



FOR CLIENTS OF
South West Victorian SEAL Inc.

South West Victorian SEAL Inc. delivers a range of programs and services

The information provided in this Handbook is correct as at January 2015

MISSION STATEMENT

Our innovative services provide groups and individuals with the resources and skills required to grow and develop as active members of their community.

PO Box 1159, 91 Hyland Street
Warrnambool VIC 3280
Phone (03) 5562 6099 • Fax (03) 5561 2049
Email reception@seal.org.au
Web www.seal.org.au

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Inc. No: A0009630L
ABN: 30 906 323 600
RTO 4076

Enrolling at Southwest SEAL Inc.

This Handbook provides you with some key information about what you will be required to provide if you decide to enrol with us. It tells you what you can expect of us, and what we can expect of you if you decide to become an enrolled student.

Once you are enrolled you will also receive a Course Information Guide that provides specific information about your course, including fees, what you will learn and how you will be assessed.

Our Contact Details

	Warrnambool	Hamilton
General Enquiries	91 Hyland Street WARRNAMBOOL VIC 3280 <i>Ph.:</i> 03 5560 5254 <i>Fax:</i> 03 5561 2049	86 French St HAMILTON VIC 3300 <i>Ph.:</i> 1800 810 393 <i>Mob:</i> 0409 198 238
Office Hours <i>Excluding public holidays</i> <i>The office is open during school holidays</i>	Monday to Friday 9:00am to 4:30pm	Monday to Friday 9:00am to 4:30pm
Mailing Addresses	PO Box 1159 WARRNAMBOOL VIC 3280	
Email Addresses	reception@seal.org.au	reception@seal.org.au
Website	www.seal.org.au	

Pre- Enrolment information

Enrolment (including payment of course fees) is undertaken at either our Warrnambool or Hamilton offices.

Training Options at South West Victorian SEAL Inc.

The tuition fees and other charges for your course will depend on whether or not the cost of your training is subsidised by the Victorian or Federal government.

We offer three types of training at South West Victorian SEAL Inc.

1. **Accredited training generally leading to a qualification**

- a. Eligible students have the cost of their training supported by government subsidies, and may attract fee concessions and exemptions where applicable
- b. Ineligible students will be required to pay 'full fees'

2. **ACFE funded community based training (Learn Local)**

Programs are designed to be flexible to meet learners' needs and support them to return to study, improve their literacy and numeracy skills, gain a qualification, broaden their employment options and learn new skills.

3. **Hobby/lifestyle short courses**

These courses do not attract government subsidies and therefore the full cost of the training is reflected in the course fee. These are referred to as 'fee for service' courses and are generally less than 30 hours duration.

Students enrolled in 'fee for service' courses pay a single fee which covers the cost of

- Tuition
- Course materials
- Other associated costs such as uniform or travel

Hobby/lifestyle courses are not eligible for concessions or exemptions.

Please speak to our friendly reception staff to determine your eligibility for a funded place.

Follow the flowchart on the following page to determine if you may be eligible to government subsidised training.

For details on the cost of your chosen course please contact Reception for a course guide in your area of interest, which will outline the course fees and charges.

