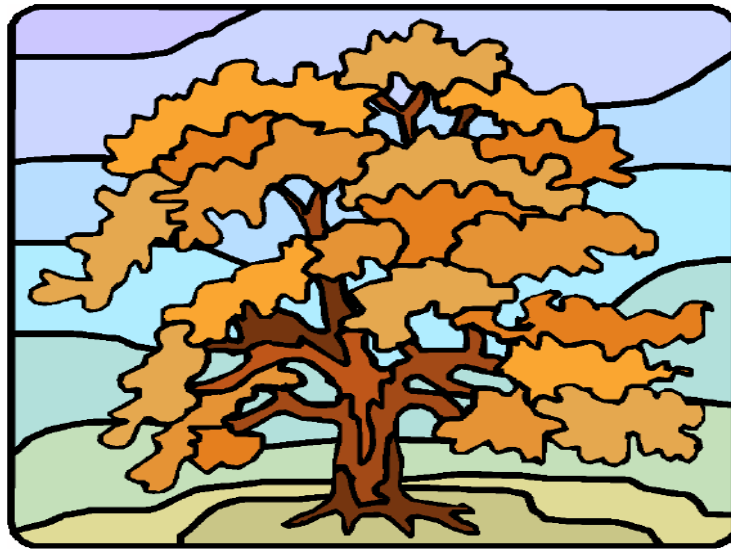
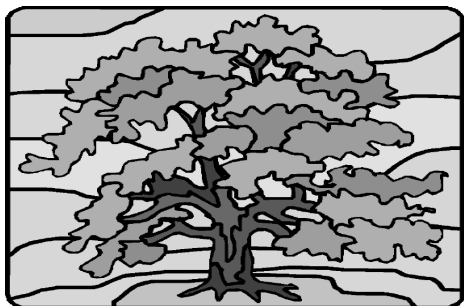


**Community & Youth Training
Services Inc.**

Student Handbook 2010



Community and Youth training Services Inc
Unit 2a-4, Wellington Fair
4 Lord Street
Perth WA 6000
Phone: (08) 9221 4229 Fax: (08) 9221 4689
Email: cytsadmin@cyts.org.au



CYTS Vision and Mission

*To provide an alternative learning environment
for individuals from diverse backgrounds*

Value Statements

- Enjoy and celebrate our efforts and achievements
 - Participate as an active team player towards a common purpose
 - Be adaptable and flexible to develop relationships with individuals, diverse groups and communities
 - Treat others with tolerance, respect and equality
 - Work to continually improve practices and processes and develop new ideas
 - Accept that we are responsible for what we do
-

Welcome to CYTS!

This handbook has been designed to help students achieve the most out of their learning experience with CYTS. Whether you are a new student or a past graduate, you have control over your chosen pathway of education and CYTS staff will do all they can to help you achieve your goal.

This Student Handbook is your reference guide to information you may need whilst studying with CYTS.

What is CYTS?

CYTS is a community-based, not-for-profit registered training organisation that delivers accredited training in nationally recognised community services and literacy courses. It was established in 1985 to develop and coordinate training and policy for the youth sector and was soon recognised as the peak youth training body in WA. Now, CYTS is a leader in providing innovative training opportunities to youth, health & community workers in metropolitan, rural and remote areas.

All courses are nationally accredited and funded by the Department of Training and Workforce Development. Subsidised rates of training are available for members of specific 'access groups' determined by the Department of Training and Workforce Development. These include Aboriginal people, unemployed people, people seeking work, people over 45, people from culturally and linguistically diverse backgrounds and youth at risk (under 25).

Genuine Job Seekers, who can provide appropriate verification of their job seeking status, may be eligible to have all fees waived.

Access Group Training Fee	Concessional Fee (Access group member + Centrelink Recipient)	Fee Waiver (Financial Hardship)	Genuine Job Seeker
\$ 580 max per semester	\$ 290 max per semester	\$ 33.85	NIL

(Fees shown above are maximum and apply to full time 12 month courses. Costs for shorter courses are less and are calculated on the nominal hours per unit of competency. Ask receptionist for fees)

Courses on offer in 2010 include the following:

- *Certificate I in Work Preparation (Community services) (CHC10108)*
- *Certificate II in Community Services Work (CHC20108)*
- *Certificate III in Community Services (CHC30108)*
- *Certificate III in Aged Care (CHC30208)*
- *Certificate III in Home & Community Care (CHC30308)*
- *Certificate IV in Community Services Work (CHC40708)*
- *Certificate IV in Youth Work (CHC41808)*
- *Diploma in Youth Work (CHC51408)*
- *Certificate I in New Opportunities for Women (NOW) 51684*
- *Certificate I in Gaining Access to Training & Employment 51686*
- *Certificate in Initial General Education for Adults 21770VIC*
- *Certificate I in General Education for Adults (Introductory) 21771VIC*
- *Certificate I in General Education for Adults 21772 VIC*
- *Certificate II in General Education for Adults 21773VIC*
- *Certificate III in General Education for Adults 21774VIC*

Funded Courses Offered at CYTS

CHC10108 Certificate I in Work Preparation (Community services)

This qualification provides an exposure to work in the community services industry. This is a pathway qualification that may lead to a VET in Schools qualification, career clarification and greater participation of equity groups. It may also serve as a basis for workplace entry training for people with a disability seeking employment in business service or open employment.

