



**CERES**  
VET PROGRAMS

**GARDEN TO PLATE EDUCATION**

## Student Handbook

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## About Us

CERES Community Environment Park is an award-winning, not-for-profit, environment park and urban farm located by the Merri Creek in East Brunswick, Melbourne. Once a landfill site and wasteland, today CERES is a thriving, vibrant community. With over 400,000 visitors a year, CERES is the most visited environmental centre in Australia.

You can read more about CERES, our educational programs and other social enterprises on our website: [www.ceres.org.au](http://www.ceres.org.au).

## Accredited Training Programs

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

CERES is committed to enabling all learners to reach their educational potential and ensuring it's course promotion, information, enrolment processes and training and assessment arrangements support this.

Our programs are aimed at youth and are designed to be accessible to all. We specialise in tailored programs for marginalised groups such as people with a disability, asylum seekers, new migrants and youth at risk. We aim to build resilience and skills in participants to navigate the future with a sustainable tool kit and to tread lightly on the natural world. Our educators are passionate experts in their fields.



## 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.

## Course information

CERES is registered to deliver the Certificate II in Horticulture and Certificate II in Kitchen Operations. More detailed information on these qualifications can be found on our website.

If you are attending with your school the content and design of your course will have been approved by your school and may be limited to only a selection of units from a qualification chosen to meet VCAL requirements.



A course outline and further information about your training program will be provided to you on commencement.



## Course Outcomes and Pathways

VET Training can directly lead to employment or further study.

### **SIT20416 - Certificate II in Kitchen Operations**

Students who are enrolled in Certificate II in Kitchen Operations 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.

### **AHC20416 - 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 such as a Certificate III.

## Enrolment

All individual enrolling learners are asked to attend an interview with the VET Co-ordinator and must complete:

- A LLN test.
- An enrolment form in which:
  - students are encouraged to disclose disabilities that may impact on their ability to participate in training and/or assessment
  - Asked to rate their English skills
  - provide details of any relevant support workers/organisations

If you are attending as part of a school group your school will have advised us of your participation. CERES still however requires that all school learners must complete:

- A LLN test provided by CERES, or, have written advice provided from your school as to your LLN levels
- An enrolment form in which you are:
  - encouraged to disclose disabilities that may impact on your ability to participate in training and/or assessment
  - Asked to rate your English skills
  - Asked to provide details of any relevant support workers/organisations

In addition to the above contracting schools will be asked to complete and submit a Student Needs Assessment form for VET in school learners with identified support needs. A Student Action Plan will be drawn up from this to ensure students are appropriately supported by CERES and their school.

## The Unique Student Identifier (USI)

If you undertake any nationally recognised training delivered by a registered training organisation (RTO) you will need to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which is made up of ten numbers and letters and will look something like this: 3AW88YH9U5.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime

You also have access controls that can be set to allow an RTO, such as CERES, to access your records and verify what units/qualifications you already hold.

If you do not already have a USI you, or your school, will need to create one by visiting the USI website at [usi.gov.au](http://usi.gov.au) and providing evidence of your identity such as a Medicare card, Australian passport, Drivers Licence.

If you already have a USI you will need to include it on your enrolment form.

Below is the USI Privacy Statement and Notice which can be found on the USI website [www.usi.gov.au](http://www.usi.gov.au)

### **Your Privacy:**

The personal information that you provide to the Student Identifiers Registrar is protected by the *Privacy Act 1988*. The collection, use and disclosure of your USI is protected by the *Student Identifiers Act 2014*. Further information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar, how to make a complaint about a breach of your privacy and how such complaints are handled, is contained in the [Student Identifiers Registrar's Privacy Policy](#).

### Privacy notice

I understand that the information provided by me through the USI application:

- is collected by the Student Identifiers Registrar for the purposes of processing my application for, verifying and giving a USI, resolving problems with a USI, and creating authenticated VET transcripts;
- may be disclosed to:
  - Commonwealth and State government departments and agencies, Boards of Study, and specified VET-related bodies for:
    - the purposes of administering and auditing vocational education and training ('VET'), including VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission bodies for the purposes of administering VET and VET programs;

- current and former registered training providers to enable them to deliver VET courses to me, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to me and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without my consent unless authorised or required by law.

