will work with those agencies in providing the support you need to complete your course. We are also happy to work with you in determining the level of support you require.

All activities you undertake in learning are designed to provide you with assistance in the areas of literacy and numeracy. All assessments will not require more language, literacy and numeracy skills than are required to perform the competencies in the workplace.

CLIENT FEEDBACK

FEC is committed to providing quality training to all members of the community. To ensure that our programs are of the highest standard and continue to improve in meeting the needs of our clients we ask that a course evaluation sheet be completed at the end of the program.

In line with the Australian Quality Training Framework surveys will be sent to you and your employer (where applicable), upon completion of your training. These surveys will be mailed out in May each year and we ask that you take the time to complete them.

REFERRAL

If you find you are experiencing difficulties in completing your course please discuss the matter with your lecturer. The CEO will contact support agencies for assistance with your studies and is also able to refer you to agencies in your area that can provide other assistance.



ACCESS AND EQUITY

FEC ensures that all clients and participants are given every opportunity to achieve the outcomes of the course and enjoy a positive and dynamic learning environment.

The Centre has disabled access as well as disabled facilities.

If you feel that you require additional support to achieve the outcomes of the course please see the CEO who will discuss your concerns with you.

Wherever possible support will be provided. If FEC is unable to do so, the CEO may contact support agencies on your behalf.



CLIENT SELECTION, ENROLMENT & INDUCTION

COURSE SELECTION

All applications for courses offered by FEC are treated fairly and applicants are considered carefully. In selecting applicants are considered carefully. In selecting applicants for our courses we consider the following:

1. THE PRE-REQUISITES OF THE COURSE

A number of courses require an existing qualification.

2. TARGET GROUP

Some courses may be funded to meet the needs of a particular group. If so, this will have been clearly explained in advertising for the course and FEC will need to select participants on that basis.

3. NEEDS OF CLIENT

FEC will discuss with any prospective participant their needs to ensure they have chosen the appropriate course.

Where there are more applicants for course than places available selection will be competitive and may be based upon:

1. Existing qualifications to ensure pre-requisites have been met.
2. Interviews to determine the value of the course in terms of your workplace and/or career path.



ENROLMENT

Before beginning a course with FEC you will be asked to complete an enrolment form. The form will give us your personal details, will ensure you are enrolled in the program correctly and provide an accurate record. You will be given a copy of the enrolment form. All personal information is confidential, and kept in a manner compliant with the relevant Privacy Legislation.

INDUCTION

At the first session you will receive timetables, details of the course including an introduction to the course structure, and assessments.

You will be given information about the training venue including safety and evacuation procedures.



FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

FEC is committed to meeting the needs of its clients in achieving qualifications and quality outcomes in the programs it delivers. For example, Certificate IV Training and Assessment is structured to allow flexible learning and assessment which means you will be able to undertake the program in a variety of ways.

HOW YOU LEARN IS YOUR CHOICE

Your options include:

- Attend all sessions face to face.
- Attend no sessions and work independently through the workbook provided by FEC
- Work through the workbook with support from lecturers through telephone and email
- Mixed-mode delivery where you attend some sessions and complete parts of the program independently. This style of delivery is ideal for people who have work or other commitments and can attend only at some times.

ASSESSMENT

You may also elect to undertake your assessment in the same way. FEC aims to provide holistic assessments and where possible will assess participants in their workplaces.



However you may elect to do all of the assessments flexibly and combine assessment in the workplace, assessment with the group attending the course and evidence of the assessment such as a video-recording.

If you are unsuccessful in the two attempts provided for each assessment in your course, you can complete further assessment, but please note that there is a \$75 fee per additional assessment.

HOW WE ARRANGE A FLEXIBLE PATHWAY

To undertake the flexible program you will need to follow the normal enrolment procedures. The enrolment form allows you to identify if you wish to study flexibly, by circling FLEX, instead of DWS for Day Workshops.

Having chosen to undertake a flexible pathway we will arrange an interview with a lecturer, either over the telephone or in person, to develop a flexible plan. You will be given a copy of the signed plan.

All participants enrolled in nationally recognised course with FEC are entitled to apply to have their skills and abilities recognised through what is known as Recognition of Prior Learning (RPL).



RECOGNITION FOR PRIOR LEARNING

WHAT IS RPL?

A formal process where you are assessed to determine whether you already have the competencies of the qualification, or units of competence.

You may have acquired those competencies through a variety of means including formal and informal training, work experience, or community experience including voluntary work and life experience.

HOW DO I PROVE I HAVE THE COMPETENCIES?

You will need to prove you have the competencies for all or part of the qualification you are enrolled in. There are a number of ways you can provide evidence including examples of your work (reports you have written), job descriptions and contracts, letters from employers, and certificates of formal and informal training.

Before you undertake Recognition of Prior Learning, it is important that you understand the competencies of the course and read carefully the RPL information sheet.

WHO CAN APPLY?

Anyone enrolled in the course can apply for RPL. You can apply for recognition for all or only a number of units of competency.



HOW DO I APPLY?

If you wish to apply for recognition of Prior Learning at FEC you will need to do the following:

- Advise FEC that you wish to apply
- Read the RPL Information Sheet
- Complete the RPL application form and return to FEC.