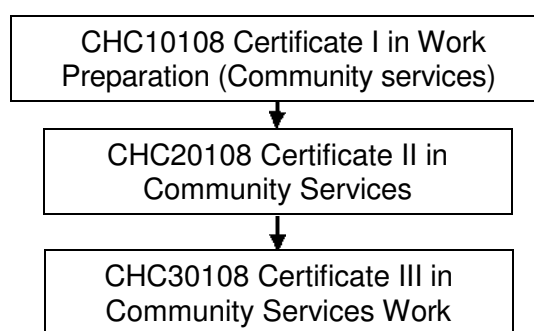
PACKAGING RULES

All three (3) compulsory units

BSBCM101A	Apply basic communication skills	Core
CHCCS211A	Prepare for work in the community sector	Core
HLTOHS200A	Participate in OHS processes	Core

Pathway qualifications

Candidates may enter any of these qualifications and progress to higher level qualifications across the community sector



CHC20108 Certificate II in Community Services Work

This qualification may be used as a pathway qualification into community services work and may apply specifically to:

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers at this level:

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues

- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

PACKAGING RULES

11 units must be selected for this qualification including:

- 5 compulsory units
- 6 elective units

CHCCS211A	Prepare for work in the community sector	Core
CHCORG201A	Follow policies, procedures and programs of the organisation	Core
CHCCOM201C	Communicate with people accessing the services of the organisation	Core
CHCORG202C	Work with others	Core
HLTOHS200A	Participate in OHS processes	Core
CHCADMIN201C	Undertake basic administrative duties	Elective
CHCCOM302C	Communicate appropriately with clients and colleagues	Elective
CHCCS200D	Deliver service to clients	Elective
CHCYTH301D	Work effectively with young people	Elective
HLTCSD306B	Respond effectively to difficult or challenging behaviour	Elective
CHCAOD201D	Prepare for alcohol and other drugs work	Elective

Occupational titles may include:

- Assistant community services workers
- Care service employee
- Contact officers
- Customer service staff
- Domestic assistant
- Gardener/grounds person
- Home helper
- Housekeeping assistant
- Laundry assistant
- Night/community patrol workers
- Personal care assistant
- Provision of emergency relief
- Reception/front desk staff
- Support worker

CHC30108 Certificate III in Community Services Work

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups.

This level is appropriate for support workers, case workers and client contact officers and generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support.

At this level support workers and case workers may provide day-to-day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others.

Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

This qualification is available as a broad-based qualification or with a focus on either community services or community development work.

PACKAGING RULES

13 units must be selected for this qualification including:

- 8 compulsory units
- 5 elective units

CYTS delivers the following units of competency for this qualification:

CHCADMIN305D	Work within the administration protocols of the organisation	Core
CHCCD412A	Work within a community development framework	Core
CHCCOM302C	Communicate appropriately with clients and colleagues	Core
CHCCS308B	Provide first point of contact	Core
CHCCS41 1A	Work effectively in the community sector	Core
CHCNET30 1 D	Participate in networks	Core
CHCORG303A	Participate effectively in the work environment	Core
HLTOHS300A	Contribute to OHS processes	Core
CHCCS401B	Facilitate responsible behaviour	Elective
CHCAD401D	Advocate for clients	Elective
CHCCHILD404A	Support the rights and safety of children and young people	Elective
CHCYTH301D	Work effectively with young people	Elective
HLTFA301B	Apply first aid	Elective

Occupational titles may include:

- Aboriginal or Torres Strait Islander community development worker
- Neighbourhood centre worker
- Client contact
- Community care worker
- Recreational activities officer (weekend)
- Residential support worker
- Assistant community workers (focusing on community health primarily in an Indigenous

- community)
- Support worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Indigenous youth worker
- Tenants working in a range of areas
- Intake and referral worker (Aboriginal)
- Juvenile justice court officer
- Juvenile justice officer
- Juvenile justice officer (community)
- Youth case worker (community health service setting – non residential)
- Youth housing support worker
- Youth worker

CHC30208 Certificate III in Aged Care

This qualification addresses work primarily in residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans.

