

home
economics Victoria



22455VIC
Graduate Diploma of Home Economics Education
Course Handbook
2020

Home Economics Victoria 605/198 Harbour Esplanade | Docklands | Victoria 3008 Australia
T +61 3 9642 1061 | F +61 3 9642 2418
E office@hev.com.au | W www.homeeconomics.com.au
RTO provider number: 21603

All information contained in this handbook is accurate at time of printing. However, Home Economics Victoria policies, fees and details are subject to change without notice. Course commencement is dependent on sufficient enrolments, accreditation and registration requirements.

Table of contents

1.	Introduction.....	3
2.	Course description.....	4
3.	Entry requirements.....	4
4.	Unique Student Identifier (USI).....	5
5.	Course recognition.....	5
6.	Course prerequisite.....	5
7.	Career opportunities.....	5
8.	Program duration.....	5
9.	Course outline.....	6
10.	Textbook requirements.....	7
11.	Study mode.....	7
12.	Face-to-face training sessions.....	8
13.	Program structure for 2020.....	9
14.	Teaching practicum.....	10
15.	Teaching practicum and assessment.....	11
16.	Workplace assessment.....	12
17.	Award requirements.....	12
18.	Academic policies and procedures.....	13
19.	Enrolment.....	14
20.	Course commencement.....	14
21.	Course cost.....	14
22.	Course induction.....	15
23.	Submission of coursework.....	15
24.	Academic honesty.....	16
25.	Non-Academic Misconduct Policy.....	17
26.	Extension requests.....	18
27.	Deferment.....	18
28.	Course withdrawal.....	18
29.	Methods of assessment.....	18
30.	Assessment results.....	19
31.	Issuing of transcript of results.....	19
32.	Course re-enrolment.....	19
33.	Access to training records.....	19
34.	Support.....	19
35.	Recognition of prior learning policy.....	20
36.	Credit transfer policy.....	21
37.	Participant feedback.....	22
38.	Additional information.....	22
39.	Schedule of fees.....	22
40.	Home Economics Victoria Code of Ethics.....	23
41.	Occupational health and safety policy.....	24
42.	Privacy policy.....	26
43.	Refund policy.....	29
44.	Course deferment policy.....	30
45.	Access and equity policy.....	31
46.	Equal opportunity policy.....	32
47.	Harassment policy.....	32
48.	Occupational violence policy.....	33
49.	Complaints and appeals policy.....	34

1. Introduction

Established in 1958 Home Economics Victoria is a Health Promotion Charity, a Registered Training Organisation and a Public Company Limited by Guarantee.

Home Economics Victoria advocates skills for life to achieve optimal and sustainable wellbeing for individuals, families and communities.

We achieve our purpose via our objectives, which are to:

- Promote skills for life including home economics to achieve optimal and sustainable wellbeing for individuals, families and communities;
- Promote health and wellbeing aimed at preventing diseases, specifically obesity and Type 2 diabetes;
- Provide education and information about health and wellbeing through education programs, resources, publications, advocacy and consultancy;
- Support research into health and wellbeing including the provision of awards and scholarships;
- Work in partnership with relevant health and education bodies, government departments, organisations and industry.

Home Economics:

- Is a field of study and a profession situated in the human sciences that draws from a range of disciplines
- Is an academic discipline, a curriculum area, an arena for everyday living and a societal arena to influence and develop policy
- Integrates knowledge, processes and skills to take transformative action
- Settings include food; nutrition and health; textiles and clothing; shelter and housing; consumerism and consumer science; household management; design and technology; food science and hospitality, human development and family studies; education and community services
- Values include caring, sharing, justice, responsibility, communicating, reflecting and visionary foresight

Home Economics Victoria is overseen by a voluntary board of directors and managed by a full-time Chief Executive Officer with a team of professional and administrative staff. The office is open during Victorian government school terms.

Home Economics Victoria is a unique professional association, able to offer nationally recognised training in our capacity as a Registered Training Organisation. Our aim as a registered training organisation is to offer a solid program of accredited and non-accredited training programs that assist in building existing teacher capacity by providing teachers with professional learning and nationally recognised industry endorsed training that is responsive to the needs of home economics teachers. In parallel, student learning is enhanced, as teacher delivery is relevant, current and based on best practice.

In 2008, the Victorian Registration and Qualifications Authority (VRQA) granted accreditation to Home Economics Victoria to deliver its own Vocational Graduate Diploma of Home Economics Education. The course has been reaccredited for the period 2018-2022 and is now known as the 22455VIC Graduate Diploma of Home Economics Education.

Home Economics Victoria's postgraduate teacher training qualification in home economics teaching has been developed in response to the large number of unqualified home economics teachers presently working in Victoria and the overall shortfall of home economics teachers in Victoria.

The Graduate Diploma has been accredited by the Victorian Registration and Qualifications Authority (VRQA) and meets the 'Specialist Area Guidelines' set by the Victorian Institute of Teaching (VIT) to address the skill

requirements for qualified teachers who would like to add home economics and health (including human development) as teaching methods.

2. Course description

Graduate Diploma of Home Economics Education

Developed by Home Economics Victoria, the Graduate Diploma of Home Economics Education is a nationally recognised course that is designed to provide teachers with specialist knowledge and skills to develop and implement effective ways of teaching home economics. The Graduate Diploma provides home economics practical teaching skills that will enable a graduate to teach home economics education classes including health and human development and to effectively plan, teach and assess home economics lessons and units of work.

3. Entry requirements

To undertake the Graduate Diploma of Home Economics Education participants must be **qualified teachers**. For the purposes of entry into the course, a qualified teacher is a person who:

1. Is registered with an Australian state/territory regulatory authority or who is eligible to be registered with an Australian state/territory regulatory authority.
2. Has completed a three- or four-year teaching qualification or who has completed four years of tertiary education or equivalent, which includes at least one year of education studies.

Participants must:

- provide **certified** (original) evidence of teacher qualification/s upon enrolment
- provide evidence of teacher registration (if registered) upon enrolment
- provide their Unique Student Identifier (USI) upon enrolment and provide permission for Home Economics Victoria to access their USI to provide course results
- be currently working in, or have access to, a secondary school teaching environment that conducts home economics classes to enable demonstration of knowledge and skills in authentic teaching and assessment contexts
- have access to a qualified teacher or teachers of home economics and health who agree/s to act as a mentor for the teaching practicum component of the course.
- pay the application fee with their initial course application/enrolment.
- pay the relevant fees on commencement of the course.

4. Unique Student Identifier (USI)

All course participants enrolled in nationally accredited training or enrolling in nationally recognised training, for the first time, need a USI. A course participant who is continuing study is a student who has already commenced the course in a previous year but not completed it.

How to apply for a USI?

Use the link below to create your own Unique Student Identifier.

<http://www.usi.gov.au/Pages/default.aspx>

Once your Unique Student Identifier has been created it must be provided on the Application Form. Enrolment in the course cannot be confirmed until Home Economics Victoria receives your Unique Student Identifier and permission to access your USI account.

For further information on the Unique Student Identifier go to

<http://www.usi.gov.au/help-centre/Pages/default.aspx>

5. Course recognition

The Victorian Institute of Teaching (VIT) recognises the completion of the Graduate Diploma of Home Economics Education as a fourth year of study. Those who complete the Graduate Diploma will be recognised by the VIT as meeting the specialist area guidelines for the teaching of home economics and health (including human development). This allows already qualified teachers to become qualified home economics and health teachers and/or upgrade their status from three-year trained teachers to four-year trained teachers. Home Economics Victoria will investigate options for recognition in other Australian states/territories.

6. Course prerequisite

There are no unit prerequisites for any of the units within the course.

7. Career opportunities

Career opportunities in Australia are excellent as there is an overall shortfall of appropriately qualified home economics teachers in schools.

8. Program duration

The Graduate Diploma consists of eight units to be delivered over a period of two years part-time (two units per semester for four semesters).

