# GIPPSLAND
## INSTITUTE OF TECHNOLOGY

## INTERNATIONAL STUDENT HANDBOOK

**BFJ International Studies Pty Ltd trading as Gippsland Institute of Technology**

# GIPPSLAND INSTITUTE OF TECHNOLOGY

**4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia**
**Telephone: +61 3 5941 5070 Fax: +61 3 5835 6454**
**Email: info@git.vic.edu.au Website: www.git.vic.edu.au**

**RTO: 45698 CRICOS Code: 03921A**
**ABN: 43 639 844 992**

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We are very pleased that you have selected to become a student at Gippsland Institute of Technology.

Gippsland Institute of Technology is proud to offer the students from across the globe excellent opportunities to gain the qualification they are looking for.

Gippsland Institute of Technology is at the fantastic location at 4/70 Main Street, Pakenham Melbourne Victoria 3810. It is conveniently located close to all public transport services.

Our courses are part of the range of nationally recognised and accredited courses. Our courses are designed to link the needs of industries and are nationally recognized. All training incorporates a one-on-one individual approach to meet the needs and skills level of the student.

Our principal purpose is to provide high quality training and assessment to satisfy student's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure that our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the VET Quality Framework and through our Continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive, and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

This International student handbook provides you with a wide range of helpful information about our courses, campus information, assessments and all the relevant policies & procedures and other important matters relating to your studies. It is advisable to keep it with you for any future references.

Gippsland Institute of Technology staff look forward to working with you, helping you with the achievement of your life ambitions and your study goals.

The information in this handbook applies to students undertaking a course at Gippsland Institute of Technology.

Welcome to Gippsland Institute of Technology
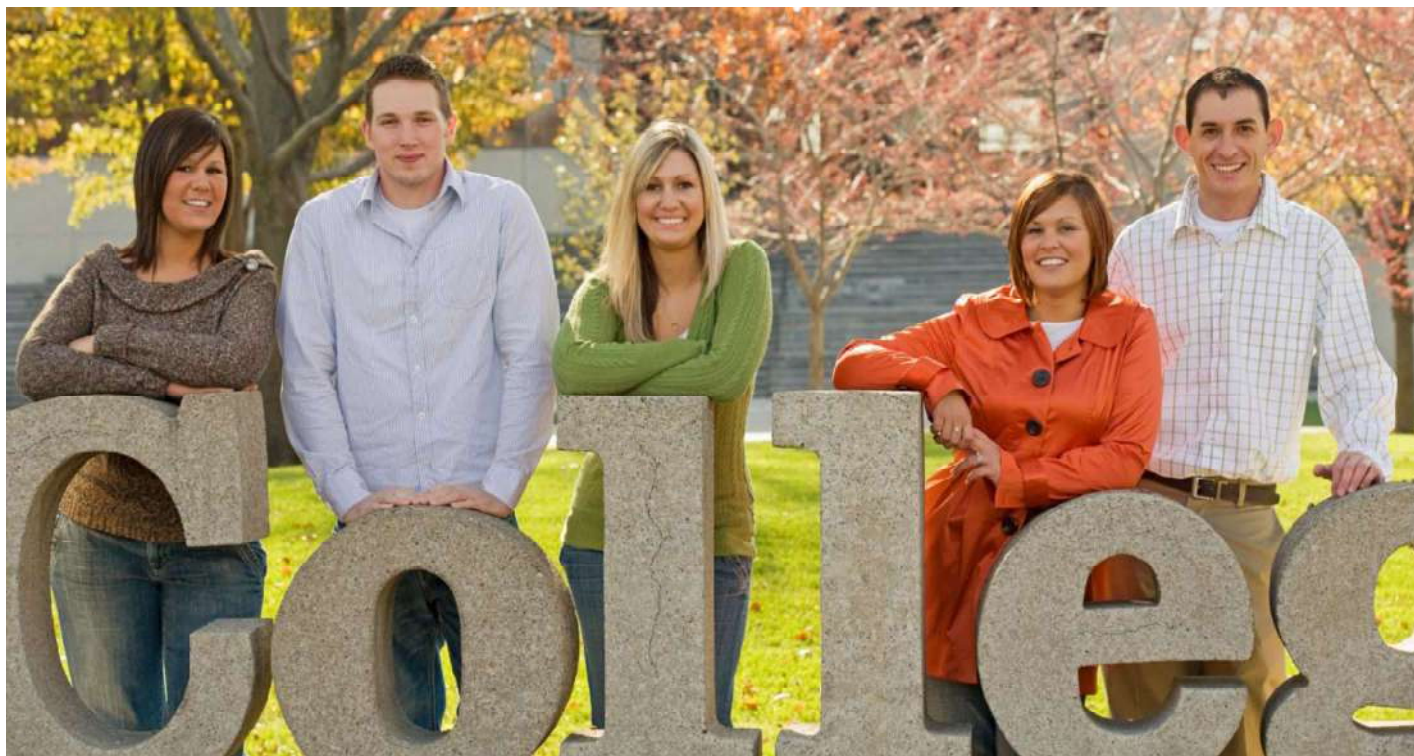
## Our Campus

Our campuses are located at 4/70 Main Street, Pakenham Melbourne Victoria 3810 (Head office and classrooms) and 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria 3805 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria 3810 (Workshop - Practical Training Facilities)

Students have access to modern facilities to support them in successfully completing their course. The learning and assessment resources are designed to meet specific learner's needs and standards expected by the industry.

Students are provided a caring supportive environment by our staff. Our staff is always willing to offer their support and advice to students to assist them.

Our academic staff is always there to help the students with complete academic support by providing help with academic work. i.e., working on assessment items, making presentations, communication, and research techniques.

**Head Office**: 4/70 Main Street, Pakenham, Melbourne, Victoria, Australia, VIC 3810



**Practical Workshop Training Facility:** 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria, Australia 3805
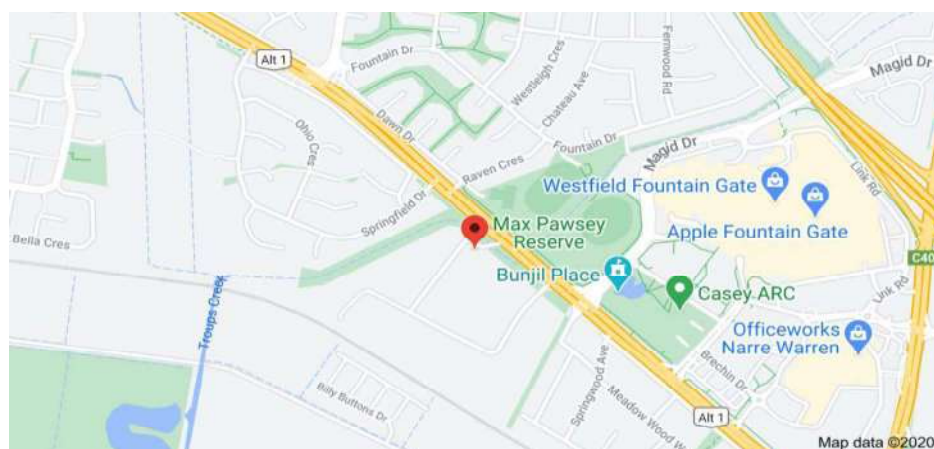
**Practical Workshop Training Facility:** 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810
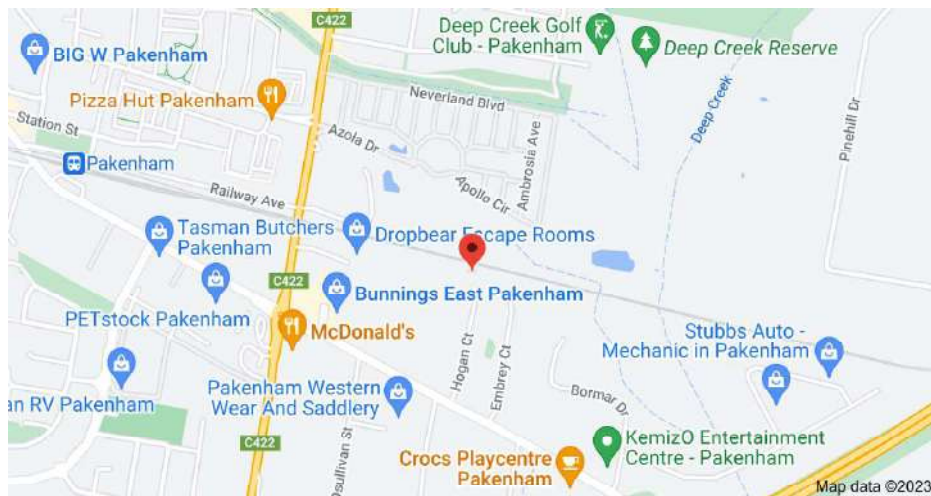


**Institute Hours:** Monday – Sunday 8:00 am – 10.00 pm

**Public Transport:**

The main campus is excellently serviced by trains to the CBD and metropolitan Melbourne. The campus is a 10-minute walk from Pakenham train station.

**From International Airport:**

Melbourne International Airport is the closet International Airport to Melbourne. The Melbourne International Airport is located 84 kms from Pakenham. Buses travel from the airport to Melbourne CBD. Taxis are available from the ground floor level of Melbourne Airport.