These workers:

- Carry out activities to maintain personal care and/or other activities of living for people in an aged care setting
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

CHCAC317A	Support older people to maintain their independence	Core
CHCAC318A	Work effectively with older people	Core
CHCAC319A	Provide support to people living with dementia	Core
CHCCS411A	Work effectively in the community sector	Core
CHCICS301A	Provide support to meet personal care needs	Core
CHCICS302A	Participate in the implementation of individualised plans	Core
CHCICS303A	Support individual health and emotional well being	Core
CHCOHS312A	Follow safety procedures for direct care work	Core
CHCPA301B	Deliver care services using a palliative approach	Core
HLTAP301A	Recognise healthy body systems in a health care context	Core
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Elective
CHCAD401D	Advocate for clients	Elective
CHCCS400A	Work within a relevant legal and ethical framework	Elective
HLTFA301B	Apply first aid	Elective

Occupational titles may include:

- Accommodation support worker
- Assistant in nursing
- Care assistant
- Care service employees
- Care worker
- Disability service officer (in some jurisdictions)
- Field officer
- Home care assistant
- In-home respite worker
- Nursing assistant

- Community care worker
- Community house worker
- Community support worker
- Support worker
- Personal care assistant
- Personal care giver
- Personal care worker

CHC30308 Certificate III in Home and Community Care

This qualification addresses work in client homes and other community settings under regular supervision within clearly defined organisational guidelines and service plans. These workers:

- Carry out activities to maintain personal care and/or other activities of living for people in their own homes or in other community settings
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

CHCAC318A	Work effectively with older people	Core
CHCAC319A	Provide support to people living with dementia	Core
CHCCS411A	Work effectively in the community sector	Core
CHCICS301A	Provide support to meet personal care needs	Core
CHCICS302A	Participate in the implementation of individualised plans	Core
CHCOHS312A	Follow safety procedures for direct care work	Core
CHCDIS301A	Work effectively with people with a disability	Core
CHCHC311A	Work effectively in home and community care	Core
CHCICS304A	Work effectively with carers	Core
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Core
CHCPA301B	Deliver care services using a palliative approach	Elective
CHCICS303A	Support individual health and emotional well being	Elective
CHCAD401D	Advocate for clients	Elective
HLTFA301B	Apply first aid	Elective

Occupational titles may include:

- Care assistant / worker
- Community care worker
- Disability support worker
- Food services deliverer
- Home maintenance worker
- Personal care assistant
- Personal care giver/worker
- Care service employees
- Community support worker
- Driver
- Home care worker
- In-home respite giver
- Planned activity assistant
- Transport support worker
- Support worker

This qualification covers workers who provide a range of services and interventions to clients, and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and workers may have supervisory responsibilities.

The qualification:

- Defines knowledge and skills required by support workers and case workers who work autonomously under the broad guidance of others
- Refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings.

On completion of this qualification the worker will be able to design and deliver programs that aim to enhance the well being of individuals and groups

PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

CHCCD412A	Work within a community development framework	Core
CHCCOM403A	Use targeted communication skills to build relationships	Core
CHCCS400A	Work within a relevant legal and ethical framework	Core
CHCCS422A	Respond holistically to client issues and refer appropriately	Core
CHCCHILD401A	Identify and respond to children and young people at risk	Core
CHCCS411A	Work effectively in the community sector	Core
CHCCS412D	Deliver and develop client services	Core
CHCORG405C	Maintain an effective work environment	Core
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Core
HLTOHS300A	Contribute to OHS processes	Core
CHCMH402A	Apply understanding of mental health issues and recovery processes	Elective
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people (recommended if work involves focusing on Aboriginal or TSI clients)	Elective
CHCAOD402A	Work effectively in the alcohol and other drugs sector	Elective
CHCDFV301A	Recognise and respond appropriately to domestic and family violence	Elective

Occupational titles may include:

- Case worker
- Community support worker
- Early intervention homelessness worker
- Health education officer
- Support worker
- Welfare worker
- Community services worker
- Domestic violence worker
- Family support worker
- Outreach officer
- Welfare support worker

CHC41808 Certificate IV in Youth Work

This qualification covers workers who develop and facilitate programs for young people through a range of community based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people.

This work may be undertaken through employment in community, government and welfare agencies and workers will be:

- Responsible for implementing policies and guidelines of the employing organisation
- Largely self directed with fairly autonomous decision making capacity under the indirect supervision of a manager.

PACKAGING RULES

16 units must be selected for this qualification including:

- 11 compulsory units
- 5 elective units

CHCCD412A	Work within a community development framework	Core
CHCCOM403A	Use targeted communication skills to build relationships	Core
CHCCS400A	Work within a relevant legal and ethical framework	Core
CHCCS422A	Respond holistically to client issues and refer appropriately	Core
CHCICS406A	Support client self-management	Core
CHCYTH401A	Engage respectfully with young people	Core
CHCYTH402A	Work effectively with young people in the youth work context	Core
CHCYTH403A	Support young people to create opportunities in their lives	Core
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Core
HLTOHS300A	Contribute to OHS processes	Core
CHCYTH407D	Respond to critical situations	Core
CHCGROUP403D	Plan and conduct group activities	Elective
CHCCS521A	Assess and respond to individuals at risk of suicide	Elective
CHCCHILD404A	Support the rights and safety of children and young people	Elective
CHCCS401B	Facilitate responsible behaviour	Elective
CHCDFV301A	Recognise and respond appropriately to domestic and family violence	Elective

Occupational titles may include:

- Community development worker (youth)
- Indigenous youth worker
- Recreational youth activities worker
- Residential care worker
- Support worker residential
- Youth alcohol and other drugs worker
- Youth and family resource officer
- Youth and family service worker
- Youth case worker
- Youth housing support worker
- Youth worker

CHC51408 Diploma in Youth Work

ENTRY REQUIREMENTS

To gain entry into **CHC51408 Diploma of Youth Work** candidates must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following compulsory units of competency from **CHC41808 Certificate IV in Youth Work**:

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCYTH401A	Engage respectfully with young people
CHCYTH402A	Work effectively with young people in the youth work context
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

OR

2. Have sufficient relevant youth sector experience and knowledge to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgment and decision making under general guidance.

