

Please note...

When you book for your course, this constitutes an enrolment and payment is then due. Financially, we require a certain number of students to run most classes. Therefore, we request that if you need to cancel your place in a class, please LET US KNOW!

Late cancellations are still liable for full course fees.

Learning Pathways

Bass Coast Adult Education Centre supports learning pathways and all courses presented have a place within individual learning pathways.

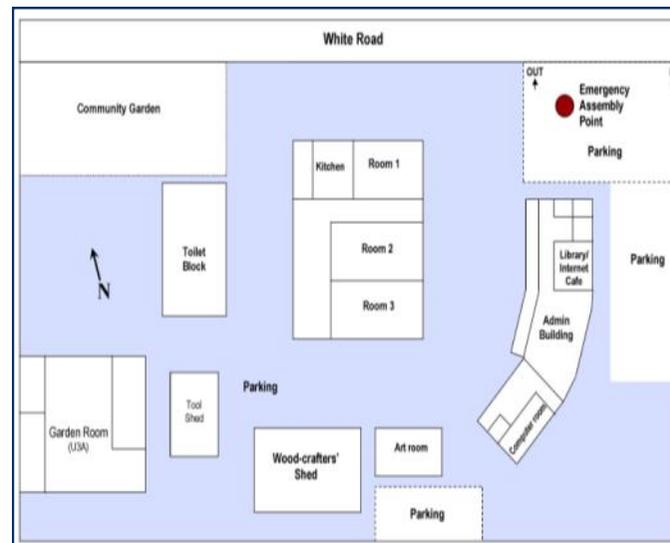
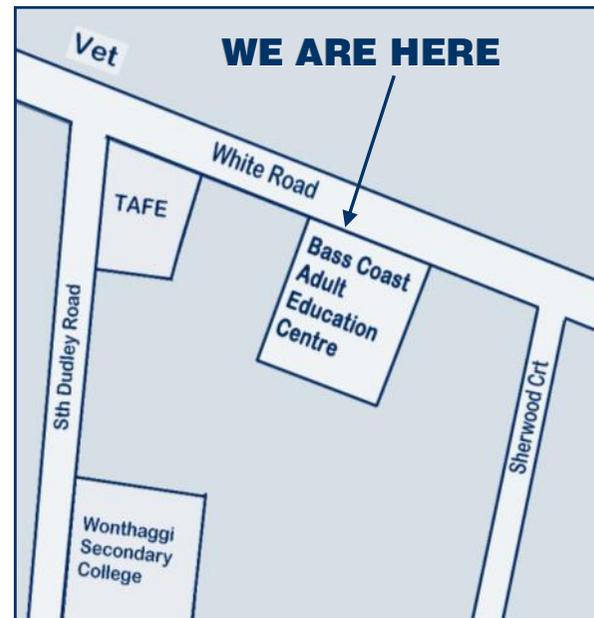
Feel free to talk to administration or your tutor about your personal learning plan and how we can tailor a learning pathway to your needs.

Continuous Improvement

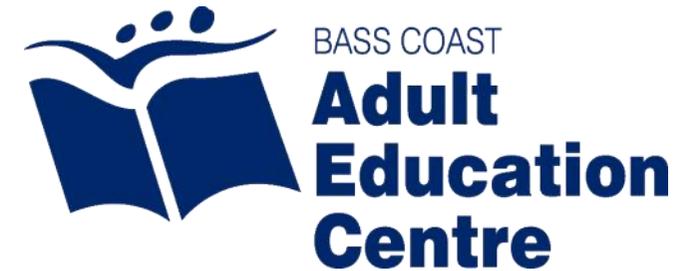
At Bass Coast Adult Education Centre, we strive for continuous improvement. If you are dissatisfied with any of our services for any reason, or if you know of a way we can improve, then we need to know. Our staff are here to help and will do everything they can to address your concern.

You can request a stakeholder survey at any time, or fill one in on our website at www.basscoastadulterd.org.au.

