



Bass Coast
Adult Learning

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2026
LEARNER
HANDBOOK

WELCOME

Hello, and welcome to Bass Coast Adult Learning

This booklet has been developed to support you throughout your studies at Bass Coast Adult Learning (BCAL). It provides important information about your course, our services, and what you can expect during your learning journey. We encourage you to read it carefully and refer to it whenever needed. If you have any questions, concerns, or need further assistance, please speak with any BCAL staff member. Our team is here to support you and ensure you have a positive, inclusive, and successful learning experience.



Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we live, learn and work, and pay our respects to their Elders past and present. We recognise and respect the continuing connection of Aboriginal and Torres Strait Islander peoples to land, waters, culture, and community.

In our learning environment, we are committed to fostering respect, inclusion, and cultural safety for all learners. We value the knowledge, traditions, and contributions of First Nations peoples and recognise their important role in shaping education and community.

We extend this respect to all Aboriginal and Torres Strait Islander students, staff, and community members, and acknowledge their ongoing contributions to our shared learning journey.



Child Safety Statement

Bass Coast Adult Learning is committed to providing a safe, inclusive and supportive environment for all children and young people participating in our education and training programs. We have zero tolerance for child abuse, harm, or neglect and are dedicated to acting in the best interests of every child and young person.

We recognise our legal and moral obligations under the Child Wellbeing and Safety Act 2005 (Vic) and the Victorian Child Safe Standards. We are committed to embedding these standards into our governance, culture, policies, and practices.

We are committed to regularly reviewing and improving our child safety practices, including seeking feedback from children, young people, families, carers, staff and community stakeholders to ensure our approach remains effective and responsive.

Our Vision

Bass Coast Adult Learning is a vital community resource. We offer a range of learning programs and community development opportunities in a welcoming, inclusive and supportive environment.

Our Mission

To provide a flexible, supportive and inclusive adult learning environment to enable community members from Bass Coast and surrounding areas to study, improve work and life skills and build social capital.



Eligibility

Some courses may have prerequisites, and some may be eligible for government subsidies for qualifying learners. Our staff will guide you through these requirements and discuss any available funding options with you during the enrolment process.

At BCAL, we are committed to creating a welcoming, inclusive and accessible learning environment for everyone. We recognise that learners come from diverse backgrounds and experiences, and we do not view financial, physical, mental, or personal circumstances as barriers to education. Our team works alongside each learner to support their individual goals in education, employment, and community participation.

Please speak to BCAL staff if you have concerns about your eligibility, and to discuss any funding opportunities we may be able to offer.

ENROLMENT, TRAINING AND ASSESSMENT



Training Programs

Bass Coast Adult Learning offers a range of training programs:

1. Nationally recognised vocational education and training (VET)
2. Pre-accredited training (Learn Local)
3. Capacity building (NDIS)
4. Short hobby or lifestyle courses
5. Training programs in partnership with other registered training organisations.

Nationally Recognised Training

The accredited training offered at Bass Coast Adult Learning (BCAL) can lead to nationally recognised, industry-specific qualifications and provide pathways to employment or further study.

National recognition means that other Registered Training Organisations (RTOs) will accept the qualifications or Statements of Attainment you achieve with BCAL. Likewise, we recognise relevant qualifications or Statements of Attainment you have completed with other RTOs and will provide appropriate credit where applicable.

Most qualifications at BCAL are designed to be completed within 6 to 12 months. We also offer individual units of competency as short courses, which may take from less than one day up to four days to complete.

BCAL is a Registered Training Organisation (RTO) with the Victorian Government. This means we are authorised to deliver nationally recognised training and qualifications. Details of the accredited training we deliver are available at www.training.gov.au

Our training is offered across a range of industry areas, including English as an Additional Language (EAL), General Education for Adults, Hospitality, Horticulture, Information Technology, and Hairdressing (Salon Assistant).

Eligible learners may be able to access government-subsidised training through the Victorian Government's Skills First program.

Pre-accredited Courses

The Victorian Government also funds our pre-accredited courses. These programs are designed to support learners to build confidence, develop foundation skills, and create pathways into employment or further training. On successful completion, you will receive a Certificate of Participation.