This qualification covers people with responsibility for the development and the outcomes of programs and services for young people managed through a range of agencies and designed to meet the social, behavioural, health, welfare, developmental and protection needs of young people. This work may be undertaken through employment in community, government and welfare agencies.

The qualification is designed to ensure that policies and guidelines of the employing organisation are implemented and includes responsibility for direction and supervision of staff, contracting external agencies and/or management of specialist services.

Occupational titles may include:

- Case manager
- Coordinator youth and family services
- Coordinator youth services
- Program manager
- Senior case worker
- Senior youth worker
- Youth work team leader

PACKAGING RULES

15 units must be selected for this qualification including:

- 12 compulsory units
- 3 elective units

Code	Title	Core/ Elective	Nominal Hours
CHCCHILD404A	Support the rights and safety of children and young people	Core	25
CHCCOM504A	Develop, implement and promote effective workplace communication	Core	45
CHCCS502A	Maintain legal and ethical work practices	Core	70
CHCCS503A	Develop, implement and review services and programs to meet client needs	Core	40
CHCCS513A	Maintain an effective community sector work environment	Core	30
CHCGROUP403D	Plan and conduct group activities	Core	50
CHCNET404A	Facilitate links with other services	Core	55
CHCYTH504A	Support young people to take collective action	Core	50
CHCYTH505D	Support youth programs	Core	60
CHCYTH608C	Manage service response to young people in crisis	Core	45
HLTOHS400A	Maintain OHS processes	Core	40
CHCYTH501A	Develop and implement procedures to enable young people to address their needs.	Core	45
CHCCS521A	Assess and respond to individuals at risk of suicide	Elective	80
CHCYTH403A	Support young people to create opportunities in their lives	Elective	35
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Elective	30

Studying at CYTS?

Course participants are workers in the field wishing to gain or upgrade their qualifications or people wanting to enter the youth work, community services or aged care sectors.

Age Limits

For most courses, the age limit is 16 upwards, under exceptional circumstances, a person younger than 16 will be considered for enrolment, with the consent of their parent or legal guardian and advice taken from the Department of Training and Workforce Development. If you are under 17 years of age, you will need to complete forms and gain approval from the Department of Education and Workforce Development.

For further information contact, The Participation Unit, Department of Training and Workforce Development, 151 Royal Street, EAST PERTH WA 6004

Why study with CYTS?

Flexible Learning and Assessment Procedures

CYTS offers flexible learning. You can progress at your own pace. Onsite classes take place one to two days per week. You can borrow or buy your own resource books to continue working on modules at home or onsite. There are staff available each day of the week to give assistance to those wishing to progress at their own pace.

Skills Recognition

Throughout your life you will gain valuable skills and knowledge through formal and informal training and education, work experience and general life experience.

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) means recognition of competencies currently held, regardless of how, when or where the learning occurred, so that they may be counted towards the achievement of a qualification.

If you have successfully completed any previous training or work experience relevant to the course you are undertaking, or you have current skills and competencies and proof that enable you to demonstrate the competency requirements of the course, you may be eligible to apply for 'Recognition of Prior Learning' and/or 'Recognition of Current Competencies'.

Recognition of Prior Learning

Recognition of Prior Learning requires an assessment and the approval of the course coordinator. An evidence guide is available on request to help you determine whether to apply. Make an appointment with a trainer to discuss this.

Previous recognised qualifications that directly match competencies will be 'direct credits' and will not attract charges. Any other 'Skills Recognition' of submitted evidence will attract the tuition fees. The fee covers the process of assessment of the evidence submitted.

Providing evidence

PLEASE NOTE:

Evidence may need to be supplemented by other evidence that is more recent.

Support for Students

During Training

If a student experiences difficulty in the training, they should make this known to the trainer as soon as possible. See the Student agreement for responsibilities regarding attending scheduled training.

If a student has a particular barrier to learning (e.g. literacy difficulties) CYTS trainers will, wherever possible, make adjustments to accommodate that student's difficulty while still meeting the course requirements. CYTS aims to offer flexible learning and assessment strategies to address each individual student's needs. Assessments can be conducted in a variety of ways. e.g. Oral assessments can be used to supplement written assessments.

Indigenous students also qualify for additional tutor support during classes or outside class hours. If you wish to take advantage of this, please ask your trainer.

Participants who attend face-to-face training in the classroom have access to kitchen facilities and computers at CYTS. Participants may also ask to use the telephone (local calls only), photocopier and fax for a small cost. Mobile phone calls from the CYTS phone are prohibited.