HOW WILL MY APPLICATION BE PROCESSED?

Your completed workbook and evidence needs to be given to FEC. Please make sure that copies of evidence, not originals are attached. You may bring originals along for sighting.

A qualified assessor will be given your application. If the assessor requires more information you will be contacted, however it is helpful to select your evidence carefully as this may delay the time it takes to process your application.

If, after this, the assessor requires more evidence then the assessor will arrange an interview with you.

The assessor may also arrange for you to have a challenge test, where you will be given an activity or assessment, to demonstrate your skills and knowledge.

You will be advised in writing on the success of your application.

If you have not been successful for all, or part of the course, you will be given the opportunity to complete the program and undertake all relevant assessments.

As a client of FEC you are entitled to a learning environment that is free from discrimination, threat and any unacceptable disruptions to your learning.



PARTICIPANTS GUIDELINES

The lecturers at FEC are committed to creating a supportive, positive and cooperative environment and ask you to abide by the following guidelines whilst undertaking sessions with the Centre or during assessments in the workplace.

- All clients are to be treated with respect and clients are asked to refrain from any comments that may discriminate against others on the grounds of race, gender, religion, sexual preference, age, marital status, family status and impairment.
- Harassment in any form is not acceptable.
- Clients are asked to consider the feelings of others and refrain from using language that may offend.
- Any threatening behaviour verbal or physical will not be tolerated.
- The property of all clients, staff and FEC is to be left secure.
- A copy of all assignments must be kept by the participant.

DRESS CODE

All students are asked to dress smart and comfortable when attending classes. Please do not wear any items of clothing that displays words or graphics that may be offensive to others.



ASSIGNMENT PRESENTATION STANDARD

Clients are asked to ensure that all assessments are authentic and all materials/equipment borrowed by FEC are returned. All equipment must be treated with care and in the interests of others all safety instructions must be followed.

If, as a client you do not abide by the guidelines of FEC the following procedures will be followed:

- FEC emphasises cooperation and if there is a breach of the participant guidelines, staff will ensure that the matter is dealt with sensitively and confidently.
- Initially staff will discuss the matter with party/ies to identify the nature of the problem and discuss future strategies.
- Clients whose behaviour threatens others or disrupts unacceptably the learning of others will be asked to absent themselves from the session.
- Clients who continue to threaten the well being of others will be asked to exclude themselves from training sessions until a resolution is reached between FEC and the client. The CEO will be responsible for this.
- As FEC has a duty of Care to all clients and staff any illegal behaviour will be reported to the police.

Client qualification register requirement

Please note that under our Registered Training Organisation requirements it is compulsory that FEC provides all client details for students who have obtained a Statement of Attainment or a Qualification to the Western Australia Training Accreditation Council. The records are kept by TAC to ensure that clients can obtain lost qualifications in the case of any RTO's closing.



APPEALS AND COMPLAINTS PROCEDURES

APPEALS

If you are unhappy with any aspect of your assessment you are entitled to appeal that decision. You will have received information regarding assessment at the beginning of the course and it is essential that this information is read carefully. If you have concerns about assessment please see your lecturer or CEO before assessments begin.

If you decide to lodge an appeal you will need to use the following process:

- See your lecturer or the CEO for an Assessee Appeal form which needs to be completed and returned to the CEO.
- If the outcome of the appeal is to recommend a re-assessment you will be notified of a time and place for this.
- You will be advised in writing of the outcome of the appeal.
- If a satisfactory outcome of the appeal is not reached you are entitled to have your appeal heard by an outside body, details are available from the CEO.

NOTE: All policies and procedures of FEC are available for you to read. Please see the CEO for a copy of the Policy and Procedure Manual which may be read in the Centre.



COMPLAINTS

If you wish to make a complaint about any aspect of the service provided by FEC you will be treated fairly and your complaint will be treated confidentially.

FEC's complaint process consists of:

- Your first step is to approach a staff member, to discuss the nature of the problem, who will try to resolve the problem.
- If the problem cannot be resolved you will then be given an interview with a senior member of staff to assist you in resolving the complaint.
- If a resolution cannot be reached with FEC then an outside body will be asked to resolve the matter. Details are available from the CEO.
- You may choose to have your complaint referred directly to the CEO.



FEES AND REFUNDS

Fees may vary from course to course. Please contact FEC staff for specific details.

All fees must be paid in full at the time of course commencement, or a payment plan can be put in place.

A \$100 non-refundable deposit is required upon enrolment.

PROTECTION OF FEES

All course fees paid in advance are protected by FEC holding a substantial trust account at all times that is externally managed and audited.

REFUNDS

If you have enrolled in a course with FEC and your circumstances have changed then you may be eligible for a refund. Refunds are available to clients up until 5pm on the day of enrolment closes and all requests must be made in writing.

Please note that there is a non-refundable amount of \$100 to cover administration costs.

If the course has started and you wish to request a refund then your application must be in writing and your request will go to the CEO. The decision of the CEO is final.

There will be no refund if you are halfway or further into the duration of your training program.