**Call Us:** +61 3 5941 5070

**Email:** info@git.vic.edu.au



NATIONALLY RECOGNISED
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| GIPPSLAND INSTITUTE OF TECHNOLOGY STAFF CONTACTS | | |
|---|---|---|
| **FUNCTION** | **STAFF** | **CONTACT DETAILS** |
| • CEO<br>• Student support Officer | Nirmal Dhillon | **Phone**: +61 3 5941 5070<br>**Email:** info@git.vic.edu.au<br>**Website:** www.git.vic.edu.au<br>**Fax:** +61 3 5835 6454 |
| • Training Manager<br>• Enrolment/ Administration<br>• Academic/ English language Support<br>• Access to Student Records | Kamaljit Dhillon | |
| • Finance/ Accounts<br>• Personal / Welfare Support<br>• Trainers / Assessors | Kulvinder Sidhu | |
| • Emergency After Hours Contact | Nirmal Dhillon<br>Kulvinder Sidhu<br>Kamaljit Dhillon | **PH:** +61 (03) 5941 5070<br>**Mob:** +61 403 616 222<br>**Mob:** +61 421 092 916<br>**Mob:** +61 430 496 779 |
| EXTERNAL SUPPORT SERVICE CONTACTS | | |
| Fire, Ambulance, and Police Emergency | Phone 000 to report any emergencies | |
| Translating and Interpreting Service | Phone 131 450 | |
| External welfare counsellor | Wheelers Park Medical Centre<br>127 Wheelers Park Drive<br>Cranbourne North, Melbourne VIC 3977<br>Phone: (03) 8751 2130 | |
| Lifeline 24-hour Counselling Services | Phone 131 114 | |
| Hospital | Monash Health<br>Henty Way Pakenham, VIC 3810<br>(03) 5941 0500 | |
| Doctors | Pakenham Medical Clinic<br>48 Main St, Pakenham VIC 3810<br>(03) 5941 6455 | |
| Dentist | Integrated Dental Care<br>4/37 Main St, Pakenham VIC 3810 (03) 5940 5115 | |

| EXTERNAL SUPPORT SERVICE CONTACTS | |
|---|---|
| Legal Assistance | Law Institute of Victoria Phone: (03) 9602 5000<br>Address: 470 Bourke St, Melbourne, VIC 3000 |
| | Victorian Legal Aid<br>Phone 9269 0120 |
| Australian Skills Quality Authority | Address: 595 Collins St, Melbourne VIC 3000 Phone:1300 701 801<br>Web: www.asqa.gov.au<br>Email: enquiries@asqa.gov.au |
| External appeals body (see complaints and appeals information) | Overseas Students Ombudsman<br>Website: www.oso.gov.au Phone: 1300 362 072 |
| Department of Home Affairs. | Phone: 131 881<br>Address: Ground Floor, Casselden Place 2 Lonsdale Street Melbourne Vic. 3000<br>Website: Immigration and citizenship (homeaffairs.gov.au) |
| Language, Literacy and Numeracy | The Reading and Writing Hotline is a free service that clients may contact if they are experiencing reading and writing issues. The service will help you access support close to where you live.<br><br>Call:1300 655 506 to access the service.<br>Alternatively, clients may contact their local TAFE or community origination. |
| Consumer Affairs Victoria | Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.<br><br>Consumer Affairs Helpline: 1300 55 81 81<br>Email: rtba@justice.vic.gov.au<br>2/452 Flinders St Melbourne 3000 |
| Alcohol and Drugs | Eastern Drug and Alcohol Service (EDAS) is a service. providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.<br>Phone: 1300 650 705 |

## EXTERNAL SUPPORT SERVICE CONTACTS

| | |
|---|---|
| Work Rights | Young Worker Toolkit. <br><br> Are you concerned about your pay or working conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand. <br><br> https://www.fairwork.gov.au/find-help-for/young- workers-and-students |
| WHE Health Information Line | A free service for women offering information, one-to- one from a trained nurse/women's health worker on a broad range of issues relating to women's health- physical, mental, emotional or any other aspect. |
| | Phone: 1800 069 967 <br> Monday-Friday, 9.00am-1.00pm <br> Counselling Program <br> Women's Health East has a short to medium term. <br> low-cost counselling program, with female counsellors. |
| Reach Out | Website designed for young people. Information and resources to assist with self-help or help for others. <br><br> http://au.reachout.com |
| Headspace Australia | Australia's National Youth Mental Health Foundation. <br><br> www.headspace.org.au |

| Automotive Courses |

| AUR30620 Certificate III in Light Vehicle Mechanical Technology |

**AUR30620 Certificate III in Light Vehicle Mechanical Technology**
CRICOS COURSE CODE 106297H

**Course Description**
This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service, and repair industry.

**Target market**
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provide.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who have successfully completed year 12 or secondary studies in their home country or in Australia.

➢ With little or no vocational experience.

➢ Who is 18 years of age at course commencement.

**Course Structure**
Students are required to complete 36 units comprising 20 core and 16 elective units.

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**Core Units**
| | |
|---|---|
| AURAEA002 | Follow environmental and sustainability best practice in an automotive workplace. |
| AURETR112 | Test and repair basic electrical circuits |
| AURLTD105 | Diagnose and repair light vehicle suspension systems. |
| AURTTB101 | Inspect and service braking systems. |
| AURLTD104 | Diagnose and repair light vehicle steering systems. |
| AURTTE104 | Inspect and service engines. |
| AURLTZ101 | Diagnose and repair light vehicle emission control systems. |
| AURETR129 | Diagnose and repair charging systems. |
| AURETR130 | Diagnose and repair starting systems. |
| AURETR123 | Diagnose and repair spark ignition engine management systems. |
| AURLTB103 | Diagnose and repair light vehicle hydraulic braking systems. |
| AURASA102 | Follow safe working practices in an automotive workplace. |
| AURTTK102 | Use and maintain tools and equipment in an automotive workplace. |
| AURETR125 | Test, charge and replace batteries and jump-start vehicles. |
| AURTTA118 | Develop and carry out diagnostic test strategies. |
| AURTTA104 | Carry out servicing operations. |
| AURTTF101 | Inspect and service petrol fuel systems. |
| AURLTE102 | Diagnose and repair light vehicle engines. |
| AURETR131 | Diagnose and repair ignition systems. |
| AURTTC103 | Diagnose and repair cooling systems. |

**Elective Units**
| | |
|---|---|
| AURTTK001 | Use and maintain measuring equipment in an automotive workplace. |
| AURTTA105 | Select and use bearings, seals, gaskets, sealants, and adhesives. |

| AURTTA017 | Carry out vehicle safety inspections. |
| AURTTD004 | Inspect and service suspension systems. |
| AURTTZ102 | Diagnose and repair exhaust systems. |
| AURETR006 | Solder electrical wiring and circuits. |
| AURTTA125 | Diagnose complex faults in vehicle integrated stability control systems. |
| AURLTQ101 | Diagnose and repair light vehicle final drive assemblies. |
| AURLTQ102 | Diagnose and repair light vehicle drive shafts. |
| AURETR010 | Repair wiring harnesses and looms |
| AURLTX103 | Diagnose and repair light vehicle clutch systems. |
| AURTTF105 | Diagnose and repair engine forced induction systems. |
| AURTTC001 | Inspect and service cooling systems. |
| AURTTD002 | Inspect and service steering systems. |
| AURLTB104 | Diagnose complex faults in light vehicle braking systems. |
| AURLTX101 | Diagnose and repair light vehicle manual transmissions. |

**Course Currency Status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810, 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria, Australia 3805 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 36 units of competency, the participant will be issued a Nationally Recognised AUR30620 Certificate III in Light Vehicle Mechanical Technology. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter:  trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work.  The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

52 weeks including holidays.  This includes 46 weeks of term time and 6 weeks' holidays.  Term time consists of two 12-week terms and two 11- week terms.  Holiday periods include one 2-week Christmas holiday and one two week and two 1- week term holidays.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment. Students must supply their own safety shoes with protective toecaps.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
On successful completion of this course students may progress onto the AUR40216 Certificate IV in Automotive Mechanical Diagnosis or other Automotive courses at Certificate IV level.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities as vehicle service technician or vehicle technician or related roles. Successfully completing this course does not guarantee that a graduate will secure a relevant job.

**Tuition Fee:** $14,000
**Materials fee:** $1,250 (Includes cost of learning materials, overalls, and hire of tools).
**Enrolment fee:** $250

**Payment:** On enrolment $8,500 is payable of which $250 is a non-refundable enrolment fee. $7,000 is payable one week prior to the commencement of term 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Work Shoes**
The following suppliers sell work shoes. Refer to the sites for information on prices.

https://www.Kmart.com.au    https://www.tradiesworkwearshop.com.au    https://www.hardyakka.com.au/

**Further Information**
Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A



NATIONALLY RECOGNISED
TRAINING

# AUR31520 Certificate III in Automotive Diesel Engine Technology

**AUR31520 Certificate III in Automotive Diesel Engine Technology**
CRICOS COURSE CODE: 110954A

## Course Description
This qualification reflects the role of individuals who perform a range of tasks on a variety of diesel engines and associated systems in the automotive retail, service, and repair industry.

## Target market
The target market for this course is international students:

- ➤ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provide.
- ➤ Who wish to undertake this course to access further study or employment opportunities.
- ➤ Who have successfully completed year 12 or secondary studies in their home country or in Australia.
- ➤ With little or no vocational experience.
- ➤ Who is 18 years of age at course commencement.

## Course Structure
Students are required to complete 28 units comprising 14 core and 14 elective units.

## Core Units

| | |
|---|---|
| AURAEA002 | Follow environmental and sustainability best practice in an automotive workplace. |
| AURASA102 | Follow safe working practices in an automotive workplace. |
| AURETR112 | Test and repair basic electrical circuits |
| AURETR125 | Test, charge and replace batteries and jump-start vehicles. |
| AURHTE102 | Diagnose and repair heavy vehicle compression ignition engines. |
| AURHTF102 | Diagnose and repair heavy vehicle diesel fuel injection systems. |
| AURTTA104 | Carry out servicing operations. |
| AURTTA118 | Develop and carry out diagnostic test strategies. |
| AURTTE104 | Inspect and service engines. |
| AURTTK001 | Use and maintain measuring equipment in an automotive workplace. |
| AURTTK102 | Use and maintain tools and equipment in an automotive workplace. |
| AURTTM004 | Assemble engine blocks and sub-assemblies. |
| AURTTM008 | Dismantle and evaluate engine blocks and sub-assemblies. |
| AURTTM011 | Recondition engine cylinder heads. |

## Elective Units

| | |
|---|---|
| AURLTD105 | Diagnose and repair light vehicle suspension systems. |
| AURETR129 | Diagnose and repair charging systems. |
| AURETR130 | Diagnose and repair starting systems. |
| AURLTD104 | Diagnose and repair light vehicle steering systems. |
| AURTTA105 | Select and use bearings, seals, gaskets, sealants, and adhesives. |
| AURLTE102 | Diagnose and repair light vehicle engines. |
| AURAFA103 | Communicate effectively in an automotive workplace. |
| AURETR128 | Diagnose and repair instruments and warning systems. |
| AURETR123 | Diagnose and repair spark ignition engine management systems. |
| AURETR132 | Diagnose and repair automotive electrical systems. |
| AURTTA009 | Carry out mechanical pre-repair operations. |
| AURTTF102 | Inspect and service diesel fuel injection systems. |
| AURLTB103 | Diagnose and repair light vehicle hydraulic braking systems. |
| AURTTF105 | Diagnose and repair engine forced-induction systems |

**Course Currency Status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810, 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria, Australia 3805 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 28 units of competency, the participant will be issued a Nationally Recognised AUR31520 Certificate III in Automotive Diesel Engine Technology. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

52 weeks including holidays. This includes 46 weeks of term time and 6 weeks' holidays. Term time consists of two 12-week terms and two 11- week terms. Holiday periods include one 2-week Christmas holiday and one two week and two 1- week term holidays.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course.