Welfare and Guidance

Sometimes students experience problems of a personal nature that may impact on their training. These might include issues to do with family, health, money, or uncertainty about employment prospects. Issues of this type can affect a student's ability to continue with training. If you experience circumstances that are affecting your studies or your quality of life, you may wish to seek assistance by first alerting your trainer or another member of CYTS staff, who will refer you to a case officer for help.

CYTS has a case officer who can provide more intensive and tailored assistance, guidance, and/or referral to a number of agencies that may be able to assist you by specialising in the type of support you require, eg. organisations that provide financial counselling, food hampers, medical/health care and information, clothing, emergency relief, housing access, etc. There may also be measures that CYTS can introduce that will assist you to continue with studies while you are receiving assistance to address issues affecting your life.

Outcare

CYTS also works in partnership with Outcare WA who can provide accommodation services, community support and re-entry services; youth services; health services; employment and training services and family support. If you or your partner is eligible for assistance through Outcare, CYTS will work in conjunction with your Outcare case worker to provide combined assistance and support strategies.

Other support

Participants receiving Centrelink payments are usually eligible for 'incidentals payments' from Abstudy or Austudy to help purchase books, stationery and materials fees. Participants need to check their eligibility with Centrelink. Full-time students may also be entitled to a Transperth Travel Permit.

Library

CYTS has a small resource library for use by students. It will endeavour to have relevant information available to all students who require additional learning materials to assist with their class work. These materials are to be treated with respect at all times.

All library books and training resource books that belong to CYTS are to remain on the premises unless the student has already organised with their trainer a time and date to return the material. CYTS expects that if any library books or other resources are taken home by students, that they be treated with respect and are returned to CYTS in the same condition as when they left.

Following Training

CYTS can help students to find employment. Job vacancies will be posted on the notice board in the training rooms. Staff can assist students to compile resumes, responses to selection criteria and conduct mock interview exercises. Students may also be referred to appropriate employment agencies. Staff are able to provide advice and information on options and enrolment procedures at university and/or other training institutions.

How do I Enrol?

If you decide that CYTS is the place where you would like to undertake study, you will need to phone and make an appointment with a CYTS trainer to go through the enrolment process with you. Contact Tash on 92214229 and make an appointment.

Are courses Abstudy & Austudy approved?

As a rule, full time courses attract Abstudy or Austudy payments for participants who meet Centrelink eligibility requirements. Contact Centrelink for individual rates of entitlement. You can also find this information at www.centrelink.gov.au or by telephoning 13 24 90 (Youth Allowance and Austudy) or 13 23 17 (Abstudy).

How do I pay for courses at CYTS?

All courses listed in this student handbook are funded by the Department of Training and Workforce Development. The cost of CYTS courses, if you belong to the nominated 'access' groups is heavily discounted. (Refer to page 2 of this handbook)

Fees can be paid in several ways:

- Lump sum payment
- Through regular instalments
- If you are on a Centrelink payment, through regular deductions made via **Centrepay** (fortnightly deductions from Centrelink payments).

If you are likely to have severe financial difficulties paying for your course, and if you meet criteria outlined by the Department of Training and Workforce Development, you may be eligible to apply for a fee waiver. Fees will only be waived on a case-by-case basis and only if subsidised places are still available. Evidence of financial hardship will need to be provided as part of application and approval process. Ask the receptionist for more information and application forms.

2010 CALENDAR

January 2010							February 2010							March 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3	25	26	27	28	29	30	31	22	23	24	25	26	27	28
4	5	6	7	8	9	10	1	2	3	4	5	6	7	1	2	3	4	5	6	7
11	12	13	14	15	16	17	8	9	10	11	12	13	14	8	9	10	11	12	13	14
18	19	20	21	22	23	24	15	16	17	18	19	20	21	15	16	17	18	19	20	21
25	26	27	28	29	30	31	22	23	24	25	26	27	28	22	23	24	25	26	27	28
1	2	3	4	5	6	7	1	2	3	4	5	6	7	29	30	31	1	2	3	4
April 2010							May 2010							June 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
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26	27	28	29	30	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4
3	4	5	6	7	8	9	31	1	2	3	4	5	6	5	6	7	8	9	10	11
July 2010							August 2010							September 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	31	1	2	3	4	5
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19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31	1	23	24	25	26	27	28	29	27	28	29	30	1	2	3
2	3	4	5	6	7	8	30	31	1	2	3	4	5	4	5	6	7	8	9	10
October 2010							November 2010							December 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5
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11	12	13	14	15	16	17	8	9	10	11	12	13	14	13	14	15	16	17	18	19
18	19	20	21	22	23	24	15	16	17	18	19	20	21	20	21	22	23	24	25	26
25	26	27	28	29	30	31	22	23	24	25	26	27	28	27	28	29	30	31	1	2
1	2	3	4	5	6	7	29	30	1	2	3	4	5	3	4	5	6	7	8	9

Important calendar dates

- 1 January - New Year's Day
- 26 January - Australia Day
- 14 February - St. Valentines Day
- 17 March - St. Patrick's Day
- 1 April - April Fool's Day
- 6 April - Good Friday
- 7 April - Easter Saturday
- 9 April - Easter Monday
- 25 April - Anzac Day
- 13 May - Mother's Day
- 17 June - Father's Day
- 4 July - Independence Day
- 1 October - All Saints Day
- 31 October - Halloween
- 25 December - Christmas Day
- 26 December - Boxing Day

Students

Attendance at Classes

Students are required to attend all scheduled classes in accordance with their training timetable. Students are required to notify CYTS if they will be absent from classes. A medical certificate may be requested where illness prevents the student from attending. As there are limited numbers of 'funded places' per accredited certificate, the vacated place will be offered to a person on the waiting list for that course.