Eligibility for Government subsidised training

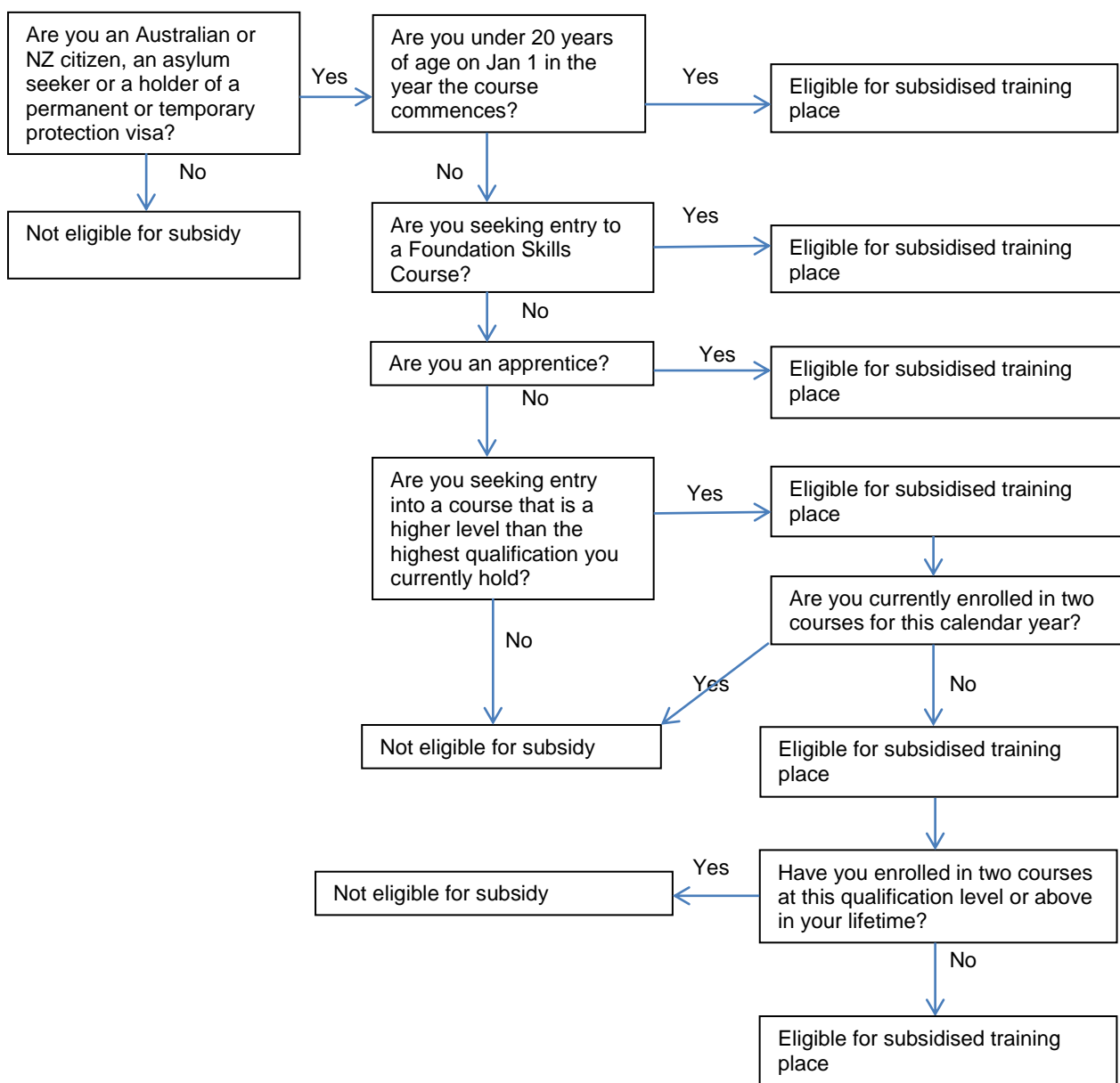
You may be eligible for a government subsidised training place if you are:

- an Australian citizen or an Australian Permanent Resident (holder of a permanent visa)
- a holder of a Special Category Visa (sub-class 444, New Zealand citizen)

and meet any one of the following conditions:

- under 20 years
- enrolling in a Foundation skills course (see below)
- an apprentice
- 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than your existing qualification.

Please follow the flow chart below to determine if you may be eligible for a government funded training place.



Documents required to complete enrolment

The government requires several documents to be provided to us on your enrolment to determine your identity and your eligibility for government funding.

1. Proof of your identity: the following identity documents will be accepted;

- driver's licence,
- passport,
- birth certificate, or
- other identity document of the type typically accepted by banks and Centrelink.

2. Evidence of citizenship

Evidence of citizenship can be a passport (Australian or New Zealand), birth certificate, naturalisation certificate, **Green** Medicare card. If in doubt, ask at Reception.

3. Evidence of prior study

You will also be required to sign a statement declaring any previous study you have undertaken.

4. Photo ID

Other courses which work towards a licensing outcome will require photo ID.

Privacy

It is a legal requirement that South West Victorian SEAL Inc. acknowledges and respects the privacy of its clients. Statistical information on your enrolment form is collected and passed on to government agencies. This will be used at the State and National level to enable the accurate, reliable and consistent measurement of activity in the vocational education and training sector.

Strict privacy and confidentiality precautions are taken by all authorities dealing in the Education sector;

- Higher Education and Skills Victoria(HESV),
- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education and Research (NCVER) and
- Centre link if you are involved with them to ensure no collected data can be associated with an individual.