**English Language Entry Requirements**
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equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

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**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
On successful completion of this course students may progress onto the AUR40216 Certificate IV in Automotive Mechanical Diagnosis or other Automotive courses at Certificate IV level.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities as an Automotive Diesel Engine Technician or Vehicle Technician or related roles. Successfully completing this course does not guarantee that a graduate will secure a relevant job.

**Tuition Fee:** $14,000
**Materials fee:** $1,250 (Includes cost of learning materials, overalls, and hire of tools).
**Enrolment fee:** $250

**Payment:** On enrolment $8,500 is payable of which $250 is a non-refundable enrolment fee. $7,000 is payable one week prior to the commencement of term 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Work Shoes**
The following suppliers sell work shoes. Refer to the sites for information on prices.

https://www.Kmart.com.au    https://www.tradiesworkwearshop.com.au    https://www.hardyakka.com.au/

**Further Information**
Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

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# AUR30320 Certificate III in Automotive Electrical Technology

AUR30320 Certificate III in Automotive Electrical Technology

CRICOS COURSE CODE 111950H

## Course Description
This qualification reflects the role of individuals who service, diagnose and repair electrical systems and components in vehicles in the automotive electrical service and repair industry.

## Target market
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provide.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who have successfully completed year 12 or secondary studies in their home country or in Australia.

➢ With little or no vocational experience.

➢ Who is 18 years of age at course commencement.

## Course Structure
Students are required to complete 32 units comprising 21 core and 11 elective units.

## Core Units
| | |
|---|---|
| AURAEA002 | Follow environmental and sustainability best practice in an automotive workplace. |
| AURASA102 | Follow safe working practices in an automotive workplace. |
| AURETK002 | Use and maintain electrical test equipment in an automotive workplace. |
| AURETR006 | Solder electrical wiring and circuits. |
| AURETR007 | Apply knowledge of automotive electrical circuits and wiring systems. |
| AURETR009 | Install vehicle lighting and wiring systems. |
| AURETR010 | Repair wiring harnesses and looms |
| AURETR027 | Install ancillary electronic systems and components. |
| AURETR112 | Test and repair basic electrical circuits |
| AURETR123 | Diagnose and repair spark ignition engine management systems. |
| AURETR124 | Diagnose and repair compression ignition engine management systems. |
| AURETR125 | Test, charge and replace batteries and jump-start vehicles. |
| AURETR128 | Diagnose and repair instruments and warning systems. |
| AURETR129 | Diagnose and repair charging systems. |
| AURETR130 | Diagnose and repair starting systems. |
| AURETR131 | Diagnose and repair ignition systems. |
| AURETR132 | Diagnose and repair automotive electrical systems. |
| AURETR135 | Apply knowledge of petrol and diesel engine operation. |
| AURETR143 | Diagnose and repair electronic body management systems. |
| AURTTA118 | Develop and carry out diagnostic test strategies. |
| AURTTE104 | Inspect and service engines. |

## Elective Units
| | |
|---|---|
| AURLTD105 | Diagnose and repair light vehicle suspension systems. |
| AURTTB101 | Inspect and service braking systems. |
| AURLTD104 | Diagnose and repair light vehicle steering systems. |
| AURLTB103 | Diagnose and repair light vehicle hydraulic braking systems. |
| AURTTK102 | Use and maintain tools and equipment in an automotive workplace. |

| AURTTA104 | Carry out servicing operations. |
| AURTTF101 | Inspect and service petrol fuel systems. |
| AURLTE102 | Diagnose and repair light vehicle engines. |
| AURTTC103 | Diagnose and repair cooling systems. |
| AURTTA105 | Select and use bearings, seals, gaskets, sealants, and adhesives. |
| AURLTX101 | Diagnose and repair light vehicle manual transmissions. |

**Course Currency Status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810, 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria, Australia 3805 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 36 units of competency, the participant will be issued a Nationally Recognised AUR30620 Certificate III in Light Vehicle Mechanical Technology. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and student's complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

52 weeks including holidays. This includes 46 weeks of term time and 6 weeks' holidays. Term time consists of two 12-week terms and two 11- week terms. Holiday periods include one 2-week Christmas holiday and one two week and two 1- week term holidays.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

Students must supply their own safety shoes with protective toecaps.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
On successful completion of this course students may progress onto the AUR40216 Certificate IV in Automotive Mechanical Diagnosis or other Automotive courses at Certificate IV level.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities as an Automotive Electrical Technician after successfully completing this course does not guarantee a graduate will secure a relevant job.

**Tuition Fee:** $14,000
**Materials fee:** $1,250 (Includes cost of learning materials, overalls, and hire of tools).
**Enrolment fee:** $250

**Payment:** On enrolment $8,500 is payable of which $250 is a non-refundable enrolment fee. $7,000 is payable one week prior to the commencement of term 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Work Shoes**
The following suppliers sell work shoes. Refer to the sites for information on prices.

https://www.Kmart.com.au    https://www.tradiesworkwearshop.com.au    https://www.hardyakka.com.au/

**Further Information**
Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

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# AUR40216 Certificate IV in Automotive Mechanical Diagnosis

**AUR40216 Certificate IV in Automotive Mechanical Diagnosis**
CRICOS COURSE CODE 106298G

## Course Description
This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service, and repair industry.

## Target Market
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who have successfully completed AUR30620 Certificate III in Light Vehicle Mechanical Technology at the Gippsland Institute of Technology or at another RTO with the same units of competency as the Institutes' course.

➢ With little or no vocational experience.

➢ Who are 18 years of age at course commencement.

## Course Structure
Students are required to complete 10 units comprising 1 core and 9 elective units.

## Core Units
AURTTA121     Diagnose complex system faults.

## Elective Units
AURETR137     Diagnose complex faults in light vehicle safety systems.
AURLTB104     Diagnose complex faults in light vehicle braking systems.
AURLTD109     Diagnose complex faults in light vehicle steering and suspension systems.
AURLTB002     Analyse and evaluate faults in light vehicle braking systems.
AURLTE104     Diagnose complex faults in light vehicle petrol engines.
AURLTX104     Diagnose complex faults in light vehicle automatic transmission and driveline systems.
AURTTA125     Diagnose complex faults in vehicle integrated stability control systems.
AURTTR101     Diagnose complex faults in engine management systems.
AURTNA001     Estimate and quote automotive vehicle or machinery modifications.

**Course Currency Status:** Current

## Location
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne, Victoria, Australia 3810 and 4/43-45 Vesper Drive, Narre Warren, Melbourne, Victoria, Australia 3805 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

## Course Intakes
Intakes throughout the year. Contact the Institute for details.

## Qualification
Upon successful completion of 10 units of competency, the participant will be issued a Nationally Recognised AUR40216 Certificate IV in Automotive Mechanical Diagnosis. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**

The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**

Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**

The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Option 1: Total duration: 26 weeks including holidays. This includes 24 weeks of term time and 2 weeks' holidays. Term time consists of two 12-week terms. Holiday period includes one 2-week term holiday.

Option 2: Total duration: 26 weeks including holidays. This includes 22 weeks of term time and 4 weeks' holidays. Term time consists of two 11-week terms. Holiday period includes one 2-week term holiday and a 2-week Christmas holiday.

**Course Hours and Commitment**

During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or evening or mixture of both. Day time classes are 8 hours and evening classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and evening classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**

Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**

To gain entry to this course, students must have successfully completed the AUR30620 Certificate III in Light Vehicle Mechanical Technology that contains the same units of competency as those delivered in the Gippsland Institute of Technology Certificate III course (or demonstrate equivalent competence).

**English Language Entry Requirements**

Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**

Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment. Students must supply their own safety shoes with protective toe caps.

**Pre-Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills,

experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning.  You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
On successful completion of this course students may progress onto the AUR50216 Diploma of Automotive Technology or another related automotive course at Diploma level.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities as an Automotive Lead or Master Technician, Automotive Technical Adviser, or related roles. Successfully completing this course does not guarantee that a graduate will secure a relevant job.

**Tuition fee:** $4,500
**Materials fee:**  $1,000 (Includes cost of learning materials, overalls, and hire of tools).
**Enrolment fee:** $250

**Payment –** On enrolment $3,500 is payable of which $250 is a non-refundable enrolment fee.  $2,250 is payable one week prior to the commencement of term 2 or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee –** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Work Shoes**
The following suppliers sell work shoes. Refer to the sites for information on prices.

https://www.Kmart.com.au     https://www.tradiesworkwearshop.com.au     https://www.hardyakka.com.au/

**Further Information**
Please contact the GIT Admission Team on details below:

NATIONALLY RECOGNISED
TRAINING

# AUR50216 Diploma of Automotive Technology

**AUR50216 Diploma of Automotive Technology**
CRICOS COURSE CODE 106299F

**Course Description**
This qualification reflects the role of individuals who diagnose, analyse, evaluate, design, and modify vehicle systems in the automotive retail, service, and repair industry.

**Target Market**
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who have successfully completed AUR40216 Certificate IV in Automotive Mechanical Diagnosis at the Gippsland Institute of Technology or at another RTO with the same units of competency as the Institute's CIV course.

➢ With little or no vocational experience.

➢ Who are 18 years of age at course commencement.