Our pre-accredited courses focus on essential skills such as employability, literacy, digital literacy, and numeracy. We also offer introductory programs in a range of industry areas, including Horticulture, Hospitality, Hair and Beauty, Aged Care, Childcare, Disability Support, Allied Health, and Hospital Health Support.

Capacity Building (NDIS)

Capacity building sessions are open to eligible National Disability Insurance Scheme (NDIS) recipients.

These sessions include interesting and valuable skills in areas such as cooking, art, music, leisure, games, photography and fitness. There are also life skills and communication activities such as making appointments, writing a resume and applying for work.

Lifestyle Courses

The BCAL lifestyle courses may include languages, crafts, special interests, sustainability, gardening and classes created because we have received requests from the public for them.

Partnership Training

We also partner with other registered training providers to present work safety classes. These provide licenses and tickets for people working in the trades industry and include Construction White Card, Traffic Control and others according to demand. This training is usually conducted in one or two-day classes. BCAL also works in partnership with local employers to deliver workplace communication training.

We are always open to new ideas, and welcome course and training ideas.

Please feel free to contact us and we will do our best to help you.



Enrolment Procedures

The first step in enrolling in any training provided by BCAL is usually by telephone, email, in-person or online.

If you see a suitable course, ring BCAL and book into that course. Your name will be placed on a booking list. Please keep in mind that this is an expression of interest, as most of our courses only run if we have sufficient numbers booked.

If you no longer wish to continue with your enrolment, please inform BCAL as soon as possible so we can offer that place to someone else. Some charges may apply if you do not inform us of your cancellation, or if you cancel too late (see 'Fees, Refunds and Withdrawals' below for more detail).

You will receive fee information prior to enrolling in your course.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a unique reference number made up of letters and numbers that gives you access to your nationally recognised training records and results. If you are undertaking nationally recognised training with an RTO, you are required to have a USI before a qualification or statement of attainment can be issued. Your USI creates an online record of all your nationally recognised training completed in Australia and can be accessed at any time. During enrolment, BCAL may assist you to create a USI or verify your existing USI, with your permission. To create or retrieve your USI, you will need to provide valid identification and may be required to give consent for BCAL to collect, use, and disclose your personal information in accordance with privacy legislation.

The USI number is rather like a Tax File Number for education and training, to keep a record of your enrolments and ensure that only eligible people are enrolled in courses. BCAL cannot issue qualification certificates or Statements of Attainment without a valid USI.

If you have enrolled in any qualification, accredited course or unit of competency since January 2015, you probably already have a USI. BCAL can assist you to find your USI if you have one but don't know the number. If this is the first course you have enrolled in since January 2015, you can create your own USI at usi.gov.au

Or, if you would like BCAL to create a USI for you, you will need to fill in the USI application form and supply two pieces of identification from the following list:

- Australian Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard.

Other forms of identification cannot be used to create a USI.

Online Booking

Another way of enrolling—in pre-accredited and short courses only—is electronically, via our website bcal.vic.edu.au or Facebook page ([bcadultlearning](#)).

Pre-Enrolment Interview (Skills First Funded Courses)

Before enrolling in a government-funded course under the Skills First program, all prospective learners are required to participate in a pre-enrolment interview. This interview helps BCAL determine whether the course is suitable for the learner's skills, experience, and career goals, and ensures the learner understands the course requirements, delivery methods, and any associated fees or eligibility criteria. During the interview, the RTO may discuss the learner's prior education, work history, language, literacy, numeracy, and digital skills, and any support needs that may affect participation or success in training. The pre-enrolment interview is an important part of the enrolment process and helps ensure learners are enrolled in the most appropriate course and are given the best opportunity to achieve successful outcomes.

