



Mitcham Community House

Classes and Activities

Policy number	CAP 1	Date approved:	17 th October 2015 COM meeting Amended 02/12/15
Draft No.	Final	Scheduled review date:	COM reviewed 19 Oct 2016 next review Oct 18-reviewed by Manager 29/03/18 Approved by COM on 13/06/18 Next review on 13/06/20

PURPOSE

To provide participants (also known as students) at Mitcham Community House with clear guidelines regarding eligibility for classes, activities and workshops, enrolment and payment procedures, cancellations, refunds and conduct.

To ensure that the fees and charges payable by participants/students in courses, programs and activities run by Mitcham Community House are reasonable, equitable and consistently applied.

BACKGROUND

Classes, activities and workshops at Mitcham Community House are for adults unless otherwise specified in the Course Guide. Childcare is for children aged 0 to 6 years of age.

Fees are charged to cover the wages of tutors and staff and administration costs of the House. These fees are reviewed annually to allow for increases in costs. Minimum numbers are determined for each class/activity/workshop to ensure that all costs are met. Minimum numbers will vary from class to class reflecting different costs.

Mitcham Community House Inc. will set fees and charges according to the requirements of its contractual agreements with its funding bodies (Department of Health and Human Services, Adult Community and Further Education and Department of Education and Training) to ensure the sustainability of Mitcham Community House and its individual courses and programs.

Mitcham Community House will advertise the fees and charges applicable to each course, program and activity in the Course and Activity Guide, on the website and on other marketing material as applicable.

To ensure that a class/activity/workshop goes ahead, participants are asked to pay at the time they book. Refunds are only given under certain circumstances to ensure that classes are viable.

POLICY

Participants should be able to make an informed decision with regard to their rights and obligations when enrolling in a class or activity at Mitcham Community House

All participants are entitled to apply in writing to the Manager if experiencing hardship in paying fees or wishing to withdraw from a class and apply for a refund.

This policy applies to the following areas for which the Classes and Activities Procedures provide comprehensive guidelines:

- Eligibility criteria for fee-for-service classes, activities and workshops
- Eligibility criteria for ACFE/Learn Local classes
- Participants with Special Needs
- Enrolment and Payment Procedures
- Payment Options
- Missed Classes
- Casual Attendance
- Come and Try Classes
- Transferring from One Class to Another
- Waiting Lists
- Withdrawal from Classes
- Refunds
- Appeals and Complaints
- Conduct and Discipline



Classes and Activities Procedures

Policy number	CAP1	Date approved:	16/04/2015 Reviewed 19/10/16
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Eligibility for General Fee-for-Service Classes and Activities

- 18 years and over unless the class is specifically for children
- Some classes and activities may be gender specific by the nature of their purpose or design or have prerequisite requirements
- Have paid in full before the class starts unless an arrangement has been made with the Manager
- Note: Requests to bring a child to an adult class, and only if the child is aged 14 years or older, will be considered under the following circumstances:
 - Tutor agrees and the Tutor has a current Working with Children Check
 - Tutor has discussed with the class and there are no reasonable objections
 - If agreed, the refund conditions will **not** apply to the child where the accompanying adult is unwell or injured and as a result the child can no longer attend
 - No fee discounts for children

Eligibility for ACFE/Learn Local Classes-Pre-Accredited Training

- 18 years and over unless the class is specifically for children (**People enrolled at school are not eligible**)
- an Australian citizen
- a holder of an Australian permanent visa

- a New Zealand citizen
- Hold a current Australian Medicare Card- photocopy is required
- Concessions can only be given on presentation of a concession card (not Seniors Card)
- Must attend an assessment interview if enrolling in English as an Additional Language (EAL) **class**
- Students wishing to enrol in **Auslan Intermediate** and who have not recently completed Auslan Beginners at Mitcham Community House will be asked a series of questions to determine their suitability for Auslan Intermediate.
 - What was the last Auslan course you did?
 - How long ago?
 - Where did you do the course? (Note: overseas sign language is different from Auslan)
 - What was the level of Auslan?
 - How long did the course go for?
 - How would you rate your fluency of Auslan?
 - Do you use your Auslan on a regular basis with family members or at work?
- Meet all of ACFE's pre-accredited training delivery guidelines taking into account the Regional Council priorities and the priority learner cohorts
- All students will complete an ACFE Enrolment Form and Learner Plan before they start their course and complete a Learner Review at the end of their course.