If for any reason a course is cancelled then your fees will be refunded in full.



STUDENT TESTIMONIALS

I would like to take this opportunity to thank everyone involved with FEC. The professional and friendly staff made a tough and challenging course easier to cope with.

I would highly recommend FEC to anyone who wishes to further their education.

Sincere regards

CRAIG WYLDS

As a mature aged learner it has been many years since I was in a classroom situation, so I entered the classroom on the first day of my Certificate IV Training and Assessment with a great deal of trepidation.

As a competent businessman with a wide range of skills it was not a situation that I was accustomed to and I certainly felt like a fish out of water!

Within the first hour of training I realised that I had made the correct decision choosing to do my training with FEC. (I had investigated a number of other providers).

I will certainly recommend FEC to anyone that needs to do training and I look forward to dealing with you the next time I need to do a course.

Regards

GRAHAM DECK



STUDENT TESTIMONIALS

What a pleasure it has been to work with your team at the Fremantle Education Centre. From the onset everyone has been so helpful and polite. I will readily recommend Fremantle Tafe and your staff.

Thank you all for making studying at a mature age a pleasant and less daunting experience.

Best regards

GAIL BARTON

I love coming into Saturday classes as it makes me feel more comfortable with the flexible learning Cert IV, as otherwise I feel as though I am completely left to my own devices, and this can be daunting!

Thank you

CLARE LAWLER

I would also like to acknowledge the warm and friendly atmosphere created at the FEC by the staff there. As a frequent visitor I was always looked after and made welcome.

Once again, my gratitude for the care given to my son during his time at the FEC.

Yours faithfully

STEVE DAVEY



DELIVERY OF SERVICE

We have been able to offer our Year 12 students a Certificate IV in Business as part of their twelve years of schooling.

We have found the provision of this opportunity an enormous benefit for our girls who have then pursued Diplomas or University bridging courses. Some have been accepted into Bachelor degree courses at Curtin and Edith Cowan Universities.

We have found the provision of this service to be excellent in terms of teaching quality, facilities, success rate and student satisfaction. The feedback from the students is invariably positive and this is largely due to the organization and facilitation of Fremantle Education Centre.

Our experience with this organisation is that they are professional, keep abreast of current VET developments and that it is a well-run unit with excellent communication between provider and educational institution.

Kind regards

MISS KATHLEEN O'SHEA
Iona Presentation College



DELIVERY OF SERVICE

INSTEP West has been involved with Fremantle Education Centre for 4 years. We have found their service and course delivery to be of the highest quality. Their trainers are highly competent, professional and enthusiastic in their dealings with our students.

At all times, we have found their administration to respond to all our queries in a timely and courteous manner. Their modern facilities housed in a historic building are very conducive to a supportive and effective learning environment.

Yours sincerely

LEONIE COCKMAN
Regional Manager INSTEP West

Our school VET Coordinator and Dean of Curriculum have found FEC to be a professionally run adult learning environment. Our Year 12 students report that the lecturers at FEC are high standard, caring and supportive.

I can highly recommend FEC as a great Registered Training Organisation. We will continue to work in a collaborative partnership with FEC in the future.

Yours sincerely

ROBYN EKBERG
Aquinas College



PARKING

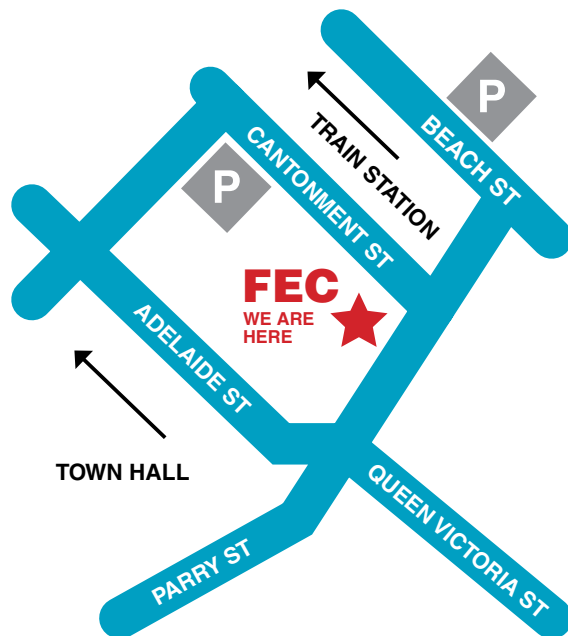
Parking around the Princess May Building is easily accessible from Cantonment Street

PAID PARKING

Along Cantonment Street two hour maximum. Shown on the map below a **P** at The current cost of \$6 per day.
On Beach Street at a current cost of approx \$4.50 per day.

FEC does not provide free parking.

MAP



CONTACT DETAILS

FEC is open weekdays from 8.00am to 4.30pm

STREET LOCATION: Princess May Community Centre
Corner Cantonment & Parry Streets
Fremantle WA 6160

POSTAL ADDRESS: PO Box 452, Fremantle, WA, 6959

TELEPHONE: (08) 9335 5444

FAX: (08) 9335 5656

EMAIL: succeed@fec.org.au

WEBSITE: www.fec.org.au

NOTES:



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