Pre-Enrolment Interview (Pre-Accredited Training)

Before enrolling in a pre-accredited training program, prospective learners may be asked to participate in a pre-enrolment interview to help determine whether the course is suitable for their current skills, learning needs, and personal or employment goals. This interview provides an opportunity for BCAL to discuss the purpose and outcomes of the training, the course content, delivery methods, attendance expectations, and any associated costs. The interview may also include an assessment of the learner's language, literacy, numeracy, employability, and digital skills, as well as any support needs or barriers to participation. This process helps ensure that learners are placed in the most appropriate program and can access the support they need to successfully engage in and complete their training.

Capacity Building Meet and Greet

Before commencing a Capacity Building program, participants are invited to attend a Capacity Building Meet and Greet. This interview helps BCAL understand the participant's individual goals, support needs, interests, and current capabilities to ensure the program is tailored to their needs and aligned with their NDIS plan objectives. During the interview, staff may discuss the participant's daily living skills, communication preferences, learning style, independence goals, and any reasonable adjustments or support services required to assist participation. The interview also provides an opportunity to explain the program structure, expected outcomes, attendance requirements, and any participant responsibilities. This process helps ensure each participant receives appropriate support and is enrolled in a program that promotes independence, confidence, and meaningful skill development.

Learner Records and Privacy

All enrolment forms, supporting documentation, and learner information collected by BCAL are securely stored in BCAL's electronic student management system. Where paper-based records are used, these are securely filed and maintained in locked storage areas. BCAL is committed to protecting the privacy and confidentiality of all learner information and manages both electronic and hard copy records in accordance with applicable privacy legislation. Electronic records are protected through secure software systems, password-restricted access, and other appropriate data security measures. Physical records are stored in locked cabinets or secure offices with access limited to authorised personnel only.

Learners have the right to access their own personal records and may request to view or obtain copies of their information at any time, subject to reasonable notice and identification requirements. Any third-party seeking access to a learner's records must provide the learner's written consent before information can be released, unless disclosure is authorised or required by law. Learner records may be accessed by authorised BCAL staff for

administrative, compliance, or support purposes, and may also be made available to relevant government departments, funding bodies, auditors, or regulatory agencies where required for reporting, compliance, or legal obligations. BCAL takes all reasonable steps to ensure that learner records are accurate, up to date, and handled securely throughout their storage and retention period.



Fees, Refunds and Withdrawals

BCAL sets fees based on government funding body guidelines and local factors. Courses will be cancelled if fees do not cover expenses, and fees paid in advance will be refunded.

Accredited training fees consist of tuition, amenities, resources and other charges as necessary. This breakdown will be included in the information given to you at course commencement but please feel free to discuss this with any staff member.

For accredited courses, fees are set by annual Government guidelines, available on the Victorian Department of Jobs, Skills, Industry and Regions. Concessions are granted to all eligible persons holding a Centrelink CRN number, in line with access and equity guidelines. Cards will need to be sighted and details including CRN number recorded. Other concessions may be provided at the discretion of administration.

Where BCAL cancels a course for any reason, participants will receive a full refund. Cancellation by the participant will mean forfeiture of full or partial fee if it is within seven days prior to the course commencing.

You may appeal a decision, in which case you may be granted a full or partial refund or a complimentary enrolment, if your appeal is judged to be valid.

BCAL reserves the right to cancel any enrolments due to the misconduct of an individual student. In these circumstances no refund will be offered.

Either during or after the course you may be contacted to participate in the National Centre for Vocational Education Research survey, and/or receive an invitation to participate in a Victorian Department of Jobs, Skills, Industry and Regions endorsed project, and/or be contacted by the Department.



Assessment Procedures

Pre-accredited Courses

Pre-accredited courses do not involve formal assessment. However, learners who complete the course will receive a BCAL Certificate of Completion. In these courses, trainers and learners develop activities to monitor progress during the course.

Accredited Courses

Nationally recognised qualifications, such as Certificate III in Horticulture, all have a unique code and title. Each qualification also includes a set number of core and elective units of competency that are required for the qualification. Learners must be assessed, and demonstrate competence, in all of those required units in order to be awarded a qualification.

However, if learners don't complete all the requirements for a qualification, but are assessed as competent in individual units, a Statement of Attainment will be issued. This—like a qualification—is nationally recognised, which means that where those units are used in other qualifications, you can gain credit for the units you have successfully completed.