The time taken to complete the Graduate Diploma may vary, depending on the number of units a participant completes each semester. Participants who enrol in two units per semester are required to be completed in two years. Participants who enrol in one unit per semester are expected to complete the course in no more than four years.

Each course within the program has a designated number of nominal hours that reflect the amount of training and assessment involved.

Every student's experience will be different, and you may find you complete your program in less or more time than the nominal hours indicated.

9. Course outline

The following table provides information regarding the units in the Graduate Diploma. The course fee includes the issuing of learning materials, specifically developed to support your learning experience. These materials are available online and include a learner guide, set of readings (where appropriate) and assessment. Where a text is required this will need to be purchased at an additional cost.

Unit code and title	Unit description	Nominal hours
VU22279 Manage classes in practical home economics contexts	This unit deals with the skills and knowledge required to manage practical classes, resources and occupational health and safety in home economics contexts.	85
VU22280 Teach food studies	This unit covers the skills and knowledge required to teach students how to select, organise and prepare a variety of foods and use a range of cookery methods to prepare foods through the application of practical food skills in an educational environment. Focus is also placed on global and local food systems and their governance.	100
VU22281 Teach healthy eating knowledge and skills	This unit describes the skills and knowledge required for educators to provide information on healthy eating and nutrition at all stages of the human lifespan. It also focuses on using appropriate food selection models and nutrition assessment data to determine the effects of food choices and dietary intake on health and wellbeing.	100
VU22282 Develop and promote home economics practice	This unit describes the skills and knowledge necessary for educators to network with colleagues and the wider community to promote home economics practice in a learning environment. Focus is placed on the nature and diversity of home economics.	55
VU22283 Promote health	This unit describes the outcomes required by educators to address the larger context of regional, national and global health, and wellbeing, and transfer this knowledge to promote health amongst individuals and students. Focus is placed on the different dimensions of health and factors that can affect health and wellbeing.	105
VU22284 Teach human development	This unit describes the outcomes required by educators to teach human development concepts including development across the lifespan and sustainable human development locally, nationally and globally. Focus is placed on the range of factors that can affect human development.	105
VU22285 Apply skills in the science of nutrition	This unit describes the outcomes required by teachers of home economics to teach the science of nutrition and provide accurate nutrition information to assist in knowledge of global nutrition issues and the prevention of nutrition related health conditions.	85
VU22286 Apply family and consumer resource knowledge	This unit describes the outcomes required to identify and understand how the needs of families can be met through the development of empowerment processes related to food, nutrition, relationships and living environments. Focus is placed on utilising effective management and decision making processes to make responsible and informed social and ethical decisions on consumer choices to meet family needs.	65

10. Textbook requirements

The following units require the textbooks listed below.

VU22279 Manage classes in practical home economics contexts

VU22280 Teach food studies

VU22281 Teach healthy eating knowledge and skills

Cameron, S & Russell, S 2012 **Cookery the Australian Way**, 8th Edition, MacMillan Education Australia
Home Economics Victoria, 2008 **Start Cooking**, MacMillan Education Australia

The following unit requires the textbook listed below:

VU22282 Develop and promote home economics practice

Pendergast, D, McGregor, SLT, and Turkki, K (Editors), **Creating Home Economics Futures: The next 100 years**, Australian Academic Press, Australia.

This textbook can be purchased from Home Economics Victoria which can be ordered online from our website <https://www.homeeconomics.com.au/curriculum-support/books>

11. Study mode

The aim of the course is to provide participants with the essential knowledge and skills to develop specific teaching techniques, manage resources and deliver effective home economics teaching to students.

To facilitate these aims participants will be required to plan units of work, curriculum programs and complete a range of case studies and learning materials for working in a home economics-specific teaching environment.

Study modes will include:

- self-paced learning – learner guides will guide the learner through a sequential learning process with activities and workplace tasks relevant to the units. Participants will have access to trainers via email for assistance and support;
- classroom observations;
- group and individual learning activities/case studies;
- practical demonstrations;
- use of digital technologies for networking and group discussions;
- presentations by experienced technical experts;
- on-the-job learning through supervised teaching practice.

Learners are not expected to spend more than eight hours in any one day (including time allocated for self-paced or online studies) on course requirements and are not expected to attend or complete self-paced or online studies after 10:00pm or before 8:00am.

12. Face-to-face training sessions

The course requires mandatory face-to-face training delivery days for practical components where the participant can observe and learn under the direct guidance of a home economics teaching expert. These will be held in blocks during school holiday periods to accommodate the needs of working teachers. During the face-to-face training block, participants will review the underpinning knowledge covered in the self-paced course materials and undertake the practical application in preparation for the workplace assessment.

Cost of travel, accommodation and other personal expenses associated with the face-to-face training days is the participants responsibility.

13. Program structure for 2020

Semester and units offered	Program structure
<p>Semester 1 2020</p> <p>VU22279 Manage classes in practical home economics contexts</p> <p>VU22280 Teach food studies</p> <p>VU22282 Develop and promote home economics practice</p> <p>VU22285 Apply skills in the science of nutrition</p>	<p>Closing date for enrolments: Wednesday 29 January 2020</p> <p>Closing date for credit transfer applications (new enrolments only): Monday 17 February 2020</p> <p>Semester 1 start date: Tuesday 4 February 2020</p> <p>Induction webinar (compulsory for all units): To be viewed and 'course requirement confirmation' form, returned to Home Economics Victoria with Assessment Agreement no later than Monday 10 February 2020</p> <p>Cut-off date for RPL applications: Monday 17 February 2020</p> <p>Face-to-face training (conducted during Victorian term 1 school holidays): VU22279 Manage classes in practical home economics contexts – Monday 30 March 2020 and Tuesday 31 March 2020 VU22280 Teach food studies – Wednesday 1 April 2020</p> <p>Teaching practicum and workplace assessment: Teaching practicum and workplace assessment is to be conducted between Monday 20 April 2020 and Friday 12 June 2020. This is an 8-week block.</p>
<p>Semester 2 2020</p> <p>VU22281 Teach healthy eating knowledge and skills</p> <p>VU22283 Promote health</p> <p>VU22284 Teach human development</p> <p>VU22286 Apply family and consumer resource knowledge</p>	<p>Closing date for enrolments: Wednesday 15 July 2020</p> <p>Closing date for credit transfer applications (new enrolments only): Friday 31 July 2020</p> <p>Semester 2 start date: Tuesday 21 July 2020</p> <p>Induction webinar (compulsory for all units): To be viewed and 'course requirement confirmation' form, returned to Home Economics Victoria with Assessment Agreement no later than Monday 27 August 2020</p> <p>Cut-off date for RPL applications: Monday 3 Monday 2020</p> <p>Face-to-face training (conducted during Victorian term 3 school holidays): VU22283 Promote health – Monday 21 September 2020 VU22284 Teach human development – Tuesday 22 September 2020 These dates are subject to change due to enrolment numbers in each unit. Students enrolled in only one of these units must keep both dates available.</p> <p>Teaching practicum and workplace assessment Teaching practicum and workplace assessment is to be conducted between Monday 3 August 2020 and Friday 16 October 2020. This is an 8-week block (excluding two weeks for school holidays).</p>

14. Teaching Practicum

The home economics teaching practicum of **22 days (or equivalent)** is integrated within the units and is a **mandatory requirement** for the successful completion of the Graduate Diploma.

The 22 days of teaching practicum will be allocated within the units as follows:

VU22279 Manage classes in practical home economics contexts – 3 days (12 hours)

VU22280 Teach food studies – 3 days (12 hours)

VU22282 Develop and promote home economics practice – 2 days (8 hours)

VU22285 Apply skills in the science of nutrition – 3 days (12 hours)

VU22281 Teach healthy eating knowledge and skills – 3 days (12 hours)

VU22283 Promote health – 3 days (12 hours)

VU22284 Promote human development – 3 days (12 hours)

VU22286 Apply family and consumer resource knowledge – 2 days (8 hours)

For the dates of the teaching practicum block refer to *12 Program structure for 2020*. The teaching of units is integrated across the days of teaching practicum.

