

LEARNER GUIDE 2024



Skills for study
work and life



ACKNOWLEDGEMENT TO COUNTRY

At the Ballarat Neighbourhood Centre we acknowledge the traditional owners of this beautiful land, and pay our respects to elders past and present.



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BALLARAT NEIGHBOURHOOD CENTRE



Ballarat Neighbourhood Centre (BNC) is a Not-for-Profit community organisation committed to providing quality adult education. We are pleased you have decided to study with us, and will support you as much as we can.

BNC is a safe and inclusive space, welcoming learners of all cultural backgrounds, gender, sexuality, ability, and age. We want everyone at BNC to learn in a respectful environment free from discrimination.

PART 1: LEARNING WITH BNC

CHOOSING A COURSE

BNC offers a wide variety of courses. If you are interested in a course, and want more information, detailed flyers are available from the reception or they can be accessed on our website. Our staff can discuss your needs, make sure the course works for you, and let you know if there are any interviews or assessments required for the course you choose. Class sizes are limited, so get in early if you're interested!

A large grey clipboard icon with a white sheet of paper in the center. The paper contains text about enrolment.

ENROLMENT

Once you have selected a course, you need to enrol in the course to ensure there is a place for you.

You can enrol online via our website or ask our Office staff for help.

Signature.....*A, Student*

FEES AND CHARGES

Course fees will be confirmed by Office staff and must be paid when you enrol. Note, if your referring agency is paying for your course there will be no charge to you. For lengthy courses you may be able to negotiate a payment arrangement with the Manager.

BEFORE YOU START:

KNOW WHERE YOU'RE HEADED

Classes are generally held in the same rooms for every session. However, it is a good idea on arrival to check the Daily Events Board in reception in case the class has been moved.



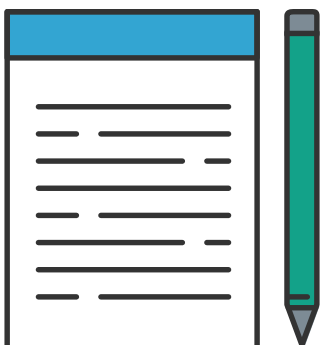
SET REMINDERS

The other things to check at enrolment are course dates and times. Note how many sessions per week and which days. Put reminders in your phone, diary, or calendar



KNOW WHAT YOU NEED

A pen and notepad are helpful and you'll need a USB stick if you're doing MYOB. Let us know if you have any problems or questions



GETTING THE MOST OUT OF YOUR COURSE

GETTING TO CLASS



Making your classes a priority means you'll get maximum benefit from your learning. Sometimes life gets in the way, so if you can't make it please give reception a call or let your tutor know

IF YOU DON'T KNOW, ASK US



Your tutor, and all the staff at BNC are happy to answer your questions. There is no such thing as a silly question, and asking your tutor to explain something again or in a different way shows you're keen to learn

USE YOUR PEERS



Your classmates are a great source of knowledge and social support. Maybe meet for coffee, or set up a group on Facebook where you can chat and support each other

STUDY TIPS

FOR ADULT LEARNERS



BE ORGANISED

Set reminders and allow time to study. Write notes, or record them on your phone.



HELP EACH OTHER

You're all here together to learn. Talk to your classmates and support one another



ASK QUESTIONS!

If there's something you don't understand, or want to know more about, ask your tutor.



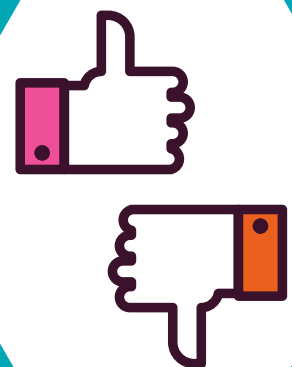
SET GOALS...

...but don't be too hard on yourself! It might've been a while since you've studied, give yourself time to settle in.



SEEK SUPPORT

Check in with the staff if you're struggling. If we can't help, we know someone who can. Please ask.