Assessments are conducted under national quality guidelines and must be valid, reliable, flexible and fair. This means that BCAL will give you every opportunity to pass your assessments by presenting them in a variety of methods, and if required, a number of times for each task.

Assessment can be in many forms including:

- written test or worksheet

- teacher observation of class
- group work or role-play performance
- practical tasks
- oral presentations
- self or peer evaluation of own performance
- debates, assignment
- online exercises
- poster, journal, diary or logbook.

Discuss with your teacher which forms may best suit you. You will be informed in advance of assessment dates and the unit to be assessed.



Recognition of Prior Learning (RPL) and Credit Transfer

Learners may be eligible to receive recognition for skills, knowledge, and experience they have gained through previous study, work, or life experience. This process is known as Recognition of Prior Learning (RPL). RPL allows learners to have their existing competencies assessed against the requirements of a unit of competency or qualification, which may reduce the amount of training they need to complete. Learners may also apply for Credit Transfer, which recognises formal learning already completed through another registered education or training provider. To apply for RPL or Credit Transfer, learners should provide relevant evidence such as certificates, transcripts, work samples, job descriptions, references, or other supporting documentation. Our RTO will assess all applications fairly and in accordance with the Standards for Registered Training Organisations and advise learners of the outcome as part of the enrolment or training process.



Complaints and Appeals

It is BCAL's policy that any person has a right to complain about an aspect of BCAL and its operation or appeal any decision made by BCAL, including assessments.

We will ensure that appropriate persons treat all complaints and appeals in a reasonable and fair manner.

A complaint is any issue brought to the attention of BCAL

which requires improvement, such as a problem you are having in class or with staff or other students.

An appeal is the process a person may undergo when they do not agree with decisions made—for example, regarding assessments.

With all complaints or appeals, it is hoped that these can be solved simply and quickly. We therefore encourage all persons to speak to their immediate staff members to resolve their concerns quickly before they have a chance to escalate.

Complaints and appeals will be dealt with under BCAL's Complaints and Appeals Policy, which can be found on the BCAL website.

Certificates

All learners will be provided with certificates on completion of their training. There is no charge for these initial documents. Results will also be recorded on BCAL's electronic learner management system.

Qualifications

Learners assessed as competent in all of the units of competency required for a qualification will receive a nationally recognised certificate giving details of the qualification attained. The certificate will also include a transcript, listing the units that make up the qualification.

Statements of Attainment

Learners who complete fewer units of competency than are required for the full qualification, will receive a 'Statement of Attainment' for units they have completed. The Statement of Attainment is nationally recognised, and the units can be used to gain credit into other relevant qualifications.

Pre-accredited Program Participation Certificates

Learners completing pre-accredited training will receive a BCAL Certificate of Completion. This records that you have successfully participated in the training and learning described, although this is not nationally recognised.



Support and Services

Facilities

BCAL strives to provide the best facilities possible for the comfort and safety of our students. We provide classrooms which are clean, comfortable and equipped with modern facilities. All learners have access to kitchen facilities with tea and coffee and cooking facilities.

BCAL has a fully inclusive policy, and all buildings are ramped for wheelchair access and a disabled toilet is available.

If you as a learner at BCAL have any suggestions or concerns about our facilities, please discuss these with any staff member.

Computers

These days, almost all industries require employees to have appropriate digital literacy skills. Most programs at BCAL require learners to access computer programs and web resources for some of the learning activities.

BCAL can provide internet access as well as a set of laptop computers for learner use while on site. However, learners are encouraged to bring their own laptop computer if they have one. For some

learners, such as those under the age of 18, parental controls may be activated on BCAL computers.

If you have concerns about using computers, you are encouraged to discuss this with your trainer so appropriate support and training can be organised. Also, if you have any concerns about your online safety, please discuss this with your trainer, who will take steps to help you.

First Aid

BCAL has a fully stocked first aid kit at the front desk in the administration building. Please feel free to access this when needed.

Learners need to fill relevant illness/disability details on their enrolment forms and keep their required medication with them at all times.