The total number of hours for the teaching practicum indicated above is based on the Victorian Government Schools Agreement 2017. In the agreement a face-to-face teaching week is equivalent to 20 hours for a secondary school teacher. This equates to 4 hours per day per week.

For those teachers who do not hold current VIT registration, they must arrange to have completed the **Working with Children** check prior to the commencement of their teaching practicum.

15. Teaching practicum and assessment

For the teaching practicum component and workplace assessment it is **essential** that you include the following classes for each unit of study: (a combination is defined as a balance between Years 7-10 and VCE classes, as close as possible to 50/50)

- VU22279 Manage classes in practical home economics contexts
must be:
Years 7–12 practical home economics classes
- VU22280 Teach food studies
must be a combination of:
Years 7–10 home economics practical and theory classes and Years 11-12 Food Studies practical and theory classes
- VU22281 Teach healthy eating knowledge and skills
must be a combination of:
Years 7–10 theory and practical home economics classes
Years 11-12 Food Studies practical and theory classes
- VU22282 Develop and promote home economics practice
must be:
Years 7–10 practical and theory home economics classes
and could include;
Years 11-12 Health classes
- VU22283 Promote health
must be a combination of:
Years 7–10 health classes
and
Years 11-12 Health classes
- VU22284 Teach human development
must be:
Years 11-12 Health classes
- VU22285 Apply skills in the science of nutrition
must be a combination of:
Years 11-12 Food Studies practical and theory classes
and
Years 11-12 Health classes
- VU22286 Apply family and consumer resource knowledge
must be a combination of junior and senior classes:
Years 7–10 home economics classes
and
Years 11-12 Food Studies classes
or
Years 11-12 Health classes

Location of teaching practicum

The teaching practicum must take place at a school offering home economics and home economics related classes as a subject. Home economics related classes refer to such classes as Health including VCE Health and Human Development and VCE Food Studies or equivalent studies in other Australian states/territories. If the school where the participant is teaching does not offer home economics, then arrangements must be made to undertake the teaching practicum at a school that conducts home economics related classes.

Participants will be asked to arrange classes and dates for the supervised teaching practice at the beginning of the semester.

Requirements of mentor teacher

For the teaching practicum component each semester, participants **must undertake this under the direct mentoring of a qualified and experienced teacher of home economics and health.**

The mentor teacher agrees to act as a mentor and provide guidance to the participant.

Mentoring teachers must complete a form outlining their contact details and teaching qualifications.. Upon submission of the mentor teacher details form, Home Economics Victoria reserves the right to determine the suitability of a mentor teacher's qualifications. Submission is the responsibility of the participant and must be received by Home Economics Victoria, **prior** to a participant commencing their teaching practicum.

Mentor teachers are required to observe the participant teaching for all classes and complete a **third party report** during the teaching practicum period, as a record of the teaching practicum undertaken.

Teaching practicum of a unit must be completed at **one** school, with a maximum of **two** mentor teachers only.

Provision has been made for a nominal payment to the school. Payment is compatible with Department of Education rates

<http://www.education.vic.gov.au/hrweb/employcond/pages/practeach.aspx>

16. Workplace assessment

Workplace assessment is a **mandatory** component of the assessment strategy for the course and must be undertaken each semester.

Workplace assessment is flexible, for example, participants may be asked to present or video a class and submit the recording to Home Economics Victoria, participate in an oral assessment, have a workplace assessor visitation or a combination of these.

17. Award requirements

To be eligible for the award **Graduate Diploma of Home Economics Education**, course participants must successfully complete all eight (8) units of the course.

Participants must also successfully complete 22 days (or equivalent) of teaching practicum.

Participants who exit the course without completing all the units for the Graduate Diploma award will be provided with a Statement of Attainment listing those units that were successfully completed.

Participants will receive a transcript of results for each semester.

18. Academic policies and procedures

As a Registered Training Organisation, Home Economics Victoria oversees course development, training and assessment and monitors the continuous improvement of course programs. It provides advice to the board of Home Economics Victoria on policies and procedures regarding training courses and continues to ensure through the provision of its courses the development of high standards of teaching.

At Home Economics Victoria, course participants can expect:

- to receive course materials, assessment tasks and assessment criteria within published timeframes;
- that courses are consistently delivered;
- that consideration is given to the diverse range of backgrounds and learning needs of participants. All participants receive parity in terms of learning resource provision and guidance to support their learning;
- that trainers will provide consistent learning and teaching experiences, particularly in relation to the moderation of assessment;
- that both formative and summative kinds of assessment be regarded as central to the process of learning;
- that at commencement of the semester, participants are provided with a clear description of assessment requirements, standards of performance and assessment criteria;
- the conduct of participant assessment be transparent and fair, and follow approved assessment standards for all assessment activities which are provided to students;
- assessment activities to be reviewed on an annual basis;
- trainer and assessor feedback to be provided to participants on completed assessment activities which addresses how performance might be improved in the subject of study.

19. Enrolment

Enrolment in this program is based on the completion of the Graduate Diploma of Home Economics Education enrolment form www.homeeconomics.com.au/careers/careers_postgrad.aspx and subsequent successful acceptance into the program and payment of the prescribed fees. It is important that all sections of the enrolment form, including your current address and date of birth are completed.

Payment of the prescribed fees must be sent in with the completed enrolment form.

You must provide **certified** (original) copies of your VIT registration (if registered) and pre-service teacher education qualifications including academic transcript/s with your application.

Once your enrolment is received and processed, you will be allocated a position in the course. You will receive confirmation of your enrolment and a receipt for the fees paid.

Once Home Economics Victoria processes your enrolment, it is considered as a commitment to undertake the course and or units enrolled in. Should you wish to withdraw or defer from the course, fees will be subject to the conditions stipulated in the refund policy (refer to the refund policy).

20. Course commencement

For enrolment closing dates and course commencement dates refer to *12 Program structure for 2020*. Participants will receive access to the online learning portal on the course commencement date, if payment has been received.

21. Course cost

\$10,250 (GST exempt) Concession rates do not apply to this course.

Course application fee \$500:00

Payment accompanies enrolment into the Graduate Diploma of Home Economics Education, qualification

Individual unit fees vary from \$1175 - \$1325 (GST exempt).

Payment of units is made on an enrolment basis per semester:

- semester (1 unit)
- semester (2 units)

RTO fees may be paid via credit card or bank transfer.

Home Economics Victoria will only process fees received in advance if no more than \$1,000 from each student. If course fees exceed \$1,000, they will be processed upon the commencement date of each unit a student is enrolled in.

Following the course commencement, Home Economics Victoria may require payment of additional fees in advance from a student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

22. Course induction

An online course induction is compulsory for all participants on commencement of each semester. The induction session includes:

- introduction to Home Economics Victoria
- introduction to trainers
- semester units of study
- competency based assessment and learning
- course handbook
- policies and procedures relating to Home Economics Victoria as an RTO
- submission dates and course outline
- nominal hours
- unit requirements
- workplace assessment requirements
- teaching practicum requirements
- learner guide activities
- recognition of prior learning (RPL)
- complaints and appeals process
- evidence guide and assessment agreement

On completion of the induction participants must complete the 'course requirement confirmation' form and return with their assessment agreement, to the office of Home Economics Victoria.

23. Submission of coursework

All course work undertaken will be assessed on a progressive basis during the semester. Participants must remain up to date with their submission of work to satisfy this formative requirement. Submission dates are provided for each unit of study upon course commencement.

Participants must submit work in electronic form through the Home Economics Victoria training portal. **All work must be submitted as one document.** It is your responsibility to ensure a copy of the submitted work is kept for your own records.

All work must be clearly presented with the learner guide section and activity number clearly identified. Page numbering must be used and your name should appear in either the header or footer of the document.

Participants are expected to hand in completed assessment activities on time according to the published submission timelines for each unit.

In the event of being awarded a 'Not Yet Satisfactory' result, participants will have the opportunity to provide further evidence and resubmit. Only tasks identified for resubmission should be resubmitted for assessment. **Resubmission applies for a one-week period only, dated from the return of the assessment activity.** Participants are also eligible to appeal an assessment result (refer to complaints and appeals policy).

