



CERES Training Programs

# Student Handbook

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ENVIRONMENTAL SUSTAINABILITY

SOCIAL EQUITY

CULTURAL RICHNESS

COMMUNITY PARTICIPATION



<b>CONTENTS</b>	<b>Page</b>
About CERES	3
Our Vision Statement	3
Our Code of Practice	4
Our Travel Philosophy	4
Selection	4
Enrolment and Induction	4
Course Information	5
Course Outcomes and Pathways	5
Student Rights and Responsibilities	5
Smoking Policy	6
Disciplinary Procedures	6
Cheating and Plagiarism	6
Welfare and Guidance	7
Language, Literacy and Numeracy	7
Training and Assessment	7
Reassessments and Appeal	8
Credit Transfer	8
Privacy	8
Refund Policy	8
Access and Equity	9
Complaints and Grievances	9
Additional Policies	10

## About Us

CERES Community Environment Park is a unique four hectare park dedicated to community and environmental initiatives. CERES is a not for profit community based organisation comprising of four teams lead by a CEO and a Committee of Management. The Training Team is one of the teams that help to deliver CERES mission to:

- Address the causes of climate change
- Promote social wellbeing and connectedness
- Build local and global equity
- Embrace and facilitate rapid change

CERES is a Registered Training Organisation delivering Certificate II in Horticulture and Hospitality. CERES is a community food system in action; growing, distributing, teaching, cooking and sharing food in a socially inclusive and environmentally sustainable way.



## Our Vision Statement

CERES is a place that exists to initiate and support environmental sustainability and social equity with an emphasis on cultural richness and community participation.

The Training Team deliver hands-on experiential education and training in organic cooking and gardening. Our training provides opportunities for all members of the community to engage with sustainable food systems.



## **Our Code of Practice**

The Training Team is committed to integrating access and equity principles within all the services that we provide. All staff recognise the rights of students and provide information, advice and support consistent with our vision statement.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment; and to be treated in a fair and considerate manner while you are studying with us.

If at any time, you feel that we are not abiding by our Code of Practice then report to your Trainer or to the Training Coordinator. Our complaints/ grievance procedure is outlined below.

## **Our Travel Philosophy**

CERES aims to promote sustainable living practices and encourages use of sustainable forms of transport when travelling to CERES. Information is available if you would like to know more about local public transport, walking and riding tracks around CERES.

## **Selection**

Participants are matched to courses/programs appropriate to their interests and abilities. Placement in our Training Programs reflects our access and equity policy, outlined in our code of practice. This ensures that course placement complies with the Equal Opportunity legislation. Students who are unable to access the Training Programs are referred to appropriate services.

## **Enrolment and Induction**

Potential students or school representatives will be asked to attend an interview with the Training Coordinator to assess their suitability for the course. Course participants are asked to complete an Enrolment Form and Photo Permission form prior to the commencement of the course. Information on course content and resources is made available to participants at the time of enrolment. All students are given a copy of this student handbook on commencement of a course.

The Trainer will refer to this handbook during induction. Trainers will also show students all amenities available and introduce participants to other training staff, who can assist with any queries participants may have during their time at CERES.

## Course information

CERES is registered to deliver units from Certificate II in Horticulture and Certificate II in Hospitality (Kitchen Operations). Further information about these units of study is given to students at the commencement of each training program and access to course information is available throughout the assessment period.



## Course Outcomes and Pathways

VET Training can lead to employment or to further study.

### **SIT20312 - Certificate II in Hospitality (Kitchen Operations)**

Students who are enrolled in Certificate II in Hospitality learn in our dedicated training kitchen with its own kitchen garden and receive a rounded education in commercial cookery and service requirements. Students may qualify for positions such as short order cook or breakfast cook, or go on to study at a higher level such as Certificate III or IV.

### **AHC20410 - Certificate II in Horticulture**

Students who are enrolled in Certificate II in Horticulture at CERES work on our certified organic farm and learn about production horticulture as well as undertaking landscaping and building projects. Students who complete their qualification may qualify for positions such as horticulture worker or go on to further study at a higher certificate or diploma level.

## Student's rights and responsibilities

All students at CERES are entitled to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue their educational goals in a supportive and stimulating environment
- Have access to a range of services for students
- Be informed of policies, procedures, requirements and assessments
- Complain if they feel they have been treated unfairly.