The courses conducted by CYTS are recognised for Abstudy and Austudy. CYTS is obligated to advise Centrelink if students are not undertaking their training 'in good faith'. Students are required to sign a STUDENT AGREEMENT & ACCESS POLICY, attached p 17 to show that you agree with the terms of the training.

Student behaviour

It is a requirement of enrolment with CYTS that all students contribute to a positive learning environment. Actions by students that disadvantage other students, that are discriminatory, involve harassment, or in some way disrupt the learning of others is of concern. Students can raise with any CYTS staff member any concerns they may have with regard to this.

Where actions of this type occur, all identified students will be counselled. If the harassment continues, the student causing disruption or distress, may be asked to provide a plan of action to address the issue. If this action is not successful, CYTS may ask the student to withdraw or alter training options.

Refunds

- A full refund will be given to students who provide written notice of withdrawal within two weeks of the official withdrawal date.
- No refund will be given for students who withdraw from a course without giving written notice.
- A full refund will be given to students where the course or unit of competency is cancelled or re-scheduled at a time unsuitable to the student by CYTS, or where the student is unsuccessful in gaining a place due to maximum student numbers being reached.
- Students who withdraw from a course/qualification who lodge a withdrawal form prior to, or within four weeks of commencing the first module/unit of competency of a program of study, or on the completion of 25% of the first module/unit of competency (*whichever is sooner*), will be eligible for a full refund of their tuition fee. This is only if the request for refund is lodged within two weeks of the official withdrawal date. Students who meet the above conditions will also be refunded 50% of the materials fee paid.
- Students may be eligible for a pro-rata refund of fees and charges for courses/qualifications and modules/units of competency at any time during the semester if students can establish, with documentary evidence, satisfactory grounds for withdrawing from the course/qualification (e.g. serious illness or disability, transfer of employment or other circumstances beyond their control).
- Non-attendance will incur full course cost
- If a client commences a course, but does not complete the course, the full course fee is still payable. (Where circumstances warrant, an agreement may be made with the Executive Officer (EO) for a reduced fee to be paid)

General Rules Fee Waiver Students

- Some students of CYTS may qualify for a fee waiver. CYTS follows the fees guidelines that have been established for training providers by the Department of Training and Workforce Development.
- Under the guidelines, training providers funded by the Department of Training and Workforce Development must apply the fees and charges as detailed in the annually released *Fees & Charges: Policy Guidelines* document.
- CYTS has implemented a process to determine the degree of financial hardship for its students who claim that severe financial hardship will prevent them from participating in the training if full fees are applied.
- This process of establishing financial hardship is fair and equitable and maintains the confidentiality of student information provided.
- Individuals who qualify under the CAT contractual arrangement and who are assessed as suffering financial hardship are offered the opportunity to have their fees waived. Fees are only waived in cases where severe financial hardship can be proved with supporting documentation.
- Documents relating to the financial hardship application are retained in student files for audit purposes
- Genuine Job seekers, who can provide evidence of their job seeking status (eg job network id) can be eligible to have all fees waived.

Concessions

The following students who qualify under the CAT contractual arrangement are entitled to a concessional rate of fees. In addition to that, students who fall into one or more of the categories below are entitled to an additional concession as outlined by the annually released *Fees & Charges: Policy Guidelines* document:

- a) Persons and dependents of persons holding
 - i A Pensioner Concession Card
 - ii A Repatriation Health Benefits Card
 - iii A Health Care Card
- b) Persons and dependents of persons in receipt of Austudy or Abstudy
- c) Persons and dependents of persons in receipt of the Youth Allowance
- d) Persons who are inmates of a custodial institution
- e) Persons who have reached the age of 15 but have not reached the age of 18, and who are not due to reach 18 in the calendar year for which they enrol

Proof of eligibility for concession must be shown at the time of enrolment.

As of 1st July 2009 all genuine job seekers are eligible to have all VET fees waived under the Federal Government's job initiatives package. Proof Via Job Network number ID required.

Appeals and Complaints

CYTS will ensure that learners have access to a fair and equitable process for dealing with Appeals and Complaints. CYTS will provide an avenue for learners to appeal against assessment decisions that they believe to be unfair and that affect the learner's progress. Complaints and grievances are treated seriously by CYTS.

Below is a summary of the complaints and appeals process:

- All complaints and assessment appeals should be raised and brought to the attention of the relevant staff member at the earliest possible opportunity for complaints and within two weeks of receipt of assessment result for assessment appeals either verbally or utilising a Candidate Complaint Appeal Form.doc.
- All verbal complaints or appeals will be documented onto a Candidate Complaint/Appeal form by the receiving staff member to assist people with LL&N issues.