I understand and acknowledge that giving of false or misleading information is a serious offence.

For more information visit [usi.gov.au](http://usi.gov.au) or contact them via [usi@education.gov.au](mailto:usi@education.gov.au) or by phone 1300 857 536

### **Credit Transfer**

CERES recognises nationally recognised qualifications or units issued by other RTOs through its Credit Transfer application and assessment process.

Enrolling students are asked on the Enrolment Form and Student Needs Assessment form prior to commencement of the learning program as to whether they hold any units they wish to have recognised. Students who wish to apply for Credit Transfer must complete a Credit Transfer application form and provide:

- the original RTO or AQF authorised issuing organisation qualification/statement of attainment for sighting and/or
- access to USI transcripts for qualifications/statements of attainment issued from 2015 where an original has been lost and you are unable to have it re-issued due to the RTOs closure

CERES retains copies of this paperwork on file.

CERES does not charge for recognition of qualifications or the Credit Transfer.

### **Recognition of Prior Learning (RPL) Assessment**

If a student believes they already hold the relevant knowledge and experience to be deemed Competent in a unit without undertaking the training they may complete an RPL Application form and submit this to the VET Co-ordinator with details of their relevant experience for initial discussion.

If the student proceeds with the RPL application they will be provided with a copy of the CERES RPL Process and assessed by a CERES Assessor against the unit/s on their:

- demonstrated knowledge, by way of questioning, checklist or short answer questions
- demonstrated practical skills which may be by way of appropriate 3<sup>rd</sup> party report

It is not anticipated that school students will apply for RPL.

## Induction

The Trainer will refer to this handbook during student induction.

Trainers will show students all amenities available, alert you to all WHS requirements and introduce you to other staff, who can assist with any queries you may have during your time at CERES.

You will also be provided with the Course Schedule and an introduction to course materials and resources.

## Student Rights and Responsibilities

When undertaking a Training Program at CERES, you have certain rights and responsibilities that you must follow.

### You have the right:

- To be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- To pursue your educational goals in a supportive environment
- To make a complaint about your training or service provision without fear of consequence
- To privacy and confidentiality of your personal information
- To access any information that we keep about you

With these rights, come responsibilities

### You have a responsibility:

- To treat staff and others in your training program fairly and with respect at all times
- To be punctual and regular in attendance
- To observe all WHS practices and promptly report any accidents or incidents to Trainers or supervisors
- To contribute to a supportive learning environment by turning off phones and music players during classes
- To leave training areas clean and tidy for other users, utilising recycling and composting bins
- To behave in a responsible manner by not harassing or offending fellow students, staff or



members of the general public

If you repeatedly fail to comply with these responsibilities you may face disciplinary procedures and ultimately be asked to leave the program.

#### Disciplinary procedures:

Students whose behaviour contravenes the responsibilities outlined above will receive a minimum of one warning (written or verbal) from their Trainer. If there is no improvement in behaviour the issue will be referred to the VET Coordinator. The VET Coordinator, in consultation with the 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.

### **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.

### **Cheating and Plagiarism**

CERES is obliged to manage and minimize occurrences of plagiarism, cheating and collusion. Plagiarism, cheating and collusion means when a student has presented someone else's work, thoughts or ideas as their own without acknowledging the source. This also includes presenting work as one's own when it has been done in conjunction with another person or people.

Student work to be submitted for assessment must be undertaken under the supervision of a CERES Trainer/Assessor and/or certified as being their own (through signed completion of a cover sheet). All work submitted must be completed in biro or typed.

Where a support person for the assessment candidate is present during an assessment, such as an aide or accompanying school teacher, they will be clearly informed that any help provided to students cannot extend to:

- Directly providing answers to students
- Substantively assisting students by providing leading questions or prompts

An Assessor who suspects or witnesses acts of plagiarism, cheating or collusion must immediately address this by speaking to the student/s (and if relevant support person/s) involved. The relevant student/s (and if relevant support person/s) must be issued with a warning and the Training Co-ordinator advised. In this event the relevant student's assessment task must then be returned to them for resubmission.

### **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.

### **Training and Assessment**

Training and Assessment is undertaken onsite at CERES, unless by prior arrangement with a partnering school or organisation.