All students at CERES have a responsibility to:

- Treat other people with dignity, fairness and respect
- Be punctual and regular in attendance
- Observe Occupational Health and Safety practices
- Behave in a responsible manner, by not harassing or offending fellow students, staff or members of the general public
- Turn off phones/music players during training periods
- Leave training areas clean and tidy for other users, utilising recycling and composting bins
- Report any accidents or incidents to Trainers or supervisors

### **Smoking policy**

Students may smoke only with the permission of teacher, guardian or parent. Smoking is not permitted during training periods, and would need to occur in nominated area during non training periods.

### **Disciplinary procedures**

Students whose behaviour contravenes the rights and responsibilities outlined above will receive a minimum of one warning (written or verbal) from their Trainer, and if there is no improvement in behaviour the issue will be referred to the Training Coordinator. The Training Coordinator, in consultation with the Training Manager and relevant school or organisation may issue further warnings. If there is still no improvement in behaviour, the student may be suspended or removed from the program. Serious breaches of the student rights and responsibilities may result in immediate suspension or removal from the program. Students involved in disciplinary procedures will always be given the opportunity to present their view of the matter involved, and every attempt will be made to secure a fair and reasonable solution for all parties. CERES Complaint Resolution procedure will be followed.

### **Cheating and Plagiarism**

CERES defines cheating and plagiarism as occurring when a student has presented someone else's work, thoughts or ideas as their own without acknowledging the source. This includes presenting work as one's own when it has been done in conjunction with another person or people.

As practical learning and assessment forms a large part of the assessment for horticulture and hospitality, it is difficult for students to cheat or plagiarise in these assessments. To assist with the prevention of cheating or plagiarising written assessment documents, all written assessment is undertaken either on site at CERES under the guidance of a CERES trainer, or on location at the partnering school, under the guidance of a nominated teacher. Trainers and teachers are able to monitor student behaviour and isolate or remove students who are suspected of cheating and plagiarism.

Students who are caught cheating or plagiarising will be dealt with on an individual basis by the Training Co-ordinator and partnering school/organisation where applicable. In extreme cases, students may be suspended or asked to leave the program.

### **Welfare and Guidance**

If a student is experiencing problems with any aspect of the Training Program, the Training Team will endeavour to resolve issues in a timely manner. If a student is experiencing other problems that are affecting their training at CERES, the Training Team can refer to other organisations that may be able to assist. For students who are attending a program at CERES in partnership with their school or organisation, the school or organisation will assist with any welfare needs that the student has.

### **Language, Literacy and Numeracy**

The Training Team acknowledge that the VET Programs delivered include language, literacy and numeracy tasks. Trainers provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. CERES offers flexibility of training and assessment, and support is given to students who may require assistance to meet course requirements. If students are having trouble with language, literacy or numeracy, they should speak to their trainer or the Training Coordinator as soon as possible.

### **Training and Assessment**

Training and Assessment is undertaken onsite at CERES, unless by prior arrangement with a partnering school or organisation. Assessments are not graded, but students are either assessed as 'competent' or 'not yet competent'. In many cases, students who are 'not yet competent' may have further opportunities to achieve competence and to reach nominal hours of attendance.



Assessment is ongoing and is made up of combination of practical tasks, written tasks and assignments, role plays and simulated tasks.

The Training Team offers flexible and fair delivery and assessment. Students who believe they require flexible delivery and assessment should discuss their needs with their trainer and the Training Coordinator.

Students will be given ongoing feedback about how they are progressing and whether they are competent or not yet competent in the tasks to date. Students may ask their Trainer or the Training Coordinator for information about their performance and results at any time.



Students and/or schools will also be asked to complete a survey during the undertaking of their training program to assist CERES in its continuous improvement of the programs.

### **Re-assessment and Appeal**

If a student is found not yet competent in an assessment, they are given opportunity for further questioning and reassessment to determine competence. The final three sessions of each semester will be put aside for revision and reassessment if required. If a student disputes an assessment decision they are entitled to be reassessed by another trainer. This must be requested within seven days of receiving their results. This will be arranged by the Training Coordinator. If both trainers decide that the student is not yet competent in the assessment, the student may re-enrol in the next course and pay the associated costs of the next course

### **Credit Transfer**

CERES will ensure that an individual's previous learning and skills are recognised. CERES recognises all qualifications issued by other RTOs and will award credit transfers as required.