- All complaints forms are forwarded to the Executive Officer and all assessment appeals are to be forwarded to the Training Coordinator for action.
- A lodgment fee of \$10 must accompany an application of appeal. The fee is refunded if the appeal is upheld.
- The complainant may be represented by a nominee if they wish, however they must give CYTS written authority so CYTS can safely speak to their nominee about their personal matters.
- In the case of a complaint or appeal, the Training Coordinator and/or Executive Officer will initiate a transparent, participative process to deal with the issues at hand.
- In all cases the final conclusion will be presented by the Executive Officer to the client/stakeholder who will be advised verbally or in writing of the outcome of their grievance/appeal.
- Should the complainant not be satisfied with a decision of the Executive Officer, they may express your complaint or appeal to the Executive Officer in writing for further review.
- The complainant may contact the independent grievance service provided by the Department of Training and Workforce Development which is available to resolve disputes. They may telephone the Conciliator on 9441 1900 or visit at 22 Hasler Road, Osborne Park, Perth 6017.
- CYTS can provide a list of contact details for other counselling agencies.

Student Records

CYTS is responsible for maintaining your student records, including your assessment results. To enable this, CYTS will issue you with a student number and an individual file. As the WA Department of Training and Workforce Development funds and supports this program, your progress through the course is reported to the Department on a regular basis. CYTS will take all practicable steps to protect the privacy of its students, prospective students and others with whom it undertakes business. CYTS recognises its responsibilities in relation to the Privacy Act 1998 and the Privacy Amendment (private sector) Act 2000. CYTS will ensure that student records (student enrolment forms, assessments, and other relevant information) are kept secured in locked filing cabinets, or if stored electronically, on password protected computers.

Privacy & Confidentiality

Access to individual student training records must meet Commonwealth and State Privacy legislation. This means that access to CYTS student files will be limited to:

- Individuals wishing to access their personal records
- Individuals authorising releases of specific information to third parties
- CYTS staff that require the information for their job role
- State departments (eg Department of Training and Workforce Development) conducting activities under the Standards for Registered Training Organisations
- Legal requirements (eg. subpoena / search warrants / social service benefits / evidence act)

CYTS documented Privacy Policy prevents non-disclosure of client information without written consent of the client. In the event that this is required the Office Administrator:

- a) Checks with the Executive Officer for authorisation of disclosure,
- b) Contacts the client and requests written consent, and
- c) Provides the information if the first two points are achieved.

CYTS's Policy Statement reads;

Community and Youth Training Services Inc will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. Staff or client information is NOT shared with other organisations. If staff, or client information is required by a third party we will obtain written consent from the relevant person prior to releasing any of their information.

Should staff or clients seek access to their information we have a documented procedure, requiring authorisation before this can occur.

Should staff or clients/stakeholders seek access to their personal information they are required to provide the Office Administrator with the following Proof of Identity information:

- a) Name
- b) Address and
- c) Date of birth

Occupational Health & Safety

CYTS aims to provide training facilities that are safe and allow students to participate in training free from injury or harm. Students must act responsibly and be aware of OHS issues that may impact on themselves or other students and report any OHS concerns to management.

Sexual Harassment & Discrimination

CYTS is committed to creating and maintaining an environment that is free from harassment and discrimination due to gender, cultural background, sexuality or physical disability. If you experience either harassment or discrimination from either a CYTS staff member or another participant, please advise your trainer or another staff member. You may be asked to submit a formal complaint that will be brought to the attention of the Executive Officer.

Completing Your Course

Upon successful completion of all competencies required, students are eligible to receive a Qualification and a statement of results. CYTS issues Australian Quality Training Framework (AQTF) qualifications and Statements of Attainment that meet the requirements of AQTF.

Partial Completion – Issue of Statement of Attainment

Statements of Attainment are issued for partial completion of a qualification. All students will receive a Statement of Attainment within 21 days of withdrawal from their course, providing all relevant fees are paid to the training organization.

Full Completion – Issue Statement of Results

Statements of Results are issued for full completion of a qualification. All students will receive a Statement of Results within 21 days of completion of their course, providing all relevant fees are paid to CYTS.

Full Completion – Issue of Qualification

Qualifications are issued upon completion of all required assessments in all of the required units of competency. All students will receive a Qualification within 21 days of completion of their course, providing all fees are paid to CYTS.

Graduation Ceremony

At CYTS, we have an annual graduation ceremony in East Perth. All students who have completed courses during the year are invited to bring their family and friends along to this very special event. We enjoy celebrating the success of our students and encourage all graduating students to attend. Details of the graduation ceremony are provided to eligible students in due course.

AGREEMENT BETWEEN CYTS AND 2010 STUDENTS

The courses conducted by CYTS are recognised for Abstudy and Austudy. CYTS is obligated to advise Centrelink if students are not undertaking their training 'in good faith'. You will have been advised verbally of the requirements listed below. Please read the information below then sign and return the form to show that you agree with the terms of the training. You can obtain a copy of this agreement for your own records if desired.