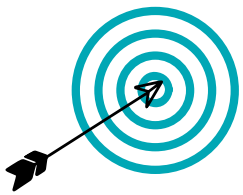


LET US KNOW

If there's something we could do better, we'd love to hear about it. Please give us any feedback you have.

Setting small goals helps to achieve BIG wins

Think about what you want to achieve in the long term, and set yourself smaller, SMART goals which will help you get there



SPECIFIC

Make your goals direct and meaningful



MEASURABLE

Make sure you can track your progress



ACHIEVABLE

Push yourself, but not past your limits



RELEVANT

Choose goals that help you to get where you want to be



TIME-BASED

Know when you need to have completed your goals

SUPPORT



CAN WE HELP? TALK TO US.

Tutors, course coordinators and office staff have many years of experience in education and can assist you with any aspect of your studies.

If you want to know something, or you're having problems with your course, please let us know as soon as possible.

DO YOU NEED MORE SUPPORT?

We understand personal, family, financial and physical or mental health issues can make study difficult. Life is complicated, and sometimes we all need help. If you're having difficulties and need outside support, ask us about a referral, check out the Askizzy website for support services near you, or see the next page for some ideas about who to call for help.



www.askizzy.org.au

EXTERNAL SUPPORTS

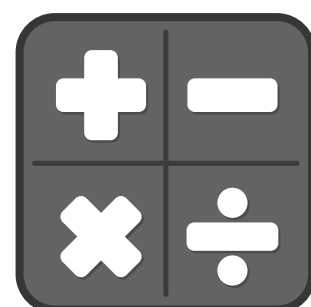
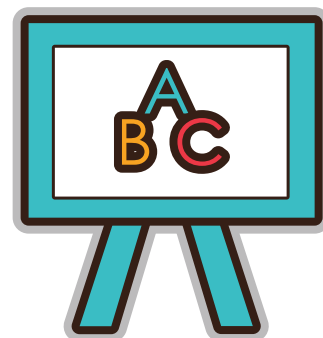
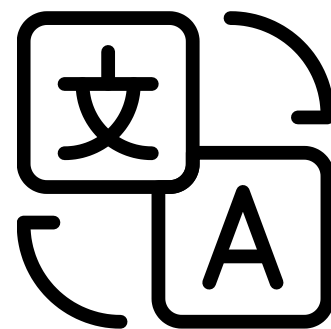
ISSUE	SERVICE	PHONE
Police, Ambulance, Fire	Emergency Services	000
Family violence	WRISC	5333 3666
	Berry Street	5331 3558
	Child & Family Services (CAFS)	5337 3333
	SalvoConnect	5329 1100
Sexual Assault	Centre Against Sexual Assault	5320 3933
		1800 806 292
Indigenous Support	BADAC	5331 5344
	Budja Budja Aboriginal Co-op	5356 4751
LGBTQI Support	Switchboard	1800 184 527
Alcohol & other drugs support	Uniting Ballarat	5332 1286
	Ballarat Community Health	5338 4500
	Headspace Youth Centre	5304 4777
Depression or anxiety	Beyond Blue	1300 224 636
	Lifeline	13 11 14
	Headspace Youth Centre	5304 4777
Multicultural support	BRMC	5383 0613
Language translation	Interpreter Service	131 450
Financial Support	Uniting Ballarat	5332 1286
	Anglicare	5338 8651
	CAFs (free counselling)	5337 3333
Legal Assistance	Victoria Legal Aid	1300 792 387
Disability Support	Grampians Disability Advocacy	1800 552 272
Men's Support	MensLine Australia	1300 789 978

Language, literacy, and numeracy support

Ballarat Neighbourhood Centre acknowledges all our vocational education and training includes language, literacy, and numeracy tasks. Our tutors will provide learning materials and resources, and ensure assessment tasks match the required level of the relevant workplace competency.