24. Academic honesty

Participants must ensure the authenticity of their work. In all work submitted for assessment you must acknowledge the source/s of your material appropriately. As a general rule, whenever work is submitted that is not your own original work, it must be acknowledged. Quoted passages should be placed in quotation marks (or presented as an indented paragraph if longer than three lines) and their source referenced within the text (author, date and page number). A list of references should be provided at the end of the work (where appropriate) to acknowledge the resources used in the completion of the task.

Plagiarism is a serious issue and participants must ensure that all information is acknowledged appropriately.

Home Economics Victoria Academic Honesty Policy

Home Economics Victoria RTO does not tolerate cheating or plagiarism, and a penalty may be imposed where either occurs. Cheating is to act dishonestly in any way where you present work to a Trainer or an Assessor as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating.

Cheating includes but is not limited to:

- submitting someone else's work as your own (regardless of whether or not you have the person's permission)
- submitting an assignment that has been duplicated with or without modifications from another source including another student
- permitting another student to submit your work as their own
- having more than one person work on a task and each student submitting a copy as individual work
- using any part of someone else's work without proper acknowledgement

Cheating does not include:

- discussing course content and assessment tasks to better understand the subject and what is required with your Trainer or other students
- submitting work completed independently or with the support of your Trainer
- obtaining help to correct minor errors in spelling, grammar or syntax
- using other people's ideas where they are acknowledged in the appropriate way by referencing

The penalties for academic misconduct include, but are not limited to:

- assigning of Not Yet Satisfactory to assessment item/s
- awarding of Not Yet Competent for a unit of competency
- suspension from the course
- cancellation of enrolment

Any RTO member of staff or course participant who suspects an incidence of cheating or plagiarism is responsible for reporting the situation to the Education Manager. The Education Manager will investigate the matter to determine what further action, if any, should be taken.

If you are being investigated for academic misconduct and found to have acted wrongly, you will receive written notification from the Education Manager and be requested to attend an interview (online or in person) to discuss the matter.

If your misconduct is found to be minor, you will be advised in writing of the outcome and any penalties that may apply.

If your misconduct is found to be significant, your case will be referred to the Course Panel. You will be requested in writing to attend a meeting with the Course Panel at which time they will hear details of

the case. A decision about penalties will be made based on evidence presented during the Panel Meeting.

If you are asked to attend a meeting with the Course Panel, you are allowed to bring along a support person. The support person cannot be a member of the legal profession or hold a law degree or be a family member. The support person may not act as an advocate, should not speak on the person's behalf or make direct comment in the meeting, unless given permission to do so by the Panel Chair of the meeting.

If a support person is attending the meeting, their details must be provided to Home Economics Victoria at least 3 days prior to the meeting.

A student requested to attend the Course Panel Meeting must confirm his or her attendance, in writing, within five working days of the notification. If a student does not attend the hearing, it will be held in his or her absence. Any written response to the allegation from the student will be taken into account at the meeting.

A student has the right to appeal the decision of the Course Panel. For appeals please refer to the Home Economics Victoria Complaints and Appeals Policy. Requests for an appeal must be made in writing to the Panel Chair.

25. Non-Academic Misconduct Policy

Non-academic misconduct is any action or conduct by a course participant relating to people or property which does not meet the RTO standards of Home Economics Victoria. Non-academic misconduct includes, but is not limited to;

1. A course participant behaving inappropriately during supervised teaching practice, face-to-face training or an activity under the administration or supervision of Home Economics Victoria.
2. Obstructing any Home Economics Victoria RTO staff, workplace assessors or supervising teachers in the performance of their duties.
3. Acting dishonestly or knowingly making false or misleading representations in relation to enrolment in a Home Economics Victoria RTO course.
4. Misusing, stealing, damaging or destroying any property of Home Economics Victoria, a staff member or representative, or another course participant.
5. Wilfully disobeying or disregarding any direction or condition made by Home Economics Victoria RTO staff or representative.
6. Prejudicing the good name, academic standing or good order of Home Economics Victoria

Where non-academic misconduct is proven penalties including, but not limited to the following may apply;

- The course participant is required to apologise formally to any aggrieved party where appropriate.
- The course participant undertakes some form of remediation.
- The course participant provides full reimbursement of the cost of any damage caused to Home Economics Victoria property.
- The course participant is expelled from Home Economics Victoria programs.
- The course participant may have their membership suspended with Home Economics Victoria.

26. Extension requests

Requests for extensions due to illness etc. are only to be negotiated with the trainer.

- Requests for extension of coursework must be submitted using the 'request for extension' application, to the trainer at least three (3) working days before the submission date;
- Extensions may be granted at the discretion of the trainer;
- No more than one extension per unit per semester may be granted;
- The length of the extension is at the discretion of the trainer, however, extensions should not exceed 2 weeks;
- No extensions will be granted past the final semester submission date.

27. Deferral

Deferral is the postponement of study. In the event of unforeseen personal circumstances, an application for deferral must be made in writing to Home Economics Victoria for consideration. Course fees are non-refundable and deferral from the course does not warrant a refund (refer to course deferral policy).

28. Course withdrawal

An application for withdrawal from the course must be made in writing to Home Economics Victoria. If a participant requests to withdraw from the course on or after the commencement date of the course, there will be no refund of fees (refer to refund policy). Home Economics Victoria understands that unforeseen circumstances can arise which requires the withdrawal from a course or unit by an enrolled participant. However, Home Economics Victoria incurs costs, staffing and logistic responsibilities once a course commences.

29. Methods of assessment

Assessment is the process of collecting evidence of your knowledge and skills in relation to the unit performance criteria.

Assessment methods will emphasise the demonstration of skills and may include:

- case studies;
- evidence sources from the workplace;
- research projects;
- demonstration of skills in a home economics-specific teaching environment, under supervision - third party report/s from supervising teacher;
- direct observation by Home Economics Victoria Workplace Assessor or via video submission;
- questioning – written and/or verbal.

Assessment will adopt a holistic approach where units of competency are grouped together where possible to reflect the home economics teaching environment.

A semester outline is provided to each participant and provides a timeline and due dates for completion of topics and activities. It is strongly recommended that participants submit work on or before the due date to avoid falling behind during the semester. Participants will have access to their trainer during the semester for support and guidance. All participants have the opportunity of resubmitting assessments if they have not met the competency standards required.

30. Assessment results

Results will only be provided to the course participant. All participants will receive regular updates on their progress and requests for results must be received in writing. Results will not be provided over the telephone or to other parties. Should you require a transcript of results or evidence of course completion prior to the issuing of formal certificates please contact the Home Economics Victoria office.

31. Issuing of transcript of results

Participants will be issued with a transcript of results for each semester of study, at the conclusion of that semester of study. The transcript of results will only be approved for issue when Home Economics Victoria is satisfied the participant has met all the course requirements for that semester, and that all units of competency have been successfully completed and there are no other outstanding commitments (financial and/or assessment). Qualifications are issued in accordance with the relevant policies and procedures of Home Economics Victoria. Qualification certificates will be withheld if fees are outstanding.

32. Course re-enrolment

Participants are required to re-enrol on a semester basis using the 'semester unit enrolment' application, and all units of study are required to be successfully completed to be awarded the qualification of Graduate Diploma of Home Economics Education. Re-enrolment information will be available four weeks prior to end of each semester. Submission of current Victorian Institute of Teaching (VIT) registration details are required if they have been renewed since last enrolment.

Participants who have been awarded a 'Not Yet Competent' will need to discuss their re-enrolment with the Education Manager before re-enrolment into new units can be made.

Participants who have completed the prescribed period of their enrolment (normally on a semester basis) but did not complete all assessment requirements in this period will be required to re-enrol in the course and/or units and may be required to pay the prescribed fee.