Participants with Special Needs

Participants who have special requirements in order to participate in a class or activity are encouraged to discuss them with the Manager. Every effort will be made to accommodate participants with special requirements but due to limited resources this cannot always be guaranteed and may depend on the following:

- Level of support needed- does the participant have access to this support? Can MCH provide?
- Nature of the disability and the possibility of the provision of a carer
- Appropriateness of the chosen activity and whether the course is sufficiently flexible to enable participation

- Room size
- Number and nature of participants enrolled in the class
- Occupational, health and safety factors
- Risk management

Mitcham Community House reserves the right to accept people into classes and activities subject to sufficient resources and tutors being available (for example, attendant carers, aides, volunteers). MCH is not able to provide transport or taxi vouchers

Enrolment and Payment Procedures

Enrolment Form

- All new participants must provide us with full contact details, including emergency contact details
- Information from enrolment forms will be entered by the Manager or approved administration staff into the student management system (VETTrak) and an invoice created and issued.
- Should course enrolments fail to reach the minimum numbers required the course will be postponed or cancelled and refunds issued.
- Participants enrolling in exercise and wellbeing classes must complete a Health Information Form
- Ongoing participants/students are responsible for updating their details with office staff
- **Enrolment is only complete upon payment**

Booking and Payment of Fees

- Full payment is encouraged at time of booking
- Payment options:
 - EFTPOS- in person or over the phone
 - Direct credit over the internet- must contact office for a unique reference code
 - Cash
 - Cheque
- Payments made by participants will be receipted against the invoice in the student management system
- Must pay within a week from date of booking or booking will be cancelled

- No reminder calls
- Those having difficulty in paying need to talk to the Manager and a payment plan can be organised
- Full payment will be required if enrolling less than a week before the class/activity/workshop starts
- **Casual Activities-** are specified in the Course Guide and can be paid on the day
- **End of Year Payments for Term One Classes-** While full payment is encouraged, participants can make a deposit of \$25 or 50% of the term fees by the end of Term 4 with full payment due on the Wednesday of the 3rd week in January
- **Childcare-** full payment on the day. Term payment may be possible and will attract a fee discount- enquire at the office

Missed Classes

- No fee discount will be given for classes a participant expects to miss when they enrol
- Once a class starts no refunds will be given except on illness, injury or hardship grounds- please refer to the **Refunds** section of this document
- Make-up classes are not possible in most classes- participants should enquire at the office

Casual Attendance

- As tutors are paid by the term, casual attendance is not possible in most circumstances
- The Manager will consider hardship especially if the participant has been attending classes at Mitcham Community House for some time and the participant's casual attendance does not affect the viability of the class

Come and Try Classes

- Each term a selection of free Come and Try classes may be made available at the discretion of the Manager. New participants may try up to 2 free Come and Try classes. Manager in consultation with staff will determine each term which classes are to be offered as free Come and Try classes.

- The following conditions apply:
 - There has to be a vacancy in the class
 - Any eligibility criteria for the class must be met
 - Consultation with the tutor may be required to assess person's suitability for the class
 - ACFE classes and classes where joining at any time during the term is not possible are excluded from free Come and Try
 - New classes, where the required minimum number of participants has not been reached, are also excluded from free Come and Try

Transferring from One Class to Another

- Participants may transfer to another class during term if this does not affect the viability of the class they are currently enrolled in. They will need to make up any difference in fees
- Re-enrolling students may enrol in another class if there are vacancies in that class and there is not a waiting list

Waiting Lists

- When a class has the maximum number of participants/students enrolled, a waiting list will be maintained
- If a vacancy arises, participants/students will be notified of the vacancy and enrolled in the class in the order they appear on the waiting list
- **Re-enrolling students**, who do not pay by the due date, will be put on the appropriate waiting list in strict date order, unless they contact the office before the due date of payment

Interest Groups

- Originate either from a course which is no longer financially viable to cover the costs of a tutor **or** from a group with a particular interest facilitated by a group member
- These groups are open to any adult member of the community who has similar interests and/or skills
- Tuition is not provided and participants are responsible for their own materials and equipment
- Storage of materials and equipment is not available at the House

- Participants either pay a fee per term or per session on a casual basis. Minimum number of participants is required to cover administration and facility costs
- Fees will be reviewed each year
- Tutor of the course may participate but will not be paid, will not have to pay the fee and will not be counted in the minimum numbers. The tutor will be responsible for maintaining the Attendance Record and liaising with the office.
- Group member who facilitates the activity does not have to pay, will not be counted in the minimum numbers and is responsible for maintaining the Attendance Record and liaising with the office.
- If participation in the activity declines to the point where costs are not covered it is at the discretion of the Manager as to whether or not the activity can continue.