Our tutors aim to support you at the level you require and offer many opportunities for you to practice and increase your skills.

BNC has a staff member qualified to assess language, literacy, and numeracy levels. If you need it, additional support may be available to help you complete your chosen course



STUDENT FACILITIES

Location

The Ballarat South Community Hub (BSCH) is the main operating base for BNC. Built in 2012 and located in Tuppen Drive Sebastopol, BNC shares the Hub with Phoenix P12 Community College music students.

BNC also operates activities and programs from the Delacombe Community Hub in Nandiriog Drive Delacombe.

Access

BNC provides full wheelchair access to all rooms and has disability, gender neutral toilets in both facilities.

Resources

BNC computers have internet access.

Breaks

Tea and coffee is provided in the kitchenettes. Please your wash cups and keep the space tidy.

First aid

The first aid kits are located in the kitchenettes, please report any accidents or injuries as they occur to Office staff. No medication is kept on the premises.

Parking

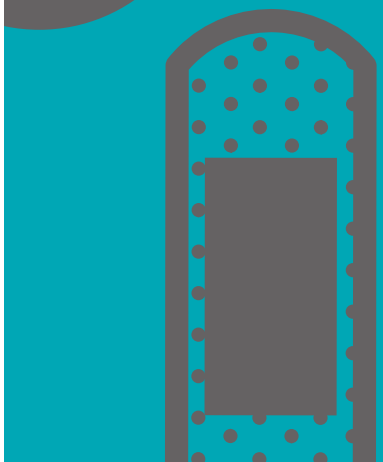
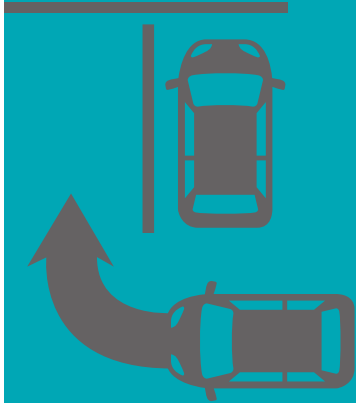
All day, free parking is available at the centre. No specific disability parking is available at either site.

Smoking

BNC is a smoke-free environment across its facilities.

No smoking is permitted

- on the Phoenix P12 College grounds or within 4 metres of the school gates, or
- in the community garden or around the Delacombe Community Hub building.



FINISHING YOUR COURSE



GET RECOGNISED!



If you've successfully completed all the requirements of your pre-accredited course you'll be entitled to a personalised certificate of participation. See the Office if you don't receive it at your last session.

CELEBRATE!

You've stuck it out, done the work, and finished your course. It's a great feeling, and you should be genuinely proud of yourself. Nice work!!

Now it's time to think about what you'll do with your new skills and knowledge, but first do something to celebrate your achievement!



CONGRATULATIONS

PART 2: GENERAL INFO

POLICIES

Full policy documents are available upon request from the manager or from the BNC website. Below is an abridged version of BNC policies and general operational information....

PRIVACY

As a requirement of some funding bodies and for our own purposes, Ballarat Neighbourhood Centre staff request personal information from our students. The information collected and or stored may include: name and address, date of birth, employment status, and educational achievements.

This information is required as a condition of our government funding, however when it is shared with funding bodies it is anonymous and does not include students' names or addresses.

Ballarat Neighbourhood Centre will only use a student's name and address for communication purposes. This may be to send information about your current course, other courses which we offer, or to send out certificates or invoices. Occasionally, your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business.

Ballarat Neighbourhood Centre complies with our obligations under the Privacy Act of 1988.

ACCESSING YOUR INFORMATION

Students have the right to access their student records. If you wish to sight or require a copy of your student records, please put the request in writing to the Manager. The Manager will consider your request and provide you with access to your student record within two (2) business days of the request being received.

CODE OF CONDUCT

Adult learners have both rights and responsibilities. They must comply with BNC Code of Ethics & Conduct, copies are located in the kitchenette.