33. Access to training records

Participants' progress and records are carefully maintained and updated to ensure that an accurate and complete record of their academic program becomes a part of their permanent record. Participants may request access to their records by completing the *Application by student for access to personal records* form and providing proof of identification. Third party access cannot be approved unless the *Application for student records by third party* form is completed and signed by both the student concerned and third party. Forms can be obtained by contacting the Home Economics Victoria office.

34. Support

Home Economics Victoria will provide training, assessment and support services that meet individual needs. Home Economics Victoria will ensure that participant needs are addressed and participants know how to access the services they will require to successfully complete their training and assessment program.

Information on participant support including language, literacy and numeracy, welfare and disability services is available from the Home Economics Victoria office. Additional support information will be provided to participants upon enrolment.

35. Recognition of prior learning policy

Recognition of prior learning (RPL) is a process where a participant may be granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience, life experience and/or formal training. This recognition is available to all individuals enrolling in any nationally recognised course.

Home Economics Victoria will recognise AQF qualifications and statements of attainment issued by other RTOs in line with the requirements of the Australian Qualifications Framework (AQF) for mutual recognition.

There may be opportunities for unqualified home economics teachers who have been teaching home economics for the past five years to gain RPL for the teaching practicum component of the course. Please note that those participants seeking RPL for the teaching practicum component of the course or unit will not be eligible for a reduction in course/unit fees. To assist you with your application, it is strongly recommended that you discuss the completion of your RPL application with the Education Manager at Home Economics Victoria prior to applying.

RPL applicants must enrol in the course/unit/s and pay the enrolment fee for the unit of competency (s)/course as usual whilst the RPL process is undertaken. RPL applicants must also complete the RPL application form and pay a non-refundable administration fee (refer to schedule of fees). Recognition of Prior Learning is a formal process of assessment and fees must be paid prior to your application being assessed by assessor/s.

Recognition of prior learning applications must be received by the cut-off date each semester. Please refer to Program Structure on page 9 of this handbook.

The RPL application requires you to undertake a self-assessment which involves comparing your skills, knowledge and experience with the unit/s for which you are seeking recognition. You will then submit this self-assessment with supporting evidence as part of your RPL application.

The evidence that you provide for your RPL assessment must demonstrate competency and comply with the 'rules of evidence' from the Australian Quality Training Framework. This means that you must ensure that the evidence is:

- **Valid** – You must provide evidence that satisfies all requirements of the unit of competency.
- **Relevant** – The skills / knowledge / experience that you are claiming to have, should relate directly to the relevant unit of competence and be at a comparable standard;
- **Current** – you must be able to show that your skills are up-to-date and that you could demonstrate these now if required.
- **Authentic** – you must be able to verify that the skills / knowledge / experience in your application are genuine and the evidence you are presenting is your own work. Any copies of original qualifications, certificates or documents you submit must be certified.
- **Sufficient** – You must provide sufficient evidence for the assessor to determine your level of competency.

Types of evidence could include;

- resume;
- certificates/results of assessment (including from professional development courses, workshops or seminars);
- samples of your work;
- documenting your experience;
- providing third party reports from relevant others at your workplace to confirm the work you do or have done;
- References and testimonials;
- Documentation of current achievements;

- Completed work projects and work resources.
- You may also need to supply contact details of one or two work referees who can confirm your skills specific to your application.

There must be a sufficient quantity of evidence to demonstrate competence.

When completing the application form it is vital that you also provide evidence of your experience. Show clearly how the evidence applies to each unit in your application. Evidence must relate to the units and the unit's criteria and you must supply enough evidence so that the assessor/s can make a valid and reliable decision. One form of evidence may address several of the unit's criteria.

Upon receipt of your application, it will be processed and sent to the course RPL assessor for assessment. You may hear from the Administration Officer or relevant Home Economics Victoria staff member with feedback asking you to provide further information/evidence should this be deemed necessary. An application may be suspended pending the provision of further evidence. The applicant is then notified of the decision. A telephone interview may be arranged if deemed necessary by the assessor. Upon providing any follow up application requirements to the assessor, you will be provided with a result of the RPL assessment in writing within 14 days (excluding school holidays), informing you if your recognition of prior learning has been granted or not granted.

If your application is successful, the unit and/or course fee relating to your enrolment will be re-calculated excluding the component you have been granted RPL in. A refund will then be made where necessary. Refunds will not exceed more than 50% of the course or unit fee for which RPL is granted.

Applicants may appeal a decision. Appeals should be lodged with the Chief Executive Officer in consultation with the Education Manager (refer to Complaints and appeals policy). Appeals will be heard by an independent person or panel.

36. Credit transfer policy

'Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.'

Home Economics Victoria will recognise qualifications for which you have received certification in line with the requirements of the Australian Qualifications Framework (AQF) for credit

Credit transfer applicants must be enrolled in the course and complete the Credit Transfer application form, specifying the Units of Competency they would like to apply for Credit Transfer, with documentation (degree, final transcript of results) and pay a non-refundable administration fee (refer to schedule of fees) to the office of Home Economics Victoria so they can be sighted and verified.

Upon receipt of your application, it will be processed and sent to the course Compliant Consultant for assessment. Credit Transfer will be granted where students have previously completed qualifications recognised as being equivalent to those in a Unit of Competency for the Graduate Diploma of Home Economics Education. When Credit transfer is granted the student will be provided with a written record of the course credit, which must be accepted by the student by signing. The record will be placed on the student file. Credit transfer applications need to be completed on commencement of the Graduate Diploma of Home Economics Education..

37. Participant feedback

As part of our ongoing review and monitoring to assist Home Economics Victoria to continue to improve the effectiveness of our training programs and RTO services, participants are requested to complete at least one evaluation form each year.

All responses are anonymous (if desired), and are used to review processes and implement change if necessary as well as continue to ensure Home Economics Victoria provides a high standard of training and assessment.

38. Additional information

All courses are subject to cancellation if minimum numbers are not reached. It is a participant's responsibility to ensure that Home Economics Victoria is advised of any change of address, telephone number, email address, or any other relevant details in writing prior to the move or change. It is also compulsory for a participant to retain a current email address and to advise Home Economics Victoria of any subsequent change as trainers use this as a communication tool.

39. Schedule of fees

Requests must be made in writing and include current address and contact details to the Education Manager at Home Economics Victoria. Fees are payable at the time of application.

All fees are GST inclusive.

Course application (non-refundable)	\$500.00
Deferral	\$250.00
Application for recognition of prior learning (RPL) (Note – no RPL fee teaching practicum component only)	\$300.00 (per unit)
Application for credit transfer (CT)	\$300.00 (per unit)
Re-issue of a qualification	\$100.00
Re-issue of Statement of Attainment	\$75.00
Re-issue of transcript of results	\$75.00

Home Economics Victoria will provide, a formal Statement of Attainment should a participant formally withdraw prior to completing the qualification, provided the student has paid the tuition for the unit/s in full related to the units of competency to be shown on the Statement of Attainment.

Policies and procedures

40. Home Economics Victoria Code of Ethics

RATIONALE

The objective of the Home Economics Victoria Code of Ethics is to identify fundamental values and principles for members and staff.

POLICY STATEMENT / STATEMENT OF PURPOSE

Ethics are values and principles that are used in making decisions. They help to decide whether actions are right or wrong. Ethical standards help to ensure consistent approaches and high standards. They indicate what is expected, and assist everyone in making decisions in difficult situations. Our Code of Ethics indicates to the community, the values, which our members hold.

PROCEDURES / GUIDELINES FOR IMPLEMENTATION

Home Economics Victoria subscribes to the principles and aspirations of the:

- Universal Declaration of Human Rights (1948) and other international conventions derived from the declaration
- Other professional organisations whose mission, values and goals are closely aligned to those of Home Economics Victoria such as the International Federation for Home Economics (IFHE) and the Home Economics Institute of Australia Inc. (HEIA)
- Other professional organisations whose mission, goals and values are compatible to those of Home Economics Victoria and who have been declared by resolution of the board to be considered as partner organisations.