1. I understand that as part of the course I am undertaking at CYTS, I must attend regular classes on a weekly basis. CYTS will inform Centrelink or Abstudy if I fail to meet these requirements.
2. If I cannot attend due to illness, I will inform CYTS before the class commences and supply a medical certificate to account for my absence.
3. If my absence is due to other circumstances, I will contact CYTS and speak to a trainer to make alternative arrangements for the session(s) missed. Regular failure to attend will be reported to Centrelink, Abstudy or my sponsoring organisation.
4. If I am having difficulty with any assignment in between classes, I understand that I can phone a tutor and obtain assistance so that I can complete my assignments.
5. If I have made arrangements for my fees to be paid by instalments through Centrepay, I will not cancel these before the due date of completion. I understand that if I do, Abstudy will be informed and I will not be able to continue with the course. If fees are suspended for a reason outside my control, I will inform CYTS so that other arrangements can be negotiated.
6. I understand that Students who do not attend classes for 3 weeks in a row, and do not advise CYTS of the reason for their absence, will be deemed 'withdrawn from the course'. As there are limited numbers of 'funded places' per accredited certificate, the vacated place will be offered to a person on the waiting list for that course.
7. Access to individual student training records must meet Commonwealth and State Privacy legislation. This means that access to CYTS student files will be limited to:
 - Individuals wishing to access their personal records
 - Individuals authorising releases of specific information to third parties
 - CYTS staff that require the information for their job role
 - State departments (eg Department of Training and Workforce Development) conducting activities under the Standards for Registered Training Organisations
 - Legal requirements (eg. subpoena / search warrants / social service benefits / evidence act)

NAME OF STUDENT:

SIGNED: **DATE:**



CYTS Training Code of Practice

CYTS has a Training Code of Practice that ensures the interests of students and quality outcomes are maintained.

1. Promotion & Marketing

CYTS undertakes to market its courses and services using information that accurately describes the content or expected learning outcomes. Comparisons with other training/service providers will not be made in any marketing or promotional material. National protocols for marketing will be complied with.

2. Admissions

All selection processes relating to learners will be fair and equitable and utilise transparent selection criteria. Selections will be made in accordance with the training products or services being provided.

3. Equal Opportunity

CYTS is committed to non-discriminatory dealings in all its business with all its students, staff, management and suppliers.

4. Access to Services.

CYTS will ensure that students and potential students are not unfairly denied access to services. Criteria to determine access to courses/services will be clearly stated on promotional material and will be followed closely.

5. Qualified Staff

CYTS will ensure that staff employed to deliver training and/or assessment services are suitably qualified and experienced.

6. Course/Service Delivery

Students of CYTS can expect all courses/services to be delivered according to the specifications outlined before commencement, and in a manner that contributes to learner success. Details of learner support services will be provided prior to commencement.

7. Certification

CYTS will provide accurate detail, prior to commencement, on competencies to be achieved, methods of assessment, RPL arrangements and the certification to be issued.

8. Student Guidance Services

All training services shall have an identified staff person whose role includes providing personal assistance/guidance to learners. Comprehensive student support services are available and details will be provided to students at enrolment.

9. Fees/Refunds

CYTS will provide prospective students with all fee-related information, including refund conditions, prior to admission.

10. Complaints & Appeals

CYTS acknowledges the right of its student's to complain and not disadvantage any student who complains. Complaints may involve an appeal against an assessment or a more general grievance. Both general complaints and assessment appeals should be directed to the Training and Development Coordinator or the Executive Officer. CYTS has written policies on these processes, which may be viewed, on request, by anyone with a legitimate interest.

GOOD LUCK AND ENJOY YOUR STUDIES!

CYTS Staff

Executive Officer	Katie Culkin
Operations Manager/ AQTF Compliance	
Finance Manager	Jan Clarkson
Receptionist / Student Liaison Officer	Natasha Lobe
Executive Assistant	Lorraine Shales
Training Co-ordinator	Michelle McIntyre
Trainer /Assessors	Shannon Laverty Naomi Clarkson Barbara Hunter Sue Hodges Jayne Dennis
Student Case Officer	Megan Seth

CYTS Chairperson Rick Morrell

To contact all staff:

Phone Line 1 and 2: 9221 4229 or 9221 4239

Fax: 9221 4689

Email: cytsadmin@cyts.org.au
Or full trainer name as one word @cyts.org.au eg shannonlaverty@cyts.org.au

Mail: CYTS
Unit 2a-4 Wellington Fair,
4 Lord St
PERTH WA 6000

Website: www.cyts.org.au

Community Contacts

There are issues that occur in students' lives that may cause interruption to studies, stress, incapacity or reduction in quality of life. CYTS has a Student Case Officer to assist any student who is having difficulties and needs assistance to access support services that may help them address issues.

CYTS works in conjunction with a number of other Community Support Agencies that provide a range of services to help people address issues in their lives.

If you or a family member is experiencing issues that are obstacles to your training, please alert your trainer or make an appointment to see the student case officer, who may be able to advise you on appropriate support services and agencies.