Assessment aims to determine whether the assessment candidates' skills (competencies) meet the requirements of each unit.

Some key features of assessment are:

- It is conducted by an appropriately qualified assessor, with input from a workplace supervisor where applicable.
- It employs a range of assessment tasks both practical and theoretical
- The assessment candidate will be told:
  - what timeframe they have for completion
  - what they are being assessed against, and
  - who will be conducting the assessment.
- Assessment candidates will be given written feedback on their assessments
- Candidates will be marked as Competent or Not Yet Competent and provided with TWO further opportunities to re-submit work or be re-observed.

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 VET Coordinator.

### **Results and Qualifications/Statements of Attainment**

Your results will be conveyed to you directly. Schools will also be notified directly as per timelines on the Purchasing Contract.

Qualifications and Statements of Attainment are issued within 30 days of course/assessment completion and when all agreed fees have been paid.

## Reasonable Adjustment

‘Reasonable Adjustment’ in VET is the term applied to modifying the learning environment or making changes to the training delivery to assist a learner identified as having a disability participate fully.

We make reasonable adjustments in VET to ensure that learners with a disability have:

- The same learning opportunities as learners without a disability
- The same opportunity to perform and complete assessments as those without a disability.

Reasonable adjustment is not to give learners with a disability an advantage over others, to change course standards or outcomes, or to guarantee success.

A reasonable adjustment in training and assessment activity needs to be justifiable and uphold the integrity of the qualification.

Where a student has been identified as having a disability a decision about reasonable adjustment will be made collaboratively with the learner, trainers, appropriate supports (such as school teachers where the student is a VET in schools enrolment) and disability practitioners and recorded in the individual Student Training Plan.

Reasonable adjustment can include but is not limited to:

- Customising resources and activities (so long as the changes made preserve the integrity of the qualification)
- Providing additional time
- Modifying the presentation medium
- Providing learner support
- Use of assistive/adaptive technologies

## Complaints & Appeals

### Complaints

Complaints are defined as dissatisfaction arising from any action taken, or not taken, by CERES RTO in regard to an activity that the complainant/s, whether individual students or participating organisations, are engaged in. This may encompass complaints about the RTO services, the behaviour of Trainers/Assessors, RTO staff or other students.

### Appeals

Can be made against any decision made by CERES RTO in regard to:

- Assessment outcomes
- A previously lodged grievance/complaint

### Victorian Government Schools

Where the dispute is between CERES RTO and a Victorian government school the complaint or dispute will be dealt with under the terms laid out in the Standard VETIS Purchasing Contract. Individual students of Victorian Government Schools are entitled to have any complaint dealt with through the policy and procedures outlined here.

### Principles

CERES RTO upholds the following principles in it's Complaints and Appeals process:

- That all complaints will be taken seriously and responded to appropriately
- That all parties must respect the rights and privacy of all individuals or participating organisations.
- That all parties to a complaint are afforded the opportunity to respond
- That complaints or appeals are dealt with as quickly as possible.
- That wherever possible complaints are resolved by discussion, mediation or conciliation
- That parties to a dispute have the right to bring an external party/support person to any meetings/discussions
- That a complainant will not be treated any differently to other participants
- That if a complainant is unhappy as to how their complaint is handled they have the right to appeal.
- That CERES RTO views complaints and appeals as an opportunity to review and improve policies and procedures as part of it's continuous improvement process.

### Informal Complaint

CERES RTO encourages anyone with a complaint or grievance to raise this at the earliest opportunity:

- through direct discussion with the relevant staff member or learner
- referencing relevant policies and procedures
- referring the matter to a more senior staff member if required

If the complaint is not resolved at this informal stage the complainant may escalate this to a formal complaint.

### Formal Complaint

All formal complaints must be lodged in writing with the VET Co-ordinator or Group Manager, Education & Training.

A formal meeting with the complainant will be scheduled within 7 days to provide the complainant with an opportunity to formally present their case. Minutes will be kept of this meeting.

A response to the complaint will be provided in writing outlining the decision and the reasons for the decision.

Records of meetings and outcomes will be kept electronically and are accessible only to the Group Manager. These records will be made available for audit purposes if required.