### **Privacy**

Student information and student records are stored securely on site at CERES. CERES has a detailed effective records management procedure outlined in the Training Policy and Procedure Manual. In brief, we will not disclose any student information to a third party; we use the information collected only for the services we provide. No student information is shared with another organisation (If a student has been enrolled by a school or organisation as part of their broader education and training, this student's information will be shared with the school/organisation who has enrolled the student). If a third party requests information about a student we will obtain written consent prior to release of any information. An Authority to Release Information Form and an Authority to View Documents Form will be made available upon request.

### **Refund Policy**

CERES Training Programs has a detailed fee schedule and refund policy available on the CERES website or from the Training Coordinator.

In brief, CERES will issue a full refund when a course has been cancelled or postponed by CERES. CERES will issue a refund minus a 10% administration charge when:

- The student notifies CERES of withdrawal in writing within 2 weeks from commencement of training.
- The student is unable to attend due to reasons beyond their control



CERES reserves the right to demand payment of late fees or fees not fully paid. Student certificates will not be issued until all fees have been paid in full. For more information, look on the CERES website or ask the Training Coordinator for a copy of the refund policy.

## Access and Equity

CERES is a community organisation with a strong focus on assisting people who are disadvantaged to guarantee that they obtain maximum benefit from the programs and services provided. CERES has a comprehensive access and equity policy outlined in the Training Program Policy and Procedure Manual and is committed to ensuring that those most in need are given every opportunity to select and access the best suited study options. Students, regardless of status or background, are assisted to the absolute best of our ability and are treated equitably in every respect.

## Complaints and Grievances

If at any time during training at CERES students feel that they are being treated unfairly or they are feeling harassed they can make a complaint.

Any complaints made by students, partner organisations or CERES staff members will be taken seriously, and will be responded in accordance with the informal or formal complaint procedure. Any complaints about students, partner organisations, CERES staff or the Training Program should be reported to the Training Coordinator or RTO Manager. Complaints can be made in an informal or formal capacity.

If a complaint is made about you, you will always have a right of reply. This means that you will have an opportunity to tell your version of events.

### Informal Complaints

Complaints may be informal (i.e. not in writing) and may be resolved within the Training Team. Informal complaint resolution may consist of:

- Holding an informal discussion with the student explaining relevant policies and procedures
- Referring the student to relevant support services
- Referring the matter to a more senior staff member if appropriate
- Recording the discussion, for example, an acknowledgement email to the student outlining the decision and reasons for the decision.





Informal complaint resolution does not require a student to submit a written statement, although this may be requested (e.g. to clarify a student's concerns).

If a student is unhappy with the outcome of this complaint, they may make a formal complaint in writing.

### **Formal Complaints**

Formal complaints must be written and submitted to the Training Coordinator, RTO Manager or Group Manager. CERES Complaint Resolution Procedure is outlined in a separate document and will be followed.

Any student who makes a formal complaint, or has a complaint made against them will be given the opportunity to formally present his or her case.

All formal complaints will receive a response in writing that outlines the decision, and the reasons for the decision.

Once a complaint is received, the Training Team will enact the Complaints Resolution procedure within seven working days.

As outlined on the Complaints Resolution Procedure, if the complainant is unhappy with the outcome, they can lodge an appeal with an external agency, seek the advice of a union or legal representative. Sample agencies are listed on the Complaints Resolution Procedure, or complainants can contact an agency of their choice.

If you make a complaint, CERES will ensure that:

- Your privacy is respected.
- Everyone is treated fairly.
- You and anyone else involved in the problem will be treated with sensitivity.
- The problem will be resolved as quickly as possible
- You are not treated any differently if you make a complaint.
- If you are unhappy with how your complaint is handled, or if you feel the problem is not fixed. You can talk to your trainer or support person, or contact another organisation.

### **Additional Policies**

In accordance with the standards as outlined by the Australian Quality Training Framework, CERES has other policies and procedures in place:

- CERES Training Programs Policy and Procedure Manual
- Complaint Resolution Procedure
- Occupational Health and Safety Policy and Procedure
- Refund Policy

Copies of these policies are available on the CERES website, or by request from the Training Coordinator. Should you feel at any time that CERES as a whole or the Training Team is not adhering to these policies, or if you have any general queries, please do not hesitate to contact the Training Coordinator.



## CERES Training Programs Student Handbook



The CERES Training Team hopes that you find the training programs both challenging and rewarding.

Thank you