Social Activities

- Formed to allow participation of those who cannot afford or who do not wish to participate in a term course
- Does not include workshops or classes whose primary purpose is community education
- Have as their primary function, 'social connectedness'
- These activities are open to any adult member of the community and do not require a particular skill level
- Participants pay a fee each time they attend
- Minimum number of participants is required to cover administration and facility costs
- Some activities may require pre-payment and this will be stated in the Semester Course Guide
- Fees will be reviewed each year
- If participation of the activity declines to the point where costs are not covered and the opportunity for social interaction is minimal, it is at the discretion of the Manager as to whether or not the activity can continue.

Interest Groups and Social Activities

The Committee may allocate in the Annual Budget an amount to cover the costs of interest groups and social activities and thereby allow people to participate at no or minimal cost.

Private Groups

- By definition are groups who hire a room at the Community House and have a closed membership.
- Mutual support groups and casual attendance activities may for a variety of reasons have declining participation and become an exclusive group where new members are no longer sought. They may also become no longer financially viable. If these groups wish to continue meeting at the House, then they must pay the appropriate rental and public liability insurance if applicable.

Withdrawal from Classes/Activities/Workshops

A participant will be regarded as having withdrawn from a class/activity/workshop in the following circumstances:

- Fails to pay within one week of booking
- Applies for a refund and the refund is approved
- Pays but never attends
- Fails to re-enrol by the due date unless the participant contacts the office

Refunds Policy

Where a session is cancelled by Mitcham Community House:

- If a **class, activity or workshop is cancelled** due to insufficient numbers a full refund will be given.
- A **replacement session** may be offered, but if a participant is unable to attend, a refund for that session will be issued.
- If **no replacement session** is possible, a participant may receive either a refund for the cancelled session or a credit towards the next term's fees.

Where a participant cancels her/his enrolment:

- **All refunds incur an administrative fee** – this fee will be 10% of the cost of the class
- **Up to a week prior to the commencement** of the class a refund will be issued, less the administrative fee
- **Refunds requested less than a week before a class commences or once a class commences** will only be given because of illness or injury. Refunds only apply from the date we are notified and a medical certificate must be provided.
- Refunds **will not be given** for the same illness/injury/condition in successive terms.
- **Fees cannot be transferred from one term to another**, in lieu of a refund.
- Once a refund is approved the participant's place in the class is cancelled.

- Decisions regarding refunds may be appealed through the **Complaint Handling Policy**.

Appeals and Complaints

Participants who feel disadvantaged by the enrolment and payment procedures and who do not agree with the Manager's decision regarding hardship and refunds, are encouraged to use the procedures outlined in the **Complaint Handling Policy**. **This policy is available on the website or a hard copy is available from the office.**

Conduct and Discipline

General Conduct

Smoking- is not permitted in any part of the building or in the grounds off Mitcham Community House.

Mobile Phones-MCH that all participants/students must turn off their phones or put them to silent during class times. If a participant/student expects an emergency call, they should let the tutor know as a matter of courtesy, or provide the House number for contact purposes. Texting and the use of social media or similar program is not permitted in class.

Eating- Unless prescribed for medical reasons **or** eating is part of the class/activity, students are requested not to eat during the class. A drink is permissible in class. Breaks will be scheduled at which times food may be consumed in class or in the kitchen/foyer area.

Children in Class- NOT permitted in adult classes/activities. Exceptions can only be made with the consent of the tutor **and all** the other participants/students in the class. Children cannot be left unsupervised in the classroom.

Non-attendance- participants/students are encouraged to attend classes on a regular basis to get the most out of them and to arrive on time. Regular attendance and punctuality is required for all ACFE Learn Local classes. If a participant/student cannot attend a class he/she should notify the community house/tutor.

Participants/students have the right to:

- Be treated fairly and with respect
- Pursue their activities in a safe and supportive environment
- Receive quality teaching and instruction

- Learn in an environment free of discrimination and harassment
- Privacy of their personal information and student records held by Mitcham Community House
- Lodge a complaint without fear of victimisation

Participants/students have the responsibility to:

- Abide by the Mitcham Community House *Code of Conduct Policy*

Disciplinary Action for Unacceptable Behaviour and Dispute Resolution

- Refer to the *Code of Conduct Policy* and *Complaint Handling Policy*

This policy is available on the Mitcham Community House website:

www.mitчамcommunityhouse.org

Hard copies are also available from the Office

Availability of this policy will be promoted in the Course Guide.

Other related policies:

- Privacy Policy
- Records Management Policy
- Complaint Handling Policy
- Code of Conduct Policy
- Inclusive Participation Policy
- Disability Action Plan