You have a right of access to, and alteration of, personal information concerning yourself in accordance with the Information Privacy Act and Health Records Act. Please ensure you read our full privacy notice which is available at Reception and on our website www.seal.org.au.

Skills recognition

The length of your course can be reduced if you already have some of the skills required. This can be determined through either or both of the following processes;

1. **Credit Transfer:** If you have previously completed accredited training and/or hold a qualification/s issued by another Registered Training Organisation that are relevant to the current training package competencies of the course you are enrolling in, you will be given credit recognition against the relevant units within your course.
2. **Recognition of Prior Learning (RPL)** recognises the skills and knowledge you may have gained from:
 - life experience
 - work experience
 - informal training

This learning is measured against the course you are doing or want to undertake. The RPL process requires you to complete an application form, pay a fee and be involved in a discussion with an RPL

assessor and a subject expert. If you think you have skills which may be related to your course, contact the office for further information.

Literacy and numeracy assessment

It is a requirement that all students undertake a basic literacy and numeracy assessment prior to enrolment to ensure that the trainers are able to maximise all opportunities for you to successfully gain your qualification. You will be provided with a simple, informal assessment of your current literacy and numeracy levels prior to enrolment. We will notify you of the time and place that this will occur and you should allow about an hour. You do not need to bring anything with you to complete this assessment.

Student Amenity Fee

A compulsory fee for the purpose of providing student services and amenities such as consumables, tea/coffee milk, etc. is charged. Currently for government-funded students the Student Amenity Fee is \$30 for up to 100 hours of training, and \$30 for each additional block of up to 100 hours, to a maximum of \$150. A concession or exemption may apply in cases of severe hardship.

Materials Fee

A Materials Fee of \$35 is charged for classes conducted in both technology and hospitality areas. This fee covers the cost of consumables.

Concessions

Concessions on tuition fees for government subsidised training places are available in all course categories except Skills Deepening (Diplomas and above) to people in the following groups:

- **Commonwealth Health Care Card** holders, and their dependent children and dependant spouses
- **Pensioner Concession Card** holders, and their dependent children and dependant spouses
- **Veteran's Gold Card holders** (but not their dependants)

Students eligible for a concession will pay the total concession fee listed in the course fee schedule (see course information) plus the Student Amenity Fee and any other Materials Fee.

Payment agreements

If you are unable to pay the fees in full when you enrol, you can request a payment plan. Requests must be made in writing to the Training Manager, stating your reasons and proposed payment amounts and frequency. Ask at Reception for the Payment Plan Request Form.

All course fees must be paid in full by the mid-point in the course. No statement of attainment or qualification documents will be issued until full payment is made.

Refunds for government funded training

The following refund policy applies to government funded training.

- A student who formally withdraws from a course more than four (4) weeks after they commence study in that course is not entitled to a refund.
- A student who formally withdraws, by written notice, within four (4) weeks of the commencement of studies in order to take up a place at another tertiary institution is entitled to a full refund of all fees.
- A student who formally withdraws, by written notice, within four (4) weeks of the commencement of studies for any reason other than going to a tertiary institution will be entitled to a refund of fees, minus the Student Amenity Fee.

Refunds for 'fee for service' courses when cancellation from a full course occurs;

Timing	Cancellation fee %
More than 7 working days prior to the course commencement	20%
Less than 7 working days prior to the course commencement	50%
No refund will be made if you withdraw or do not attend after the commencement of the course	
If the course is cancelled by South West Victorian SEAL Inc. a full refund will be given.	

Change of address

It is very important to notify Reception staff of changes to your address, telephone number or other contact details, to ensure that we are able to keep in touch with you in regard to vital information such as;

- changes to class times,
- excursion notification,
- requests for feedback on your training experience and
- the issuing of your statement of attainment/qualification,

some of which may occur up to three months post completion of your training.

Withdrawal

If for some reason you are unable to complete your course, please contact the Training Manager to make a formal request to withdraw from your course and complete the required documentation. Non-attendance does not constitute withdrawal. Once the withdrawal process is complete you will be issued with a statement of attainment reflecting the status of units that you have completed.

Student feedback

The Australian Quality Framework for Education delivery requires all Registered Training Organisations to request feedback from students about their training.

At South West SEAL Inc. we use this feedback to continuously improve the quality of our training programs and services.

You may be asked to complete an evaluation of your course and/or several modules studied throughout the course. The evaluation sheets are confidential and you are able to remain anonymous if you wish.