**Course Structure**
Students are required to complete 12 units comprising 1 core and 11 elective units.

**Core Unit**
AURAFA007       Develop and document specifications and procedures.

**Elective Units**

AURETB002     Analyse and evaluate electrical and electronic faults in dynamic control management systems.
AURETE001     Analyse and evaluate electrical and electronic faults in engine management systems.
AURETR034     Develop and apply electrical system modifications.
AURETR137     Diagnose complex faults in light vehicle safety systems.
AURLTB002     Analyse and evaluate faults in light vehicle braking systems.
AURLTD007     Analyse and evaluate faults in light vehicle steering and suspension systems.
AURLTE003     Analyse and evaluate faults in light vehicle engine and fuel systems.
AURLTQ003     Analyse and evaluate faults in light vehicle transmission and driveline systems.
AURTNA001     Estimate and quote automotive vehicle or machinery modifications.
AURTTA022     Develop and apply mechanical system modifications.
AURLTD109     Diagnose complex faults in light vehicle steering and suspension systems.

**Course Currency Status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810 and 4/43-45 Vesper Drive, Narre Warren, Melbourne Victoria Australia 3805. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised AUR50216 Diploma of Automotive Technology. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**

The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**

Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**

The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Option 1: Total duration: 26 weeks including holidays. This includes 24 weeks of term time and 2 weeks' holidays. Term time consists of two 12-week terms. Holiday period includes one 2-week term holiday.

Option 2: Total duration: 26 weeks including holidays. This includes 22 weeks of term time and 4 weeks' holidays. Term time consists of two 11-week terms. Holiday period includes one 2-week term holiday and a 2-week Christmas holiday.

**Course Hours and Commitment**

During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**

Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**

To gain entry to this course, students must have successfully completed the AUR40216 Certificate IV in Automotive Mechanical Diagnosis that contains the same units of competency as those delivered in the Gippsland Institute of Technology Certificate IV course. (Or demonstrate equivalent competence).

**English Language Entry Requirements**

Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**

Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment. Students must supply their own safety shoes with protective toecaps.

**Pre-Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning.  You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
Students who successfully complete this course may progress onto a Bachelor of Engineering (Automotive Engineering). Alternatively, students who successfully complete this course may progress onto the BSB50120 Diploma of Business or another related course that may facilitate career progression into a management position in the automotive industry.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities as an Automotive Diagnostic Technician, Automotive Technician, Service Technician, or related roles.  Successfully completing this course does not guarantee a graduate will secure a relevant job.

**Tuition Fee:** $5,500
**Materials fee:**  $1,000 (Includes cost of learning materials, overalls, and hire of tools).
**Enrolment fee:** $250

**Payment –** On enrolment $4,000 is payable of which $250 is a non-refundable enrolment fee.  $2,750 is payable one week prior to the commencement of term 2 or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee –** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Work Shoes**
The following suppliers sell work shoes. Refer to the sites for information on prices.

https://www.Kmart.com.au     https://www.tradiesworkwearshop.com.au     https://www.hardyakka.com.au/

**Further Information**
Please contact the GIT Admission Team on details below:

## BSB50120 Diploma of Business

**BSB50120 Diploma of Business**
CRICOS COURSE CODE 107991M

### Course Description
This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

### Target Market
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who have successfully completed year 12 or secondary studies in their home country or in Australia.

➢ With little or no vocational experience.

➢ Who are 18 years of age at course commencement.

### Course Structure
Students are required to complete 12 units comprising 5 core and 7 elective units.

### Core Units
| | |
|---|---|
| BSBCRT511 | Develop critical thinking in others. |
| BSBFIN501 | Manage budgets and financial plans. |
| BSBOPS501 | Manage business resources. |
| BSBSUS511 | Develop workplace policies and procedures for sustainability. |
| BSBXCM501 | Lead communication in the workplace. |

### Elective Units
| | |
|---|---|
| BSBOPS504 | Manage business risk. |
| BSBTWK503 | Manage meetings. |
| BSBLDR522 | Manage people performance. |
| BSBWHS521 | Ensure a safe workplace for a work area. |
| BSBSTR501 | Establish innovative work environments. |
| BSBLDR602 | Provide leadership across the organisation. |
| BSBLDR601 | Lead and manage organisational change. |

**Course Currency Status:** Current

### Location
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

### Course Intakes
Intakes throughout the year. Contact the Institute for details.

### Qualification
Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised BSB50120 Diploma of Business. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Total duration: 52 weeks including holidays. This includes 44 weeks of term time and 8 weeks' holidays. Term time consists of four 11-week terms. Holiday periods include three 2-week term and one 2-week Xmas's break.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students must have successfully completed year 12 or secondary studies in their home country or in Australia.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**

Students who successfully complete this course may progress onto the BSB60120 Advanced Diploma of Business or related course.

**Employment Pathway**

Successful completion of this qualification may provide access to frontline management career opportunities in a range of business functions or related roles. Successfully completing this course does not guarantee a graduate will secure a relevant job.

**Tuition Fee:** $10,000

**Materials fee:** $350 (Includes cost of learning and assessment materials).

**Enrolment fee:** $250

**Payment:** On enrolment $5,600 is payable of which $250 is a non-refundable enrolment fee. $5,000 is payable one week prior to the commencement of term 3 of the course or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Further Information**

Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

**BSB60120 Advanced Diploma of Business**
CRICOS COURSE CODE 107992K

### Course Description
This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

### Target Market
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who possess a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or has two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

➢ Who are 18 years of age at course commencement.

### Course Structure
Students are required to complete 10 units comprising 5 core and 5 elective units.

### Core Units
| | |
|---|---|
| BSBCRT611 | Apply critical thinking for complex problem solving. |
| BSBFIN601 | Manage organisational finances. |
| BSBOPS601 | Develop and implement business plans. |
| BSBSUS601 | Lead corporate social responsibility. |
| BSBTEC601 | Review organisational digital strategy. |

### Elective Units
| | |
|---|---|
| BSBWHS521 | Ensure a safe workplace for a work area. |
| BSBINS601 | Manage knowledge and information. |
| BSBSTR601 | Manage innovation and continuous improvement. |
| BSBLDR602 | Provide leadership across the organisation. |
| BSBLDR601 | Lead and manage organisational change. |

**Course Currency Status:** Current

### Location
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3810 and 16/14-17 Hogan Court, Pakenham, Melbourne, Victoria, Australia 3810. Students are also required to undertake some training and assessment activities in their own time.

### Course Intakes
Intakes throughout the year. Contact the Institute for details.

### Qualification
Upon successful completion of 10 units of competency, the participant will be issued a Nationally Recognised BSB60120 Advanced Diploma of Business. Where a participant successfully completes some but not all the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter:  trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations, and group work.  The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Total Duration: 52 weeks including holidays.  This includes 44 weeks of term time and 8 weeks' holidays.  Term time consists of four 11-week terms.  Holiday periods include three 2-week term and one 2-week Xmas's break.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes is scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course.  Students also have the option of attending a supervised study session for 4 hours per week.  Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement.  Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students must have successfully completed year 12 or secondary studies in their home country or in Australia.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications.  You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience, and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning.  You may be eligible for recognition of prior learning for part or all your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
Students who successfully complete this course may progress onto a Bachelor of Business or related course.

**Employment Pathway**
Successful completion of this qualification may provide career opportunities in supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions) e.g., department manager in a wide variety of organisations or related roles. Successfully completing this course does not guarantee a graduate will secure a relevant job.

**Tuition Fee:** $10,000
**Materials fee:** $350 (Includes cost of learning and assessment materials).
**Enrolment fee:** $250

**Payment:** On enrolment $5,600 is payable of which $250 is a non-refundable enrolment fee. $5,000 is payable one week prior to the commencement of term 3 of the course or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Further Information**
Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

**BSB50420 Diploma of Leadership and Management**

**BSB50420 Diploma of Leadership and Management**
CRICOS COURSE CODE 109005A

**Course Description**
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

**Target Market**
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.
➢ Who wish to undertake this course to access further study or employment opportunities.
➢ Who have successfully completed year 12 or secondary studies in their home country or in Australia.
➢ With little or no vocational experience.
➢ Who are 18 years of age at course commencement.

**Course structure**
Students are required to complete 12 units comprising 6 core and 6 elective units.

**Core Unit**
BSBCMM511 Communicate with influence.
BSBCRT511 Develop critical thinking in others.
BSBLDR523 Lead and manage effective workplace relationships.
BSBOPS502 Manage business operational plans.
BSBPEF502 Develop and use emotional intelligence.
BSBTWK502 Manage team effectiveness.

**Elective Units**
BSBFIN501 Manage budgets and financial plans.
BSBOPS501 Manage business resources.
BSBSUS511 Develop workplace policies and procedures for sustainability.
BSBOPS504 Manage business risk.
BSBTWK503 Manage meetings.
BSBWHS521 Ensure a safe workplace for a work area.

**Course Currency Status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3805. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised BSB50420 Diploma of Leadership and Management Where a participant successfully completes some but not all of the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Total duration: 52 weeks including holidays. This includes 44 weeks of term time and 8 weeks' holidays. Term time consists of four 11-week terms. Holiday periods include three 2-week term and one 2-week Xmas break.

**Course Hours and Commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes are scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry Requirements**
Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students must have successfully completed year 12 or secondary studies in their home country or in Australia.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience, and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
Students who successfully complete this course may progress onto the BSB60420 Advanced Diploma of Leadership and Management or related course.

**Employment Pathway**
Successful completion of this qualification may provide access to roles that involve supporting individuals and teams to meet organisational requirements in a range of business functions.

**Tuition Fee:** $10,000
**Materials Fee:** $350 (Includes cost of learning and assessment materials).
**Enrolment Fee:** $250

**Payment:** On enrolment $5,600 is payable of which $250 is a non-refundable enrolment fee. $5,000 is payable one week prior to the commencement of term 3 of the course 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Further Information**
Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

# BSB60420 Advanced Diploma of Leadership and Management

**BSB60420 Advanced Diploma of Leadership and Management**
CRICOS COURSE CODE 109006M

**Course Description**

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

**Target market**
The target market for this course is international students:

➤ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➤ Who wish to undertake this course to access further study or employment opportunities.

➤ Who possess a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or has two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

➤ Who are 18 years of age at course commencement.

**Course structure**
Students are required to complete 10 units comprising 5 core and 5 elective units.

**Core unit**
BSBCRT611 Apply critical thinking for complex problem solving.
BSBOPS601 Develop and implement business plans.
BSBLDR601 Lead and manage organisational change.
BSBLDR602 Provide leadership across the organisation.
BSBSTR601 Manage innovation and continuous improvement.