If the complainant is unhappy with the outcome they can lodge an appeal with CERES or contact the National Training Complaints Hotline via [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH) or by Ph 13 38 73 option 4 or the VRQA, which is CERES RTO registering body or another agency of their choice.

### Appeal

Individuals may lodge an appeal in writing to the Group Manager, Education and Training, with regard to either an assessment outcome or the outcome of a formal complaint procedure.

**Assessment outcomes** will be reviewed by a second appropriately qualified Assessor and the VET Co-ordinator within 14 days of the lodgement of the Appeal and the outcome of the appeal advised in writing.

**Formal complaint outcomes** will be reviewed by the CERES CEO or another senior CERES Group Manager within 14 days of the lodgement of the Appeal and the outcome of the appeal advised in writing.

### **Privacy**

Student information and student records are stored securely on site at CERES.

All enrolment forms contain the Victorian Government VET Student Enrolment Privacy Statement which outlines the collection and use of data by the Department of Education and Training and advises students of their rights including access to their personal information. This statement also directs them to the VET Co-ordinator if they have any queries. This Statement must be signed by enrolling students.

Information requested about a student, unless by a participating school, will be not be provided without the express written consent of the student.

Students who wish to access their own records may direct this request to the VET Co-ordinator who will organise such. Original records cannot be removed from the CERES site, however copies can be made on request.

### **Fees and Refund Policy**

Course fees will be calculated and charged based on realistic costs with Tuition, Materials and Amenities amounts clearly delineated.

All interested individuals or organisations/schools are provided with advice as to course costs prior to enrolment in the course information provided.



## School Groups and VETIS Students

Learners enrolling through schools will have their fees charged directly to schools via invoice as agreed in the Purchasing Contract.

## Individual enrolments

Individual learners will be charged fees directly unless an agency or other body has provided a written undertaking to pay on behalf of an individual.

All individual students must pay:

- Fees, up to \$1000, be paid ONE week prior to commencement of the course.
- The balance of fees owing, above \$1000, is payable by the end of the 2<sup>nd</sup> week of the course.

## Payment Plans

Individual students experiencing hardship may elect to pay in instalments of up to 4 payments. In order to do this, you must complete a Student Payment Plan form. The 1<sup>st</sup> payment on a payment plan is the deposit required to secure a place in the course. At all times payments must be in advance of fees owing. Please see below re non- financial students. Monies paid under a Payment Plan will be considered to cover materials, amenities and tuition in that order.

## Late/Unpaid Fees

CERES has the right to demand payment of either late fees or fees not fully paid. CERES reserves the right to legally obtain the balance of any unpaid fees and any relevant costs associated with doing so. Student qualifications/Statements of Attainment will not be issued until all fees have been paid in full.

## Duplicate and Replacement Certificates and Statements of Attainment

Students requesting a duplicate Certificate or Statement of Attainment after the initial issue will be required to pay an appropriate fee.

## Refunds

CERES will refund monies paid for programs and services according to the procedures and circumstances outlined below.

If CERES cancels a course prior to commencement all student/school fees paid in advance will be fully refunded.

If CERES cancels a course at any time once a course has commenced, CERES will refund the full tuition fee, the pro rata portion of any student amenities fees, and fees for materials that have not been used prior to the date of cancellation. CERES will also endeavor to identify in consultation and agreement with individual students/schools alternate training options such as

- (a) Inviting another Training Provider to finish delivering the course on-site in lieu of CERES, or
- (b) Transferring students to other suitable Training Providers

In the event that an individual student/school withdraws they will be refunded full course fees less an administration fee of 10% if they place their application in writing to the VET Co-ordinator and:

- withdraw less than 1 week prior to the commencement of the course or
- withdraw up to 3 weeks after the commencement of the course, or
- are prevented from attending the course by reasons beyond their control (a medical certificate is required as evidence for an individual or a minimum of 2 weeks written notice from an organisation)
- Enrolment through a 3<sup>rd</sup> party may follow differing guidelines

Any withdrawals outside of the above criteria will not be entitled to a refund.



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

If you have any queries with regard to your Training program please do not hesitate to contact our VET Co-ordinator, Karen Mengell on 9389 0127 or via [karen.mengell@ceres.org.au](mailto:karen.mengell@ceres.org.au)

Thank you