Childcare

There are two childcare centres in Wonthaggi— one is situated almost directly across from BCAL. We are not affiliated with the childcare centres in any way and all arrangements for childcare with any centre are strictly at the discretion and cost of the student.

A childcare payment is available to students in the Adult Migrant English Program.

Unfortunately, BCAL has no facilities to provide childcare, so we ask that learners do not bring children to BCAL during study times.

Counselling

BCAL is currently not able to provide counselling for learners. Members of staff are not trained to counsel on emotional, crisis or other similar issues but will be happy to assist the learner with referral to expert help. The following local services may be helpful:

Headspace Wonthaggi

5b Murray St
5671 5900

Yes Youth Hub by AV

76 Watt Street Wonthaggi
0400 601 229

Bass Coast Health Counselling Services

5671 3321

Latrobe Community Health Service

86-88 Graham St Wonthaggi

1800 242 696

Reading and Writing Hotline 1300 6 555 06

Staff members may give advice and support on pathways to further study or employment from current study.

Safety

Learner safety is a priority at BCAL. We do not offer training before 8:00 am or after 10:00 pm. A staff member will be on-site until the last learner leaves.

BCAL is run under policies and principles which require continuous improvement; risk management; and occupational health and safety legislation. This means that any unsafe practice or environment must be reported immediately. BCAL undergoes regular internal risk audits.

Everyone—staff, learners, volunteers and visitors—has a responsibility to report accidents and incidents immediately. These should be reported to any staff member and an incident or accident report form should be filled out at an appropriate time.

Any medical treatment required as a result of an accident should be appropriate and immediate. All medical treatment is the responsibility of the client—BCAL does not take responsibility for any costs incurred during treatment. However, BCAL is fully insured, including public liability.

We ask that learners wear clothing appropriate to the environment and their activities.

Learners are not permitted to bring or consume alcohol or drugs on the premises. Anyone affected by alcohol or illegal drugs will be asked to leave.

Child Safety

BCAL is a child safe organisation committed to the safety, wellbeing, and inclusion of all learners.

We recognise that every person has the right to feel safe and be protected from harm. This applies

to all learning environments, as well as interactions connected to BCAL programs.

If you feel unsafe, or are concerned about the safety of another person, you are encouraged to speak with your trainer, a volunteer, or the Manager. Concerns will be taken seriously and responded to promptly and appropriately.

All staff and volunteers are required to:

- Listen to and respect all disclosures or concerns
- Respond in a timely and appropriate manner
- Follow BCAL's Child Safe Policy, procedures, and Code of Conduct
- Report and escalate concerns in line with legal and organisational requirements

This includes concerns relating to sexual abuse, grooming, online harm, bullying, neglect, or family violence.

BCAL is committed to providing accessible, culturally safe, and inclusive support, including for Aboriginal and Torres Strait Islander learners, learners with disability, and those from diverse backgrounds.

Support is also available from external services:

Kids Helpline – 1800 55 1800 or kidshelpline.com.au

1800RESPECT – 1800 737 732 or 1800respect.org.au

If you are in immediate danger, call Triple Zero (000).

Child Safe Policy

BCAL has a zero-tolerance approach to all forms of abuse and is committed to embedding child safety across all areas of its operations.

In line with the Victorian Child Safe Standards, BCAL:

- Maintains a strong culture of child safety and wellbeing
- Implements clear policies, procedures, and a Child Safe Code of Conduct
- Screens, trains, and supports staff and volunteers to uphold child safety obligations
- Promotes the participation and empowerment of children and young people

- Ensures clear processes for identifying, reporting, and responding to concerns or allegations of abuse
- Regularly reviews and improves child safety practices

BCAL recognises that some learners may be more vulnerable, including those under 18 years of age or those with additional support needs. Safeguards are in place to minimise risk and promote a safe, inclusive environment for all learners.

Any concerns about safety, wellbeing, or suspected abuse must be reported to the Manager, who has responsibility for overseeing child safety. All staff and volunteers are required to act on concerns and comply with reporting obligations, including mandatory reporting where applicable.

Failure to comply with BCAL's Child Safe Policy and Code of Conduct may result in disciplinary action.