**Elective Units**
BSBFIN601 Manage organisational finances.
BSBSUS601 Lead corporate social responsibility.
BSBTEC601 Review organisational digital strategy.
BSBINS601 Manage knowledge and information.
BSBCMM511 Communicate with influence.

**Course currency status:** Current

**Location**
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3805. Students are also required to undertake some training and assessment activities in their own time.

**Course Intakes**
Intakes throughout the year. Contact the Institute for details.

**Qualification**
Upon successful completion of 10 units of competency, the participant will be issued a Nationally Recognised BSB60420 Advanced Diploma of Leadership and Management. Where a participant successfully completes some but not all of the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

**Delivery Methods**

The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**

Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**

The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Total duration: 52 weeks including holidays. This includes 44 weeks of term time and 8 weeks' holidays. Term time consists of four 11-week terms. Holiday periods include three 2-week term and one 2 week Xmas break.

**Course hours and commitment**

During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes are scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course. Students also have the option of attending a supervised study session for 4 hours per week. Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry requirements**

Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic entry requirements**

To gain entry to this course, students must possess a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

**English Language entry requirements**

Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs. Applicants can also arrange to undertake an English language test with the Institute.

**Resource entry requirements**

Students must supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

**Pre-Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

**Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**

Students who successfully complete this course may progress onto a Bachelor of Leadership or Management or a Graduate Diploma in Management.

**Employment Pathway**

Successful completion of this qualification may provide access to roles that require individuals to apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.  Roles will have accountability for personal and team outcomes within broad parameters.

**Tuition Fee:** $10,000
**Materials fee:** $350 (includes cost of learning and assessment materials).
**Enrolment fee:** $250

**Payment:** On enrolment $5,600 is payable of which $250 is a non-refundable enrolment fee. $5,000 is payable one week prior to the commencement of term 3 of the course or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.
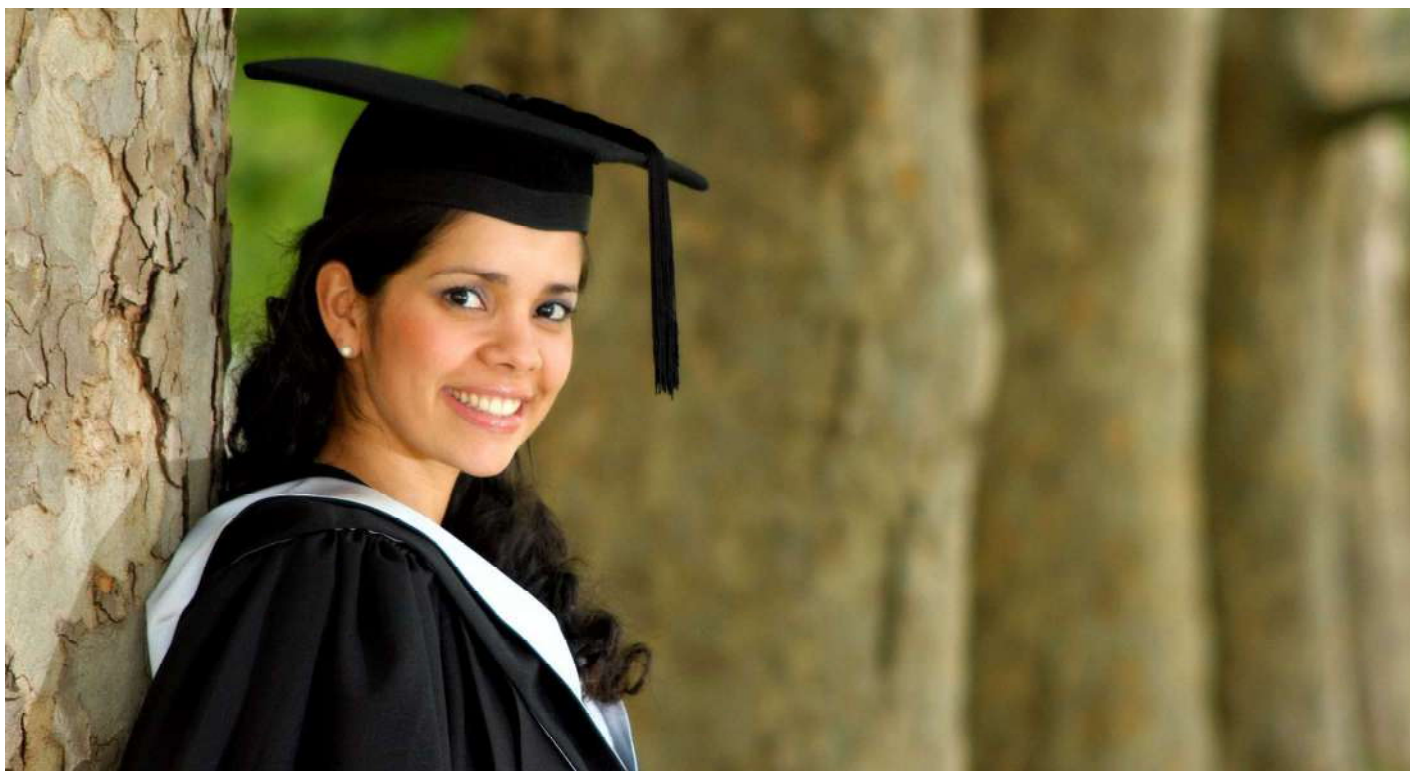
**Further Information**

Please contact the GIT Admission Team on details below:

www.git.vic.edu.au |+61 3 5941 5070 |+61 483 020 795 | info@git.vic.edu.au
4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

# BSB80120 Graduate Diploma of Management (Learning)

**BSB80120 Graduate Diploma of Management (Learning)**
CRICOS COURSE CODE 109007K

## Course Description
This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

## Target market
The target market for this course is international students:

➢ Who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

➢ Who wish to undertake this course to access further study or employment opportunities.

➢ Who are 18 years of age at course commencement.

## Course structure
Students are required to complete 8 units comprising 3 core and 5 elective units.

## Core unit
BSBHRM613 Contribute to the development of learning and development strategies.
BSBLDR811 Lead strategic transformation.
TAELED803 Implement improved learning practice.

## Elective Units
BSBSTR801 Lead innovative thinking and practice.
BSBFIN801 Lead financial strategy development.
BSBHRM611 Contribute to organisational performance development.
BSBINS603 Initiate and lead applied research.
BSBSTR802 Lead strategic planning processes for an organisation.

**Course currency status:** Current

## Location
Training and assessment will take place at the Gippsland Institute of Technology at 4/70 Main Street Pakenham, Melbourne Victoria Australia 3805. Students are also required to undertake some training and assessment activities in their own time.

## Course Intakes
Intakes throughout the year. Contact the Institute for details.

## Qualification
Upon successful completion of 8 units of competency, the participant will be issued a Nationally Recognised BSB80120 Graduate Diploma of Management (Learning). Where a participant successfully completes some but not all of the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

## Delivery Methods
The course is delivered via face-to-face training and independent study. The following techniques are employed during face-to-face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, research, role plays, practical demonstrations and group work. The context of the simulated

workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

**Assessment Methods**
Assessment methods used include knowledge questions, reports, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

**Course Duration**
The Institute offers this course with different term durations and holidays periods to address individual student needs and preferences.

Total duration: 52 weeks including holidays.  This includes 44 weeks of term time and 8 weeks' holidays.  Term time consists of 4 terms of 11-weeks.  Holiday periods include three 2-week term and one 2-week Xmas break.

**Course hours and commitment**
During term time students attend scheduled face to face classes for 16 hours per week. Face to face classes are scheduled during the day or night or mixture of both. Day time classes are 8 hours and night classes are 4 hours in duration. Day classes operate from 8.30am to 5.30pm and night classes 6.00 to 10.00pm.

Students will be required to undertake additional independent study and assessment activities completed outside of the classroom for approximately 10 hours per week. Independent study is a mandatory part of the course.  Students also have the option of attending a supervised study session for 4 hours per week.  Total study commitment per week is 26 hours per week (30 hours per week if attending supervised study sessions).

**Entry requirements**
Students must be over 18 years of age at the time of course commencement.  Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

**Academic Entry Requirements**
To gain entry to this course, students must have successfully completed year 12 or secondary studies in their home country or in Australia.

**English Language Entry Requirements**
Applicants for this qualification must have a minimum English language proficiency of IELTS 6.0 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

**Resource Entry Requirements**
Students must supply their own laptop with Microsoft Office software e.g. Office 365 Personal that includes Outlook, Word, Excel, PowerPoint, & Publisher. Institute will confirm the software requirements with each student pre-enrolment.

**Pre-Training Review**
To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications.  You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Gippsland Institute of Technology will then review this information and respond to you with the outcome of the review.

**Recognition of Prior Learning (RPL)**
Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning.  You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

**Credit Transfer**
You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**
Students who successfully complete this course may progress onto a Master of Business Administration or related course.

**Employment Pathway**
Successful completion of this qualification may provide access to roles that include leaders and managers in an organisation where learning is used to build organisational capability. Also, job roles that relate to this qualification may also include RTO Manager and RTO Director. Successfully completing this course does not guarantee a graduate will secure a relevant job.

**Tuition  Fee:** $15,000
**Materials fee:** $600 (Includes cost of learning materials).
**Enrolment fee:** $250

**Payment:** On enrolment $8,350 is payable of which $250 is a non-refundable enrolment fee. $7,500 is payable one week prior to the commencement of term 3 of the course or 3 or to help manage the cost of your study Gippsland Institute of Technology offers a payment by instalments. This means you make small regular payments. Your first payment is required to confirm your enrolment in the course.

**Recognition of Prior Learning Fee:** Refer to Fees and refund procedure for details. All fees indicated are in Australian dollars.

**Further Information**
Please contact the GIT Admission Team on details below:

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4/70 Main Street, Pakenham, Melbourne, VIC 3810, Australia
**RTO:** 45698 **CRICOS No:** 03921A

**Pre-Enrolment**

Students must read this International Student Handbook in full. Students are encouraged to contact Gippsland Institute of Technology at info@git.vic.edu.au or Ph: +61 3 5941 5070 if you are unsure about any information included in this handbook or have any questions. If you have an education agent, they may also be able to assist you with any enquiry.

Students are also encouraged to undertake research on living and studying in Australia prior to submitting an application.

**Education Agents**

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge.

