

STUDENT INFORMATION

LANGUAGE, LITERACY & NUMERACY REQUIREMENTS

Students needing language, literacy and numeracy (LL&N) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program manager may arrange for the student to receive extra-curricula assistance from the trainer or other staff member. Where extensive support is needed, specialised LLN classes may be set up. This will attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

If you feel that you have any problems with literacy and numeracy, we can arrange contact support units are:

- **The Adult Literacy Information Office (TAFE NSW) Phone 131601 or**
- **Centrelink Literacy & Numeracy Training Phone 132850 or**
- **Southern Region Community College 1300 655 296**
who have a certificate in General Education for Adults, which is a literacy program for adults to gain skills for employment and further training opportunities. They offer, one on one or small groups, with confidentiality assured. A full term (9 week) is \$50 or weekly \$20 per person.

EXPLANATION OF THE STUDENT INFORMATION BOOK AND OUR CODE OF PRACTICE

The student information book allows you, the student, to understand some of your rights and responsibilities when you attend one of our courses. Also listed in these documents are issues that we need to bring to your attention prior to attending our courses. Please ensure that you have read both the Student Information Book and our Code of Practice, both are available on our web site.

REFUND POLICY

All requests for a refund of course fees must be approved by the General Manager. Participants may transfer to another course with no financial penalty. All other refunds, if approved, will be subject to an administration fee. Refunds will be paid via cheque.

PROOF OF IDENTITY REQUIREMENTS

Allens require that you produce proof of identity at the commencement of your course. Therefore you must bring the following to the course for inspection. It is a condition of entry to any of our courses that you provide proof of identity.

A sample of items that may be used as proof of identity are listed below. There are more alternatives listed on our web site.

- RTA issued Drivers Licence or NSW Photo ID Card

PLUS ANY 2 OF THE FOLLOWING:

- Medicare Card and/or
- Credit or current account card and/or
- Passbook account statement up to 1 year of age and/or
- Centrelink card, health concession card and/or
- Evidence of electoral enrolment