Child Safety – informing families

BCAL is committed to seeking feedback from families, community and stakeholders regarding its Child Safety procedures and policy. BCAL will hold an annual forum where families, students, stakeholders and community members can hear about how BCAL ensures Child Safety and will be invited to make comment and suggest improvements regarding Child Safety at BCAL.

Alternately, we welcome your feedback or suggestions at any time. You may use any of these ways to let us know your thoughts:

- Write a message via our “get in touch” feature on the BCAL website
- Collect a written feedback form from reception
- In your end of semester Evaluation form, where we ask you to comment on how we are going.
- By email to info@bcal.vic.edu.au
- Speak to any member of staff

LEARNERS' RIGHTS AND RESPONSIBILITIES



Learners' Rights

BCAL learners have a right to:

- expect a high standard of education for the best chance to complete qualifications
- be trained by fully qualified and experienced staff
- be treated with respect by staff and other learners
- learn in an environment free from discrimination or harassment
- be afforded privacy in the collection and storage of personal and training records, and have access to their records when required
- be given information about their training and assessments at commencement of and during their course
- be kept informed of their progress during their training
- learn in a safe, comfortable and fully equipped environment
- have any concerns they raise about child safety listened to and acted upon
- have access to all available resources and equipment to assist their study



Learners' Responsibilities

BCAL learners have the responsibility to:

- understand all conditions of their enrolment
- pay all fees and charges related to their enrolment
- attend classes regularly and punctually
- follow the instruction and directions of their trainers
- respect staff, other students, BCAL equipment and environment
- restrict use of mobile phones or other such devices in classrooms during lessons
- behave responsibly and dress appropriately
- not harass others, litter, steal, damage, misuse equipment, cheat, endanger others, drive in the grounds irresponsibly, or in any other way endanger others, equipment or the environment
- not attend if under the influence of drugs or alcohol
- not be disruptive in the classroom
- ensure care and security is taken of own possessions during time at centre
- report any perceived risks or accidents/incidents immediately to staff.



Students' Intellectual Property Rights and Regulatory Bodies Access to Learners

Work undertaken by a learner in the process of completing the requirements of a course belongs to the student. However, records of some documents, such as assessment task or evidence of participation is retained by BCAL. This material can be accessed by staff of BCAL or other regulatory authorities. Learners may be asked by one of these authorities to participate in a survey or interview to gather information on the quality of delivery of the course by BCAL. We would encourage all students to participate in this process if requested.



Your Rights & Legislative Compliance

As a Registered Training Organisation (RTO) regulated by the Victorian Registration and Qualifications Authority (VRQA), Bass Coast Adult Learning is committed to operating in accordance with all relevant Commonwealth and State legislation. This ensures your safety, privacy, and right to high-quality education.

1. Compliance with Legislation

We ensure that our training and assessment services comply with the following key pieces of legislation. As a learner, you are also expected to adhere to the requirements of these laws while on our premises or engaged in training activities.

Occupational Health and Safety (OHS)

- Act: Occupational Health and Safety Act 2004 (VIC)
- Your Rights: To be trained in a safe environment with functional equipment and clear emergency procedures.
- Your Responsibility: To follow all safety instructions, use Personal Protective Equipment (PPE) where provided, and report any hazards or "near misses" to your trainer immediately.

Child Safe Standards

- Act: Child Wellbeing and Safety Act 2005 (VIC)
- Our Commitment: Bass Coast Adult Learning adheres to the Victorian Child Safe Standards to ensure a safe environment for all students, particularly those under the age of 18. We have a zero-tolerance policy for child abuse and are committed to the cultural safety of Aboriginal children and children from diverse backgrounds.

Privacy and Personal Information

- Acts: Privacy and Data Protection Act 2014 (VIC)
- Your Rights: We only collect information necessary for your enrolment and training. Your personal details, including your Unique Student Identifier (USI), are stored securely and will not be shared with third parties without your consent, unless required by law (e.g., reporting to the VRQA or the National Centre for Vocational Education Research).