**Migration Agents**

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Please Note: Although able to assist in completing education and visa applications, Education agents are not licensed to provide migration advice.

**Access & Equity**

Gippsland Institute of Technology staff treats all students fairly, equally and without discrimination. All staff activities and practice are guided by our Code of Conduct. Gippsland Institute of Technology provides access and equity to candidates with special learning needs.

As special needs extend to more than identified physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Gippsland Institute of Technology trainers take special needs into consideration from the planning stage onwards and adopt delivery and assessment methods as appropriate.

**Individual Learning Needs**

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical, or medical conditions or have vision or hearing impairments.
- Family or personal commitments that impact study.
- Poor experiences encountered when undertaking previous studies at or since leaving school.
- Why you want to undertake the intended course e.g., to access further study or employment opportunities.
- The amount of time you have available to study per week or the duration of time you must complete a course e.g., 1 year.
- Preferred learning style/ s. Some people learn best through reading, listening, or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills, and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full.  Particular attention should be paid to the sections that outline how Gippsland Institute of Technology and the specific course in which you are interested could address your learning needs. e.g., Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g., course aims, course durations and course demand per week, types of learning and assessment methodologies, further study, and employment opportunities on successful course completion.  students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g., Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Gippsland Institute of Technology full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

Gippsland Institute of Technology encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

**Enrolment Process**
To apply for a course please follow the steps outlined below:

1. Read International student handbook in full. Contact the Institute to request access to the policy and procedure manual and review in full.

2. Contact the Director of Studies with any questions and seek clarification on any area relating to your course and enrolment.  The Institute encourages all students to do this prior to submitting an enrolment application.

3. Complete the enrolment form on the Institute's website online or download form. Contact the admission team for more information.

4. Sign the Enrolment form to declare that you understand all the information provided and agree to the terms and conditions.

5. Complete the Pre-training review form. Sign the form.

6. Applicants who do not possess evidence of their English language ability should contact the Institute to undertake an English language test.

7. Return the Enrolment form and Pre training review along with supporting documentation (e.g., qualification certificates, copy personal details page on passport, evidence of English language ability) to Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810, or e-mail to info@git.vic.edu.au.

8. Gippsland Institute of Technology will assess your application and notify you of the outcome within 5 working days.

9. If your application is unsuccessful or incomplete Gippsland Institute of Technology will inform you in writing including reasons why the application was unsuccessful or indicate further documentation/ information to be provided.

10. If your application is successful, you will receive a conditional letter of offer.

11. Once all the conditions are met, you will receive a full letter of offer and written agreement.

12. Read the full letter of offer and Written agreement carefully and seek clarification on any area by contacting Gippsland Institute of Technology. The Institute encourages all students to do this prior to returning the Written agreement.

13. If you wish to accept the offer and understand all the relevant information provided, complete and sign the Written agreement to declare that you understand and accept all the information provided and agree to the terms and conditions of the offer.

14. Return the Written agreement along with supporting documentation to Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810, or e-mail info@git.vic.edu.au.

15. Pay the relevant fees indicated in the Written agreement.

16. Once the completed and signed Written agreement and payment of fees have been received by Gippsland Institute of Technology a Confirmation of Enrolment (CoE) will be forwarded to you along with information on the course start date.

17. Students will use this CoE to secure a student visa.

**Recognition of Prior Learning (RPL)**
All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences.  The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge, and skills requirements.  The RPL Enrolment form is available on request from the Training Manager.

**Credit Transfer**
Gippsland Institute of Technology recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTO's).  Candidates who have successfully completed whole units of competency contained within one of our courses with another Australian RTO can apply for credit transfer.  Credit Transfer applications are processed free of charge.

Both processes allow the candidate to reduce the time and study load associated with achieving a qualification. Students may apply for Credit Transfer by submitting a Credit Transfer Enrolment form along with original certificates/ statements of attainment to the Training Manager.  The CT/RPL Enrolment form is available on request from the Training Manager.
Further information on the RPL/ CT process can be accessed by contacting the Training Manager.

** Please note that RPL and CT applications can only be considered for whole units of competency.

**Unique Student Identifier**
From the 1st of January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

Gippsland Institute of Technology collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct Gippsland Institute of Technology to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

**Privacy notice and use of personal information**
Gippsland Institute of Technology treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent. **

**Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and ESOS Act 2000 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Home Affairs (DHA) and other regulatory bodies or to a court of Law. ** Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Gippsland Institute of Technology to:
- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this privacy notice



NATIONALLY RECOGNISED
TRAINING

**Training Guarantee**
Gippsland Institute of Technology will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Gippsland Institute of Technology being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Gippsland Institute of Technology takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Gippsland Institute of Technology implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason Gippsland Institute of Technology must make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

Gippsland Institute of Technology is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students, Gippsland Institute of Technology will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

**Student Orientation**
Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Gippsland Institute of Technology during the course. It is also an opportunity for students to ask any last-minute questions.

**Training**
Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence, and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Students are provided the opportunity to undertake part/ full time, online, distance, workplace, or a blended delivery mode for most courses. Please refer to course information pages for further details.

Institute could merge two classes into one this change occur as necessary during your time of study at Gippsland Institute of Technology and will result in some changes to the class schedule.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills, so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching, and practical demonstrations. Delivery will take place at our campus or in the student's workplace and will involve a mixture of classroom and simulated work-based environments to develop competency.

The safety of all students is of utmost importance. Students must comply with all safety guidelines and protocols when using any tool or equipment during practical training. Students are responsible for any damage or loss of equipment while under their care. They are also responsible for reporting any damage or malfunction of equipment to the trainer. Students may only use the tools and equipment for academic purposes and with the permission of their trainer. Students must properly maintain and clean equipment after use. Students may collaborate with others on academic projects, but each student is responsible for their own safety and use of the equipment.

**Assessment**
Student's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment student submissions will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point, they must re-enrol and undertake the training again. This will incur a fee.

**Satisfactory Course Progress (National code Std 8)**
Gippsland Institute of Technology monitors students course progress and provide assistance if a student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to academic, personal/ welfare and English language supports services is provided to assist students to successfully complete their course within the scheduled duration. Gippsland Institute of Technology may refer students to an external support organisation if they are experiencing personal/ welfare issues that are affecting their course progress.

Students identified as 'at risk' of not maintaining satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress.

It is a requirement of your student visa to maintain satisfactory course progress. If you do not successfully complete 50% of the scheduled units in your course over two successive study periods you will be reported to Department of Home affairs (DHA) which may lead to cancellation of your student visa. Please refer to the Course progress policy and procedure for further details. Request a copy via email.

**Attendance**
Gippsland Institute of Technology staff record student attendance at each session, and this will be recorded in accordance with Gippsland Institute of Technology policy and procedure.

It is a requirement for students to attend all scheduled classes and maintain satisfactory course progress. Gippsland Institute of Technology recognizes that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all of part of a planned session, they are to contact the Training Manager.

Gippsland Institute of Technology will monitor student's attendance and provide appropriate support to facilitate successful course completion within the scheduled duration.

Students who do not attend classes tend to experience course progress issues that impacts their ability to satisfactorily complete the course. Student who are experiencing issues that impact their ability to attend all scheduled classes encouraged to contact their trainer or the student support officer.

If you do not successfully complete 50% of the scheduled units in your course over two successive study periods you will be reported to DHA which may lead to cancellation of your student visa. Please refer to the Course progress policy and procedure for further details. Request a copy from: info@git.vic.edu.au.

If students are absent from an assessment due to illness or other circumstances and they can provide documentation to explain the absence (for example, a medical certificate), students must then arrange a time with the trainer to re-sit/ re-submit any missed assessment.

**Academic Support**
Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. Students who are experiencing language, literacy and numeracy difficulties during the course can access support from our trainer or we can arrange referral to external support services.

Gippsland Institute of Technology can provide and/ or arrange English language/ academic support including but not limited to:

- Advice and guidance on how to manage the study load,
- Helping students adjust to the learning and assessment process.
- Provide guidance and assistance with addressing homework issues.
- Reviewing learner materials with the student
- Arranging extra tuition, materials, and exercises,
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises to develop understanding.

- Arranging access to computers
- Arranging access to modified resources
- Provide opportunities to re-attempt assessments.
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks.
- Arranging catch up classes during non-scheduled class time and/ or holidays.
- Providing opportunities to catch up.
- Providing guidance with organisation/ time management skills

**Personal/ Welfare Support**
We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion.

Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or the Gippsland Institute of Technology Student support officer. The student support officer can provide advice and support to international students on the follow types of matters:

- Finding a job and accommodation and related matters
- Traveling to or from the Institute
- Finding cultural foods
- Provide students support and advice to international students on how to adjust to living and studying in Australia.
- Course and career progress
- Applying for future courses
- Institute administrative processes
- Recreational activities
- Accessing support services
- Accessing legal services, emergency, and routine health services
- Opening a bank account
- Overseas Student Health Cover
- Completing forms and other documentation
- Understanding and accessing Gippsland Institute of Technology support services/ processes e.g., Complaints and appeals process.
- Course progress and attendance matters
- Accessing information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

**External Student Welfare Support**
Any student who is experiencing personal/ welfare issues that require counselling can access the Gippsland Institute of Technology external welfare counselling service. The student support officer can arrange this.

Wheelers Park Medical Centre will provide student welfare services to Gippsland Institute of Technology students who are referred from Gippsland Institute of Technology. Gippsland Institute of Technology will liaise with Wheelers Park Medical Centre, the student and to facilitate the arrangement and provision of counselling services.

Wheelers Park Medical Centre will provide counselling for personal/ welfare issues where it has been identified by the student and/ or Gippsland Institute of Technology that the student requires access to counselling services.

Students are liable to pay the fees incurred if they access external welfare support services during their studies at Gippsland Institute of Technology. The Institute will not charge any fees for arranging access to external support services.

**Examples of issues that will require referral may be:**
- If the student is encountering anxiety/ depression or displaying symptoms of mental health issues

- If the student is experiencing significant difficulties with adjusting to Australia and/ or life without their family support network
- If the student has personal issues around relationships, issues with members of their family that are subsequently negatively impacting the student.
- If the student has issues with drugs or alcohol or some other form of dependency.