Values and principles

- Act with integrity and honesty
- Cooperate fully in issues of professional conduct
- Act within the letter and spirit of the law and accept the standards of Home Economics Victoria
- Avoid and report corruption, fraud or maladministration
- Foster public awareness of the importance of educating about home economics, health and technology studies and their relevance to everyday life of families
- Support representation on peak bodies of relevance to the Association to promote home economics, health and technology studies
- Communicate and advocate for home economics, health and technology studies
- Co-operate and liaise with industry, media and education bodies within scope of home economics, health and technology studies
- Uphold and/or lobby opinions and views of Home Economics Victoria in a variety of forums
- Protect Home Economics Victoria principles and information
- Act with economy and efficiency
- Support Home Economics Victoria approved research into areas related to home economics, health and food studies.

Be honest and fair

- Be honest
- Be impartial
- Avoid conflicts of interest.

Respect other people

- Respect individuals' values and culture
- Respect confidences and privacy
- Create and maintain supportive environments that develop cooperative working relationships encouraging each other as educators of home economics, health and food studies within the scope of continuing quality education
- Recognise the need to update knowledge and skills
- Promote an ecological, social and economic environment, which supports health and wellbeing.

41. Occupational health and safety policy

This policy recognises that Home Economics Victoria is responsible for the health and safety of all staff and participants involved in training. In fulfilling this responsibility, the board and the Chief Executive Officer have a duty to provide and maintain a working and learning environment that is safe and without risks to health.

The objectives of our policy are:

- To achieve an accident-free workplace;
- To make health and safety an integral part of every management and supervisory position;
- To ensure that health and safety are considered in all planning and work activities;
- To involve staff in the decision making processes through regular communication, consultation and training (where applicable);
- To provide a continuous program of education and learning to ensure that staff and participants work in the safest possible manner;
- To identify and control hazards in the workplace through hazard identification and risk analysis;
- To ensure all potential accident/incidents are controlled and prevented;
- To provide effective injury management and rehabilitation for all staff and participants.

To meet the objectives of this policy, management is committed to regular discussions with employees to ensure that health and safety issues are regularly reviewed. Health and safety is most effective when a joint approach is used to identify and solve problems.

Participants:

- have a duty to take care for their own health and safety and of others affected by their actions
- must comply with safety procedures and directions
- must not wilfully interfere with or misuse items or facilities provided in the interest of health and safety
- must inform the trainer/assessor of dangers and accidents occurring at the workplace.

This policy will be regularly reviewed in the light of changes to the workplace and changes in legislation.

Management seeks cooperation from all participants in realising our health and safety objectives and creating a safe learning environment.

Training Safety Measures

Home Economics Victoria is committed to providing a safe work environment for all participants undertaking courses.

To this end:

- All onsite training days will be conducted between 8.30am and 4.00pm. Home Economics Victoria will provide three break times during training days.
- Home Economics Victoria recommends that participants should take measures to ensure that they do not spend more than four hours of study in any one session without a break from their study stations and computers.
- Home Economics Victoria recommends that a reasonable break time should be between 30 mins and 45 mins.
- Home Economics Victoria recommends that participants advise their trainer or the Education Manager if they require further assistance in terms of their safety while undertaking their course of study.
- Onsite training days are held close to public transport. Public Transport location maps will be provided through the Home Economics Victoria Training website (Moodle).
- Ample on-site and on street parking is also available. Onsite training facilities provide disabled access.

42. Privacy policy

PURPOSE

Home Economics Victoria is committed to protecting the privacy of all individuals by ensuring that the security of information is maintained within the organisation.

Home Economics Victoria is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Home Economics Victoria is committed to maintaining the privacy and confidentiality of all student and personnel records. Home Economics Victoria complies with the Privacy Act 1988 (C'Wlth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth).

SCOPE

This policy applies to all staff, contractors, members, non-members and RTO course participants of Home Economics Victoria.

RESPONSIBLE PARTIES

The Chief Executive Officer is responsible for the control and issuance of this policy.

POLICY

1. Open and transparent management of personal information

- a. Home Economics Victoria will publish this policy on its website
- b. The policy will be included in the RTOs course handbook and made available on request.

2. Anonymity and pseudonymity

- a. Individuals have the option to not identify themselves when dealing with Home Economics Victoria, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.

3. Individuals who wish to undertake nationally recognised training with the RTO will be required to disclose information of a personal nature as outlined in this policy. **Collection of solicited personal information**

- a. Home Economics Victoria will collect information you provide on enrolment into a nationally accredited course, professional learning activity or on commencement of employment with Home Economics Victoria. Information you provide on purchases, websites, enrolment forms, course materials and assessments may also be collected from you.
- b. Home Economics Victoria may sometimes collect information, with your consent, from your employer, a job services provider or other organisations for the purposes of nationally recognised training and assessment.
- c. Information collected of a personal and sometimes sensitive nature is required for the provision of nationally recognised training and assessment compliance guidelines. Information collected may include: Full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status language, literacy and numeracy skills and educational/course progress. Information may also be collected on your next of kin or parent/guardian.

4. Dealing with unsolicited personal information

- a. Home Economics Victoria only collects, uses and stores information which is directly related to the provision of training and assessment (for students), information directly related to the employment or engagement of contractors (for employees and

- contractors) and information directly related to the provision of products and services (for members and non-members)
- b. Information, which is received that is, not related to nationally recognised training and assessment or employment with Home Economics Victoria is destroyed in a safe and secure manner.

Notification of the collection of personal information

- c. Individuals are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace assessments.

5. Use or disclosure of personal information

- a. Home Economics Victoria is required to disclose information to a number of organisations for the provision of nationally recognised training and assessment such as:
 - i. Registering bodies VRQA (Victoria)
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Employers and Job Services Providers,
 - iv. External auditors and our consultants,
 - v. The Australian Taxation Office,
 - vi. Other entities required by law and in accordance with the Privacy Act 1988.
- b. Home Economics Victoria will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.

6. Direct marketing

- a. Your personal information will never be sold to any marketing company or third party,
- b. Home Economics Victoria may use your personal information to market directly to you only for the provision of further services.
- c. Home Economics Victoria will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication,

7. Cross-border disclosure of personal information

- a. Home Economics Victoria will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
- b. All records will be kept in Australia.

8. Adoption, use or disclosure of government related identifiers

- a. Home Economics Victoria is required to collect, in some circumstances, government related identifiers. These identifiers will not be used for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, Tax File Numbers, Drivers Licence Number, etc.) and will not use these numbers as an identifier of individuals.
- b. Home Economics Victoria will only disclose government related identifiers where required by law or express consent has been given to disclose this information,

9. Quality of personal information

- a. Home Economics Victoria collects information and ensures it is accurate, up to date and complete,
- b. Home Economics Victoria will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

10. Security of personal information

- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
- b. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
- c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.

11. Access to personal information

- a. Individuals may request copies of information, which is kept about them at any time free of charge. A fee for printing and postage in some circumstances may be charged.
- b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
- c. All requests must be made to:
Chief Executive Officer
605/198 Harbour Esplanade DOCKLANDS VIC 3008
ceo@hev.com.au

12. Correction of personal information

- . Individuals who feel that the information Home Economics Victoria uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing.

43. Refund policy

Home Economics Victoria maintains and promotes a fair and just refund policy:

- Cancellation of enrolment must be made in writing to the Education Manager at Home Economics Victoria;
- Application for a refund must be made in writing;
- Course application fee is non-refundable for course cancellations;
- If a refund is requested within 7 days following the course commencement date, 50 per cent of the unit fee will be refunded, less the administration fee;
- Once the course commencement date is exceeded by 7 days no refund is available to participants who leave before finalising the course. Exceptional circumstances e.g. financial hardship, immediate family bereavement and/or serious illness will be considered on an individual basis at the discretion of Home Economics Victoria;
- Home Economics Victoria will provide a full refund if:
 - the course is cancelled;
 - the course is rescheduled to a time unsuitable to the participant. Participants are entitled to transfer to the re-scheduled course should this be suitable;
 - the participant was not given a place in the course due to the maximum number of places being reached.
- Home Economics Victoria undertakes to refund the participant for any up-front payments already paid if the course ceases to be offered or the RTO ceases to operate without fulfilling its obligations to enrolled participants.