Students can expect that they:

- Will receive high quality service from staff
- Will receive effective teaching from tutors
- Will be treated with respect as adults by tutors and other course students
- Have access to a proper processes for the resolution of grievances should they be dissatisfied with any aspects of the administration or teaching of the course
- Have the right to a course refund in accordance with the fees and charges policy

Students have a responsibility to:

- Pay course fees at the time of enrolment
- Respect the rights of other students to learn in a pleasant and friendly learning environment
- Care for all facilities and property
- Attend all timetabled sessions
- Put mobile phones on silent while in class.

REFUNDING OF COURSE PAYMENTS

Refunds will be made in full if Ballarat Neighbourhood Centre has to cancel a course. BNC is not responsible for changes in a student's circumstances. Please choose your courses carefully and ensure you are able to meet the attendance commitments.

Note, if exceptional circumstances do prevent you from engaging in an enrolled course, a written application for a partial refund may be made. This application must reach the Office within five working days after course commencement.

SAFETY PROCEDURES

Safety is everyone's business and responsibility. Please report any safety issues (leaks, spills, unsafe behavior, broken equipment, etc), accidents or injuries, no matter how small immediately. Incident Report forms are located in the Kitchenette or are available from the Office.

Please familiarise yourself with the Emergency Procedure Instructions placed near the door in every room. In case of an emergency, exit the classroom calmly and quickly, leave all items behind and follow the staff member's instructions. The Emergency Procedure Book is located in the Kitchenette.





PUBLIC LIABILITY

BNC and its learners are covered by Public Liability Insurance.

OFFICE HOURS

Administrative staff are available from 8:30 am until 4:30pm from Monday to Friday. Some staff members are part time and are not available at certain times. Any of the available office staff will be able to assist you.

The BNC Office staff can be contacted during office hours via telephone 03 5329 3273.

Please note, BNC is closed on Public Holidays and for 3 weeks over the Christmas / New Year period.

STUDENT FEEDBACK

Students will be asked to complete satisfaction surveys on course completion. There are two different surveys: one for funded courses and one for fee for service courses. These are important documents as your feedback is very important to us and it is used to improve our services.

Our Commitment to Children and Child Safety

WE WANT CHILDREN TO BE SAFE, HAPPY AND EMPOWERED

Ballarat Neighbourhood Centre has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously and consistently with our robust policies and procedures.

We recognise our duty of care and responsibilities to children and always act in the best interests of children.

We understand our legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.



BALLARAT NEIGHBOURHOOD CENTRE IS COMMITTED TO:

- the safety, participation, and empowerment of all children.
- supporting and respecting all children, as well as our staff, volunteers and community.
- the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- identifying child abuse risks early, and acting to prevent, remove or reduce these risks.
- regular training and education for Committee members, staff and volunteers on child abuse risks, and child safety strategies.
- robust human resources and recruitment practices to reduce the risk of child abuse by new and existing board members, staff and volunteers.
- policies and procedures which support our board members, staff and volunteers to achieve these commitments.
- continuously monitor, and improve, our Child Safe policies, procedures, and training.

GRIEVANCES AND COMPLAINTS



Ballarat Neighbourhood Centre will ensure that course students receive accurate and timely information about:

- Course content and requirements
- Tutors, venues and dates and times
- Fees and charges
- Tasks which must be completed successfully for a certificate of participation to be awarded

Any changes to the above information will be communicated quickly.

If you have concerns or complaints about any issues, please speak to your tutor, the office staff, or the manager. We're always here to assist in any way we can.

BNC Feedback forms are available in reception and can be left in the suggestion box or given to a staff member.

WELCOME TO BNC
HAPPY LEARNING



BALLARAT NEIGHBOURHOOD CENTRE

(located at the Ballarat South Community Hub)

11 Tuppen Drive, Sebastopol, 3356

PO Box 540W, Ballarat, 3350

Phone: 03 5329 3273

www.ballaratnc.org.au