**English Language Support**
Students who experience difficulties with English language are provided support by our student services department. If a student is having difficulty understanding lessons, reading and or submitting written work to an appropriate standard they should be referred to the student services department.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available to you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require. Contact the Student services officer for further information.

**Recreational Activities**
The Gippsland Institute of Technology arranges sports/ recreational activities for students throughout the year.  The sports and recreational activities may include:

- Sports events – Soccer, Tennis, Cricket, AFL, Melbourne Cup
- Festivals – Local Street Music, Arts, and Food Festivals
- Trips to local attractions
- Tour of Melbourne and Surrounds
- Movies – in Gippsland Institute of Technology and/ or at the cinema
- Arranging sports activities – Swimming, Tennis, Badminton, Cricket
- Cultural food nights in the Gippsland Institute of Technology

A list of activities is produced and displayed on the notice boards around the Gippsland Institute of Technology. Students are made aware of the availability of activities during orientation. The student support officer prepares the activities schedule and are the point of contact for students.

Attendance at most events is free apart from those that require an entrance fee to be paid. e.g., attending sporting events

Use the following guide to assist in identifying who you should contact:

| Issue | Who to contact | What will happen | Contact details |
|---|---|---|---|
| Academic problems Course progress problems Study problems Attendance problems English language problems Assessment problems Homework problems Course Credit | Trainer Student support officer | Gippsland Institute of Technology staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. Gippsland Institute of Technology staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact person's skills/ abilities to assist you, they will refer you to either other internal staff member/s or to external support contacts who have the skills and experience to assist you. <br><br> Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy | +61 3 5941 5070 <br><br> info@git.vic.edu.au |

| | | | |
|---|---|---|---|
| Student records Attendance records Course progress records | Trainer Administration staff | You will be asked to verify your identity. You will be given help to understand the content of the records. Your records will be made available to you and the details explained. Any errors or omissions will be corrected | +61 3 5941 5070 info@git.vic.edu.au |
| Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program | Student Support officer (SSO) | The SSO will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The SSO will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the SSO's skills/ abilities to assist you, they will refer you to either other internal staff member/s or to external support contact/ s who have the skills and experience to assist you. The SSO may provide advice and referral to websites and/ or services that can assist you with the issue/ problem. | +61 3 5941 5070 info@git.vic.edu.au |
| Notice of intention to report | Student Support officer (SSO) Training Manager | The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student. The Training Manager will explain the process of reporting and potential outcomes. The Training Manager will provide contact details for DHA. Students have the right to access the Complaints and appeals process at any time if they have a ground to appeal the decision to issue the notification. | +61 3 5941 5070 info@git.vic.edu.au |
| Fees and refunds Access to your own records | Training Manager Administration | You will be given help. Your fee records will be provided and explained Any errors will be corrected. Payment plans will be discussed. Payment options will be discussed. Your records will be made available to you and the details explained. Any errors or omissions will be corrected | info@git.vic.edu.au |
| For visa matters | Department of Home Affairs (DHA) | You will receive official government department advice | • Immigration and citizens (homeaffairs.gov.au) • Phone 131 881 in Australia • Contact the DHA office in your country. |
| For your ESOS rights and responsibilities | Department of Education (DOE) | You will receive official government department advice | • http://cricos.gov.au/ ESOS • Helpline +61 2 6240 5069 |

Gippsland Institute of Technology does not charge students any fees for arranging access to external support services. External support services may charge students a fee for accessing their services.

**Academic Conduct**

Students are also required to adhere to the Gippsland Institute of Technology Code of conduct. If a student is found to have acted in a way that the Gippsland Institute of Technology deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At the Gippsland Institute of Technology our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism, or collusion. Cheating, plagiarism, and collusion can occur over confusion about what the definitions of each are. The following information is intended to provide guidance and prevent their occurrence.

**Cheating**

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones, and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Aiding another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

**Plagiarism**

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism.

If a student copies another Student's work and passes this of as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g., passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: http://www.plagiarism.org/ or contact the Training Manager at info@git.vic.edu.au.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

**Collusion**

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- Be Reprimanded.
- Be required to repeat the assessment or complete a new assessment task.
- Fail all or part of the assessment.
- Be suspended from studies.
- Have your enrolment cancelled.

**Complaints and Appeals**

If student's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another Gippsland Institute of Technology staff member. Gippsland Institute of Technology staff will attempt to resolve this in an informal manner to the students's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.
If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.
An external party to Gippsland Institute of Technology will review the case to identify if Gippsland Institute of Technology has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

The availability of the Gippsland Institute of Technology Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

**Student Feedback**

To ensure we continually improve our training services and facilities Gippsland Institute of Technology encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

**Certificates, Record of Results and Statements of Attainment**

Gippsland Institute of Technology is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

Gippsland Institute of Technology will issue students a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to Gippsland Institute of Technology have been fully paid by the student.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with Gippsland Institute of Technology may be able to access job opportunities. However, students should note that successfully completing a course at Gippsland Institute of Technology does not guarantee that they will gain employment in a job role/ industry.

Please visit the websites below to find out all about studying in Australia.

**Victoria**
http://www.study.vic.gov.au/deecd/learn/student-programs/en/student-programs_home.cfm

http://www.visitvictoria.com/

http://www.tourism.vic.gov.au/

http://www.studyinaustralia.gov.au/explore-australia/victoria

http://www.studymelbourne.vic.gov.au

http://www.australia.com or http://www.thatsmelbourne.com.au

**Study in Australia**
http://www.studyinaustralia.gov.au/  Is an Australian Government owned website that details information on living and studying in Australia including why choose Australia; The Australian Education System; Education Costs; Bringing your children; English Courses; holidays; accommodation; support services; visa compliance; working; living costs; health and safety; insurance; banking; phone and internet; Overseas Student Ombudsman; transport and more...

**Living in Australia**
http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm

**Overseas Students Ombudsman**
http://www.oso.gov.au/

**Department of Home Affairs (DHA)**
The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.  Visit https://www.homeaffairs.gov.au/Trav for the latest information.

**Student Visa Options**
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

**Student Visa Conditions**

If you are granted a visa, you must abide by its conditions.  Failure to comply with these conditions could result in the cancellation of your visa.
*These conditions include (but are not limited to):*

- Complete the course within the duration specific on the CoE
- Maintain satisfactory academic progress.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with your principal education provider for 6 calendar months, unless issued a letter of release from the Gippsland Institute of Technology to attend another institution.
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions

**Australia**
Australia is the world's sixth-largest country by total area and has a population of approximately 23 million people, with most people staying in the 6 major Cities of Melbourne, Sydney, Adelaide, Perth, Brisbane and Darwin.

The country is split into states and territories being Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia, and Tasmania.

Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

**Victoria**

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are several large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

**Melbourne**



Melbourne is a great place to live and study. Melbourne has been consistently ranked as "one of the world's most liveable cities" by the economist intelligence unit (UK). The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

In 2000 Melbourne was accredited as a "Safe Community" by the world health organization – the first Australian capital city to achieve this standing. Melbourne's residents represent 140 nationalities and speak 151 languages. Thirty percent of Melbourne 's total population was born overseas, and Melbourne has the largest population of international students in the country.

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.  The city is the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations and 170 cultures living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros, and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.  Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains, and trams.

**Safe and Friendly**
Melbourne is one of the safest cities in the world to live, work and study. The locals are friendly, and the city's multicultural vibe means you'll instantly feel at home here. Whether you're heading out for a bite to eat, exploring the parks and leafy boulevards, or just catching the tram to Gippsland Institute of Technology, you'll always feel secure and welcome.

**A Shopper's Paradise**
With locally designed originals and the best of international brands to choose from, Melbourne shoppers are spoilt for choice.

**A Sporting Capital**
Melbourne's sporting calendar is packed with electrifying events. Cheer on your favourites at the Australian Open Tennis Championships, A- League Soccer, Formula 1 Grand Prix and Melbourne Cup Carnival, or head to the Melbourne Cricket Ground for the best Aussie Rules football experience.

**Food**
The melting pot of cultures in Melbourne is reflected in its restaurants, cafes, bistros, and bars. You can feast on a dizzying spread of the world's great cuisines or just follow your nose down a cobblestoned.  Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

**Culture**
Melbourne kicks up its heels all year round, offering everything from opera and Broadway spectaculars to contemporary dance and comedy. The art scene evolves with constant displays at museums, galleries, public art spaces and artist-run venues throughout the city.

**Religion**
Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, and synagogues are in most major cities. Some universities have their own spiritual groups on campus.

**Weather**
As a rule, Melbourne enjoys a temperate climate with warm to hot summers, mild and sometimes balmy springs and autumns, and cool winters.   While Melbourne has a reputation for rain, the city receives less rainfall than either Brisbane or Sydney.
Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD.  In winter, enjoy the warmth of cosy cafes and bars. Spring is a time for renewal – a great time to head back into our parks and revel in our beautiful gardens.

Melbourne's climate is mild temperate, with four distinct seasons. Average temperatures in summer are 14-24C, in spring and autumn are 10-20C, and cool winters average 7-14C.

You can check the latest weather conditions, forecasts, and weather warnings at http://www.bom.gov.au/

**Surrounding Areas to Visit**
Melbourne is in the Australian state of Victoria. There are lots of unique attractions that are easily accessible as day trips, including:

- The Great Ocean Road and Twelve Apostles
- Thermal spas in Hepburn Springs
- Phillip Island's Penguin Parade
- Yarra Valley wineries
- The snowfields in Victoria's High Country
- Healesville Sanctuary, where you'll come face-to-face with some of Australia's unique native animals.