44. Course deferral policy

Deferral is the postponement of study. In the event of unforeseen personal circumstances, an application for deferral must be made in writing to Home Economics Victoria for consideration.

For participants seeking deferral from a course or unit of study it is strongly recommended that you contact the Education Manager to discuss. A course deferral form is available.

- A participant may defer for a part of one semester or one semester;
- The maximum period for deferral is two semesters or parts of two semesters;
- Study must recommence at the following semester intake;
- An application may be made to defer from the course in its entirety, or units of study;
- An application to defer from the course must be made prior to the commencement date for the next semester of study,
- Approval of deferral is at the discretion of Home Economics Victoria;
- Deferral will take effect from the date it is approved by Home Economics Victoria;
- Course fees are non-refundable, withdrawal or deferral does not warrant a refund.
- Exceptional circumstances e.g. financial hardship, immediate family bereavement and/or serious illness will be considered on an individual basis at the discretion of Home Economics Victoria;
- Home Economics Victoria will apply the course fees as payment for the recommencement of studies for up to twelve months from the original commencement of study;
- Any increase in course fees during the deferral period (including tuition and administration) may be applicable upon recommencement of the course;
- Deferral beyond the maximum period of two semesters or parts of two semesters will not be approved;
- Deferral to a particular unit will only be possible if that unit is offered after the period of deferral;
- If a participant does not resume the course or unit of study after the deferral period, a refund will not be applicable and all monies paid will become the absolute property of Home Economics Victoria.

Refer to schedule of fees for deferral application fee.

An application to extend the initial deferral period of a part of one semester or one semester to the maximum deferral period of two semesters or parts of two semesters must be submitted in writing using a new *Request for deferral* form, no later than 28 days prior to the conclusion of the initial deferral period and the associated deferral fee paid.

If a deferral application is not received participants will be withdrawn from the course, and will be required to pay the course application fee on re-enrolment.

45. Access and equity policy

Home Economics Victoria is committed to the provision of education services for people of all cultures, age, gender and interests. To meet this commitment Home Economics Victoria has included access and equity principles within its Code of Ethics. This sets out for all members and stakeholders the organisation's intentions to:

- support diversity and inclusive work and learning practices;
- promote respect amongst all people in the workplace;
- encourage fair and equitable treatment of people in the workplace;
- allow redress against unfair and unreasonable treatment.

Home Economics Victoria will comply and promote its responsibilities with all relevant laws and regulations on matters of:

- occupational health and safety;
- equal opportunity;
- discrimination and harassment;
- sexual harassment;
- bullying and occupational violence;
- complaints and appeals;
- disability;
- code of ethics;
- privacy of members.

Home Economics Victoria will provide additional support and welfare services or refer participants to external agencies where personal difficulties are impacting on their training progress.

Home Economics Victoria will develop and implement learning programs, assessment tools and delivery strategies to assist with the identification of participant needs and provide programs of learning that are relevant to diverse groups of participants.

46. Equal opportunity policy

Individuals associated with Home Economics Victoria can expect to be treated with respect without regard to gender, disability, religion, race, age, marital or family status or sexual preference or other attributes as determined by law.

Home Economics Victoria will provide a suitable learning environment which:

- is free from harassment and discrimination;
- is stimulating and challenging;
- will operate fair and efficient complaints, disciplinary and appeals procedures;
- will provide the opportunity for participants to give feedback on their training program;
- is physically accessible to all participants.

Home Economics Victoria embraces its obligations to provide equal opportunities for its members, staff, participants and the community.

47. Harassment policy

Harassment is unlawful behaviour and this policy applies to all people in the Home Economics Victoria community including employees, casual staff, contractors, participants, board members, directors, participants and other persons acting as agents or contractors of Home Economics Victoria.

Home Economics Victoria regards any type of harassment as an unacceptable form of behaviour that will not be tolerated under any circumstances. Should there be a complaint of harassment, formal procedures as detailed under 'procedures' must be followed to achieve a satisfactory resolution.

Harassment can be physical, verbal or visual and may include statements or transmissions by phone, fax, videoconference, Internet and email, and will vary in the degree and extent to which it causes affront and distress. Even if the behaviour is not intended to be offensive, it may still be unlawful.

48. Occupational violence policy

Home Economics Victoria is committed to providing a positive working and learning environment free from intimidation, ridicule and bullying. Home Economics Victoria believes that all staff and participants should be able to work and learn in an environment free of threatening behaviours. Any reports of bullying and or intimidating/violent behaviour will be treated seriously and investigated promptly, confidentially and impartially. Home Economics Victoria encourages all staff and participants to report bullying and or violence.

Workplace bullying, occupational violence and unreasonable behaviour directed towards an employee, a participant or a group of participants creates a risk to health and safety. Home Economics Victoria does not condone unreasonable behaviour and will act to address any issues as soon as they are identified. Disciplinary action will be taken against anyone found to have bullied or threatened any workplace person including staff and participants. Discipline may involve a warning, reprimand, counselling, demotion or dismissal, depending on the circumstances. Where bullying involves physical violence or the threat of physical violence the matter will be referred to the police.

Definitions

'Unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.

'Behaviour' includes actions of individuals or a group, and may involve using a system of work and or learning environment as a means of victimising, humiliating, undermining or threatening.

'Risk to health and safety' includes risk to the mental or physical health of the person.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, could be considered bullying: verbal abuse, excluding or isolating people, psychological harassment, intimidation, assigning meaningless tasks unrelated to the job, giving impossible assignments/tasks, deliberately changed work rosters to inconvenience particular employees, deliberately withholding information vital for effective work performance.

This list is not exhaustive. Other types of behaviour may also constitute bullying.

A participant who experiences harassment, bullying or any other threatening behaviour should inform their trainer/immediate supervisor and together attempt to resolve the problem. If this does not work, or the trainer/immediate supervisor is part of the problem, approach the Chief Executive Officer or the nominated complaints/appeals officer.

49. Complaints and appeals policy

Introduction

Home Economics Victoria acknowledges that staff, members and course participants have a right to raise concerns and have them addressed promptly and appropriately. Complaints are handled objectively and with sensitivity.

The most desirable outcome in cases of complaints is:

- the determination about whether there has been any unsatisfactory/inappropriate practice or action, as early as possible and in the fairest and most objective manner possible;
- the implementation of any necessary changes designed to bring about better educational, or administrative outcomes, as appropriate;
- the achievement of reconciliation between the parties;
- the establishment of a renewed confidence in the relationship.

This procedure identifies the means of handling, in a fair, equitable and effective manner, the actions that are to be taken when any staff member receives a complaint, either internally or externally to Home Economics Victoria. The procedure applies to all staff, members and course participants of Home Economics Victoria in reference to any communication with the following exceptions:

1. Health and safety matters shall be dealt with in accordance with the Occupational Health and Safety policy and procedures of Home Economics Victoria;
2. Discrimination, bullying and any issue relating to equal opportunity and managing diverse issues such as sexual harassment shall be dealt with in accordance with the Equal Opportunity Policy and Access and Equity Policy of Home Economics Victoria;
3. Situations relating to matters of staff misconduct shall be dealt with in accordance with the Policy and Procedure for Staff Warning and Discipline and Code of Ethics of Home Economics Victoria;
4. Matters relating to course participant misconduct shall be dealt with in accordance with course policies and procedures in the Course Handbook and Code of Ethics of Home Economics Victoria.

1. Policy

Complaints and appeals will be managed and settled, in a fair, equitable and effective manner using the procedures listed below.

1.1 Home Economics Victoria will ensure that:

- Each complaint or appeal and its outcome is recorded in writing;
- Each appeal is heard by an independent person or panel; and
- Each appellant:
 - a) has an opportunity to formally present his or her case; and
 - b) is given a written statement of the appeal outcomes, including reasons for the decision. It acts upon the subject of any complaint found to be substantiated.