Equal Opportunity and Anti-Discrimination

- Act: Equal Opportunity Act 2010 (VIC)
- Our Commitment: You have the right to learn in an environment free from discrimination, harassment, and bullying. This applies to all characteristics protected by law, including age, disability, race, religion, gender identity, and sexual orientation.

2. Consumer Protection & Fees

In accordance with our registration conditions, we provide the following protections regarding your financial investment:

- **Fee Protection:** We do not collect more than \$1,000 from you prior to the commencement of your course. Following commencement, we will never hold more than \$1,500 in prepaid fees for services yet to be delivered.
- **Refunds:** Our refund policy is designed to be fair and transparent. If BCAL cancels a course, you are entitled to a full refund of any prepaid fees. Detailed refund timelines are available in the Fees and Charges section of this handbook.

STAFF AND VOLUNTEERS' RIGHTS AND RESPONSIBILITIES

All members of BCAL staff are expected to behave in a professional and supportive manner, to assist all of our students to meet their learning goals to the best of their ability.

Also, our volunteers are expected to support learners and to behave appropriately. These expectations are reflected in our BCAL policies and procedures and duty statements. They can be found on the BCAL website.



Discrimination and Bullying

BCAL has a strong access and equity policy and strives to engender the view that all people have an equal opportunity to education.

BCAL will not tolerate any forms of discrimination or bullying that disrupts a person's education or endangers them in any way.

Incidents observed should be reported to staff members immediately.

People who discriminate and/or bully at this centre will be dealt with very seriously. This could include actions such as being asked to leave, having disciplinary measures taken and/or having enrolments cancelled.