Finding us...



www.basscoastadulterd.org.au



Enrolment Information Booklet



239 White Road, Wonthaggi 5672 3115

Enrolment Policy:

- Enrolment in any class is dependent on an individual's ability to meet class prerequisites. An assessment interview may be required to determine the appropriate level of enrolment.
- For accredited courses, when an induction interview is necessary, it must be booked at least one week prior to the class commencement.
- Initial enrolment can be in person or by telephone. The person's name and contact details are taken. **This constitutes a commitment to enrolment, not merely an expression of interest.**
- When enrolment numbers are sufficient to allow the course to run, participants are sent an information pack which includes an enrolment form, directions and a materials sheet where necessary. Payment is due upon receipt of the information pack.
- If fee payment is an issue, participants are encouraged to discuss this with administration. However, BCAEC is not obliged to accept less than the standard fee.
- All enrolment records are confidential. They are stored securely and not accessed by unauthorized persons.

Credit Transfer - Recognition of Prior Learning:

- BCAEC recognises prior learning gained at other institutions, through work, or life experience. Any student is permitted to apply for Recognition of Prior Learning (RPL) for parts of a course they wish to complete. The process can take up to 3 months so students must apply promptly.
- Students may complete a Credit Transfer/RPL form available at reception. Documentation in support of the application is required. This may include certificates, work, study or personal references, evidence of previous enrolments or telephone numbers of persons to contact. This process is the student's responsibility and centre staff will not be available to assist with this.
- Suitably qualified staff will examine and verify the evidence presented and an interview will be conducted. Once staff are satisfied that RPL is appropriate, the student will be asked to sit an assessment which matches those held for students taking the regular unit.

Fees and Concessions:

- Fees are set to cover costs to at least break-even. Courses will be cancelled if fees do not cover expenses. Fees are only charged once a course has enough enrolments to cover costs.
- For accredited courses, fees are set according to Government guidelines and are updated annually.
- Fees may be broken into tuition, amenities, resources and other relevant charges, or they may be grouped into a single charge.
- Concessions may be offered on presentation of government concession cards such as pension or low income cards. Cards must be sighted and the CRN recorded.
- Alterations to set fees, including the waiving of that fee, is allowable at the discretion of administration.
- Cancellation of a course by BCAEC for any reason will mean participants receive a full refund. Cancellation by the participant more than seven days before the course begins will receive a full refund but anyone cancelling less than seven days prior to the start of a course may still incur partial or full payment.
- Complainants may be granted a full or partial refund, or a complimentary enrolment, only if their complaint is judged valid by administration and committee.

Complaints and Appeals:

It is the policy of BCAEC that any person has the right to complain about any aspect of the centre and its operation. Complaints are heard in a fair and reasonable manner by the appropriate person, not necessarily administration.

A **complaint** is any issue brought to the centre's attention that needs improvement.

An **appeal** is the process a person may undergo when they do not agree with decisions made, including decisions made regarding assessments.

For the full Complaints and Appeals policy, please ask Administration.

The full Policies & Procedures document is available to all BCAEC clients at the front desk. Please consult staff if you have any queries.

Cancellations Policy:

- BCAEC reserves the right to cancel or postpone any advertised class. This could be because of insufficient numbers, tutor withdrawal, material/venue unavailability, or any other valid reason.
- Cancellation prior to the course commencement will mean BCAEC will fully refund full-fee paying students.
- Cancellation part way through a course will mean a refund is subject to negotiation.
- If the cancellation is by parties other than BCAEC (eg: a company contracting BCAEC to run a course on their behalf), BCAEC will do all it can to see that students are not disadvantaged by such a cancellation.
- BCAEC may cancel any student's enrolments due to misconduct of that student. Should this be the case, no refund will be offered.

Breaks & Refreshments:

- Regular breaks during a session are held at the tutor's discretion.
- There is a kitchen area with a refrigerator and microwave available for student use.
- Complimentary tea and coffee making facilities are provided.
- **It is students' responsibility to clean up any spills, wash and replace all cups and spoons, and leave the kitchen in a clean and tidy manner.**
- Bottled water and soft drinks are available for purchase from the front desk during business hours.

No Smoking



BCAEC is a proudly smoke-free environment. There are smoking areas in the shelter beside the school building, and on the front verandah of the admin building, facing White Rd. Please keep all smoke away from any doors and windows. Thank you.