It is the policy of Home Economics Victoria that receipt of complaints, whether received from within or externally, will be handled promptly and effectively and the complainant will receive a response within a reasonable timeline. Policy principles are listed below:

1.2 All staff, members and course participants are entitled to fair and consistent treatment, and prompt consideration and resolution of complaints;

1.3 No complainant shall be discriminated against for lodging a complaint;

1.4 All complaint processes shall be enacted to ensure that confidentiality is maintained at all times;

1.5 All complaint processes shall be resolved as close to their source as practicable with the emphasis on conciliation;

1.6 The complainant has the right to withdraw the complaint at any time;

1.7 A staff member who is the complainant may request the assistance of another person nominated by them, or another staff member, at any time during the complaints process;

1.8 A course participant may request the assistance of a support person as nominated by them at any time during the complaints process. This could be a Home Economics Victoria staff member or other participant of the course;

1.9 Consistent with 1.7 and 1.8 above, any such assistance/representation will exclude the legal profession and family members;

1.10 All parties are treated equally and fairly, and in accordance with the principles of natural justice;

1.11 Written records of the outcomes, agreements and actions are to be kept at all stages of the complaints process;

1.12 During the complaints process, the Chief Executive Officer has a duty of care to identify and assess any foreseeable risks to the individuals involved and/or Home Economics Victoria and to take the necessary steps to communicate or to mitigate the risk(s).

2. Procedure

Note: It is essential that accurate records be maintained throughout each stage of the process.

2.1 Complaints may be received internally from staff or course participants or externally from stakeholders or members of the public by a variety of means, verbally, in writing or by mail. The staff member receiving the complaint will:

- a) respond directly to the complainant, within five (5) working days, indicating that the issue will be investigated;
- b) forward the communication to the relevant staff member to investigate the issue, prepare response and organise a meeting to discuss the complaint;
- c) The relevant parties and complainant must meet and discuss the matter, and, if possible, resolve the dispute within 20 working days after the complaint has been received. If the complaint has been made directly to the Chief Executive Officer or their representative, the Chief Executive Officer must exercise judgement and determine whether to attempt an informal resolution or immediately commence the formal resolution procedure.
- d) Following the meeting, the relevant staff member will provide a written response to the complainant detailing any actions that have been, or will be taken to resolve the issue.
- e) In the event that it is determined that there are no grounds for the complaint, the complainant will be advised in writing why no further action is to be taken. If the complainant is not satisfied with this decision, he/she may request an independent review as detailed below. This request must be in writing and must include: details of the complaint, actions that have been taken to attempt to resolve the matter, reasons why the complainant is not satisfied with the determination.

2.2 If the complaint has been resolved at this stage all records are to be retained, including details of the actions taken to resolve the issue completed using the Complaints and Appeal Record of Correspondence, and filed/archived according to Home Economics Victoria's Administration and Records Management Policy and Procedure.

2.3 In the event of a complaint being made, possible improvement/s or actions should be identified and the relevant staff notified of these.

2.4 Home Economics Victoria will promptly rectify the subject of any complaint that is found to be substantiated.

3. Formal procedures

Independent review

3.1 Where the complainant wishes to proceed with a formal complaint when the issue has not been resolved, he/she will address the complaint in writing requesting an independent review. The request in writing must also include: details of the complaint, actions that have been taken to attempt to resolve the matter, reasons why the complainant is not satisfied with the determination. The written request will be sent to the Chief Executive Officer.

3.2 The Chief Executive Officer and/or their nominee will organise an independent review of the issue and seek to resolve the matter. The nature of the independent review will depend on the circumstances of the issue/s to be reviewed. The independent review may be conducted by an independent external person such as a representative from The Victorian Employer's Chamber of Commerce and Industry (VECCI) or an Accreditation Advisor or RTO Consultant.

3.3 The Chief Executive Officer and/or their nominee shall ensure that the independent review is completed within 20 working days of receipt of formal complaint.

3.4 The Chief Executive Officer and/or their nominee shall determine their own procedures for the purpose of considering the independent review based on the principles of fairness, equity and natural justice.

3.5 The outcome of the independent review will be final, subject only to an appeal as detailed below.

Appeals

3.6 Where the complainant wishes to appeal the outcome of a decision made by an independent review, he/she will address this in writing requesting an appeal. The request in writing must also include: details of why the complainant is not satisfied with the findings of the independent review. The written request will be sent to the Chief Executive Officer.

3.7 The Chief Executive Officer and/or their nominee will organise an Appeals Committee to seek to resolve the matter.

3.8 The Appeals Committee shall consist of three nominees of the Chief Executive Officer. The nominees are to include a:

Staff member:

- Home Economics Victoria President to act as Chair;
- Representation from a Director of the Board;
- One other staff member, as nominated by the Chief Executive Officer.

External individual/Course Participant:

- One Director of the Board, to act as Chair;
- One other staff member, nominated by the Chief Executive Officer;
- One participant representative, nominated by the Chief Executive Officer;

And/or

- One independent person external to Home Economics Victoria.

3.9 The Appeals Committee shall not consist of any person who has been directly involved in the complaint.

3.10 The Appeals Committee shall be serviced by a person nominated by the Chief Executive Officer. This person will keep a record of all proceedings, outcomes and documentation, including maintaining the Complaints/Appeal Record of Correspondence.

3.11 The Appeals Committee shall complete its review within 20 working days of receipt of the appeal by the Chief Executive Officer.

3.12 The appellant may choose a person to support him/her during the proceedings of the Appeals Committee, provided that no representation for fee or reward by a legally qualified person or family member shall be allowed. A staff appellant may draw support from any other staff member. A course participant appellant may draw support from another participant, a member of staff or external person.

3.13 The Appeals Committee shall determine its own procedures for the purpose of considering the appeal based on the principles of fairness, equity and natural justice.

3.14 The Appeals Committee shall, prior to beginning its deliberations, receive copies of all documentation relating to the complaint.

3.15 The Appeals Committee shall ensure that:

- a. all meetings/hearings are conducted at times and venues which allow the opportunity for all persons entitled to be present to attend;
- b. all persons, whom the parties regard as relevant and in the opinion of the Committee can provide relevant information are heard and their submissions considered by the Committee;
- c. the complainant is provided with opportunities to make written submissions;
- d. the complainant is provided with opportunities to call witnesses and to be present while other evidence is being presented;
- e. all discussions are to be treated with the strictest of confidence;
- f. all parties have access to relevant information at least three (3) working days in advance of any meeting/hearing.

3.16 Decisions of the Appeals Committee shall be by consensus and are final. **There is no avenue for further appeal.**

3.17 Within five (5) working days of the conclusion of the Committee's deliberations, the Chair of the Appeals Committee shall, on behalf of the Committee, prepare a written report for the Chief Executive Officer and a letter to the complainant.

3.18 The report shall include:

- details of any decision and reasons for the decision of the Appeal Committee;
- details of any settlement reached between the parties and the reasons, if any, for the settlement;
- recommendations concerning any process improvement that is required by Home Economics Victoria as a result of issues arising from the complaint.

3.19 The letter shall include:

- details of any decision and reasons for the decision of the Appeal Committee;
- details of any settlement reached between the parties and the reasons, if any, for the settlement;
- details of closure of the issue.

Appeals on procedural grounds

3.20 A staff member or course participant who believes there have been procedural irregularities in dealing with the complaint may exercise his/her right by formally writing to the Chief Executive Officer, and request an appeal hearing. In the letter of appeal the individual must clearly indicate why he/she believes that there has been procedural irregularity. **There are no other grounds for appeal.**

3.21 If the Chief Executive Officer is satisfied that there is no case of procedural irregularity he/she may reject the appeal and advise all parties in writing as to the reasons for this decision. If there is any doubt, or if there appears to be a case to be heard he/she shall convene an Appeals Committee.

3.22 External complainants who are not satisfied with the resolution of their complaint may take the matter through the relevant external agencies that are available to them.