Emergency Evacuation Procedures

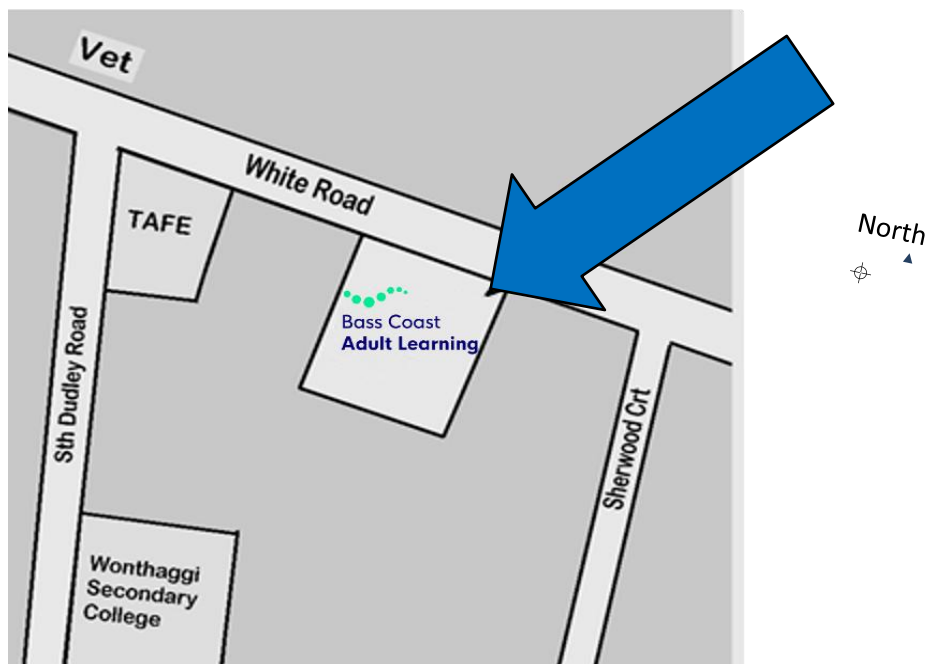
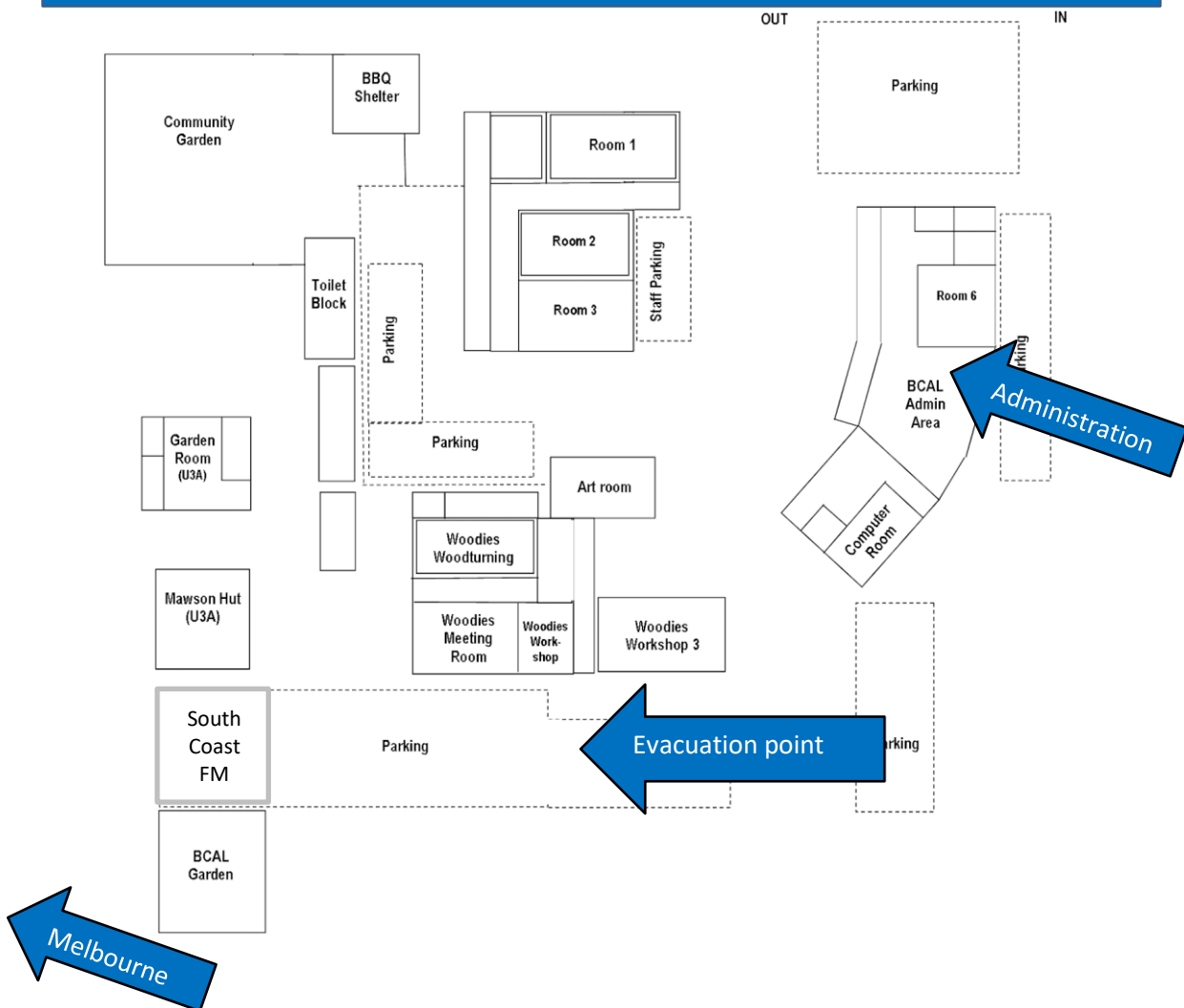
The emergency assembly point for BCAL is the car park in front of the administration building (orange building), just off White Road.

All rooms will have an evacuation plan placed near the doorway. This shows the quickest and safest path of travel to the assembly point in the event of an emergency requiring evacuation. These notices will also have the telephone contact numbers for emergency services.

Once again, if there is an incident requiring evacuation, it should be reported in the incident report book

SITE MAP AND LOCATION

White Road (Bass Highway)





Bass Coast
Adult Learning

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239 White Road Wonthaggi

5672 3115

bcal.vic.edu.au

info@bcal.vic.edu.au

RTO ID: 3720