**You can visit the website for more information**
http://www.thatsmelbourne.com.au/visitors/tours/Pages/ToursCruises.aspx
**Other Useful Sources of Information**

**Australia Post**
Lists Australian postcodes and post office locations:
**Web**: www.auspost.com.au

**Around Victoria**
**Web**: www.visitvictoria.com

**In Melbourne**
**Web**: www.thatsmelbourne.com.au
**Web**: www.visitmelbourne.com
**Live in Melbourne**
**Web:** https://liveinmelbourne.vic.gov.au

**Library**
State Library of Victoria
**Web:** http://www.slv.vic.gov.au/

**Department of Foreign Affairs and Trade (DFAT)**
As well as links from the DHA website the Department of Foreign Affairs and Trade website
http://www.dfat.gov.au/embassies.html   has a comprehensive list of Australian embassies, high commissions, consulates, and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

| | |
|---|---|
| China PR | (03) 9822 0604 |
| India | (02) 6273 3999 |
| Indonesia | (03) 9525 2755 |
| Japan | (03) 9639 3244 |
| Korea South | (02) 6273 3044 |
| Malaysia | (03) 9820 0921 |
| Taiwan | (03) 9650 8611 |
| Thailand | (03) 9650 1714 |
| Vietnam | (02) 6268 6059 |



NATIONALLY RECOGNISED
TRAINING

Students will need to make their own travel arrangements to Australia.  Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

**Things to Do:  Before Leaving Home:**                                                              ☑

- ☐ Apply for passport.
- ☐ Arrange student visa.
- ☐ Contact Gippsland Institute of Technology
- ☐ Complete required forms with Gippsland Institute of Technology
- ☐ Make payments to Gippsland Institute of Technology
- ☐ Arrange for immunisations and medications from doctor.
- ☐ Apply for a credit card and/or arrange sufficient funds.
- ☐ Confirm overseas access to your funds with your bank.
- ☐ Make travel arrangements.
- ☐ Arrange travel insurance / OSHC.
- ☐ Advise institution of travel details
- ☐ Arrange accommodation.
- ☐ Arrange transport from airport to accommodation.
- ☐ Pack bags being sure to include the following:
- ☐ Name and contact details of a Gippsland Institute of Technology representative.
- ☐ Enough currency for taxis, buses, phone calls etc. in the event of an emergency.

**Important documents:**

- ☐ THIS Handbook!
- ☐ Passport.
- ☐ Letter of Offer.
- ☐ Confirmation of Enrolment (eCoe).
- ☐ Certified copies of qualifications & certificates.
- ☐ Travel insurance policy.
- ☐ ID cards, drivers' licence, birth certificate (or copy).
- ☐ Receipts of payments paid.
- ☐ Medical records and / or prescriptions.

*If you are travelling with your family, you will need to include their documents as well.*

*Keep all documents in your carry-on luggage.  In case you lose the originals, make copies that can be left behind with family and sent to you.*

**Upon Arrival in Australia:**                                                                       ☑

- ☐ Call home
- ☐ Settle into accommodation
- ☐ Contact Gippsland Institute of Technology
- ☐ Purchase household items and food
- ☐ Enrol children in school (if applicable)
- ☐ Attend international student orientation at Gippsland Institute of Technology (compulsory)
- ☐ Advise Gippsland Institute of Technology of your address, phone and email
- ☐ Get student ID card.
- ☐ Advise health insurance company of address & get card.
- ☐ Open a bank account.
- ☐ Attend faculty/course specific orientation sessions.
- ☐ Get textbooks.
- ☐ Start classes.
- ☐ Apply for tax file number if seeking work.
- ☐ Get involved in student life and associations (e.g., music, sporting, and cultural clubs).

**What to Bring**

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.  For further information visit the Australian Customs website: http://www.customs.gov.au/

For information on how much luggage you can bring check with your airline.

**Information and Tips in Various Languages -**

http://www.customs.gov.au/knowbeforeyougo/default.asp

**Australian Customs for Arriving Travellers -**

http://www.customs.gov.au/site/page4351.asp

**Guide for Travellers -**

http://www.customs.gov.au/webdata/resources/files/GuideforTravellers-WEB2.pdf

**Various  Other Information on Living in Australia**

http://www.studyinaustralia.gov.au/global/live-in-australia

http://www.studyinaustralia.gov.au/global/why-australia

**Bringing Family**

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website).  Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

**Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia.
- Possible higher rent for a larger home.
- Limited employment opportunities for your spouse.
- Extra costs for food, clothing, and other necessities.
- The effect on you and your studies if your family is not happy in Australia.
- Whether your children will adjust to school in Australia.
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: https://www.homeaffairs.gov.au/Trav

**Child Care**

Finding suitable childcare in Australia requires patience and planning.  Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

**Schools**

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1.  It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2.  You will need to provisionally enrol your child in a school before you leave your home country, and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3.  The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4.  You will be responsible for school fees and other costs including school uniforms, books, excursions, and stationery.
5.  When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities, and the size of individual classes.
6.  You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

**For Further Information, Please Contact**

**Victorian schools**

There are two types of schools in Australia – State schools and independent schools.
http://www.education.vic.gov.au/school/parents/

Directory of State and Independent Schools Victoria
http://www.education.vic.gov.au/findaservice/home.aspx

**Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals, and other health care services.

**Medical Issues**

From time-to-time people may get sick and need to access medical professionals, hospitals, dentists, and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students must arrange this themselves with any of several health insurance providers.

**Overseas Student Health Cover (OSHC)**

International students are required by the Australian government to join a private health insurance scheme. The OSHC premium cover must be paid during enrolment before a student visa is issued. You will need to purchase the OSHC at the same time as paying the course fees. The OSHC entitles you to free hospital cover and will contribute to standard doctor's fees.

It is a visa requirement that all overseas students possess OSHC while they are studying at the institute.
An example of current OSHC fees is:

An example of current OSHC BUPA fees is:

- Single (for 12 months) $654          Couple (for 12 months) $3,796
- Family (for 12 months) $8,274

Some students may be exempt from enrolling in the OSHC such as students from countries whose governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors.  You should determine if you are eligible before you apply for your visa to come to Australia.

**OSHC FACTSHEET (Australian Government)**

https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf

**COVID 19 Pandemic**

At the time of writing this handbook (August 2020) Australia is gripped by the COVID 19 pandemic.  Students are encouraged to access, read, and implement the Department of Health and Human Services and Safe Work Australia guidance on how to prevent and control the hazards and risks resulting from COVID 19.

https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19

https://www.dhhs.vic.gov.au/staying-safe-covid-19

https://www.dhhs.vic.gov.au/face-masks-and-coverings-covid-19

https://www.dhhs.vic.gov.au/face-coverings-work-covid-19

https://www.dhhs.vic.gov.au/four-square-metre-rule-covid-19

https://www.dhhs.vic.gov.au/working-home-covid-19

https://www.safeworkaustralia.gov.au/covid-19-information-workplaces

https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf

https://www.dhhs.vic.gov.au/getting-tested

https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19

https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19

https://www.dhhs.vic.gov.au/information-older-people-and-seniors-covid-19

https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19

https://www.dhhs.vic.gov.au/apartments-and-multi-dwelling-properties-coronavirus-covid-19

https://www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19

https://www.dhhs.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus

https://www.dhhs.vic.gov.au/information-and-supports-public-housing-restrictions-covid-19

https://www.dhhs.vic.gov.au/financial-support-coronavirus-covid-19

**Australian Laws and Student Rights**

https://www.australia.gov.au/information-and-services/education-and-training/international-students
https://www.australia.gov.au/information-and-services/jobs-and-workplace/whs-workplace-health-and-safety
https://www.australia.gov.au/information-and-services/jobs-and-workplace/working-conditions

**Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

**Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phone cards.

Phone cards are pre-paid for use in public pay phones and can be bought at many retail outlets in denominations of $A5, $A10, $A20 and $A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.
Mobile phones are very popular and can be purchased from several retailers.

**Banks**

International students can access free banking from most of the main banks.  It's easy and straight forward to open an account by popping into a branch with your passport and student card.  The main Australian banks are ANZ, Westpac, Commonwealth and NAB.  These can be found throughout the city and suburbs.  Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

http://www.westpac.com.au   http://www.anz.com.au/personal/  http://www.nab.com.au

http://www.commbank.com.au

**Credit Cards**

Credit cards are widely accepted around Australia. The most accepted credit cards are MasterCard and Visa.

**Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50, and $100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured $1 and $2 coins.

**Working in Australia**

Students can currently work 20 hours per week during the Gippsland Institute of Technology study time and full-time during term breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students.  Please contact the Department of Home Affairs or the Gippsland Institute of Technology for further details.  International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment.  Department of Home Affairs website https://www.homeaffairs.gov.au/Trav

**Employee Rights**

Employees in Australia have protections under relevant legislation and regulations. This aim of legislation and regulation is to ensure fair, equal, and safe treatment while you are at work. Information on your rights and protections while working for an Australian employer during your studies can be accessed at:

https://www.studyinaustralia.gov.au/english/live-in-australia/work/fair-work-ombudsman/provider-toolkit
https://www.australia.gov.au/information-and-services/education-and-training/international-students
https://www.australia.gov.au/information-and-services/jobs-and-workplace/whs-workplace-health-and-safety
https://www.australia.gov.au/information-and-services/jobs-and-workplace/working-conditions
https://www.australia.gov.au/directories/australia/fairwork

*The Fair Work Ombudsman promotes harmonious, productive, and cooperative workplaces. They help employees, employers, contractors, and the community to understand and comply with Australia's workplace laws. They provide information and advice, investigate workplace complaints, and enforce Commonwealth workplace laws.*

*Source: Australian Fair Work Ombudsman website December 2018.*

Students must remember the main purpose of their time in Australia is to achieve the qualification in which they have enrolled. Therefore, work, and social commitments must not interfere with achieving a qualification. Work and social activities must be planned around attending scheduled classes and completing homework and assessment requirements.

**Tax File Number**

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.  Students can apply for a tax file number via: https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/.  At the end of each financial year (30 June), international students need to lodge their tax return through an accountant.

**Budgeting**

You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered.

The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. School students in Australia typically spend a little less - about $265 a week - on accommodation and food, entertainment, transport, and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle.

The DHA provide the following guidance to International students - Cost of living per student - $21,041 per year, plus school tuition fees.

If you are bringing your family, you will need to budget for additional living costs. You will need a minimum of A$7,362 per year for your spouse and A$3,152–$11,448 per year for each child, depending on whether they are school age. If your children are of school age, you will need to budget for school fees and uniforms.

For further information refer to: http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living

**Initial Set Up Costs:**

When you first arrive in Australia you will need to spend money getting settled and setting up various things e.g., accommodation.  The following are the approximate costs you will need when you begin your study experience:

Temporary accommodation (2 weeks) – A$700
Food and transport (1 month) – A$700
Rent in advance– A$600.
Bond (usually 1 month, refundable after leaving) – A$800+
Furniture, bedding, and kitchenware – A$1,200
Connection charges (for utilities) – A$200

**Accommodation:**

**Student Apartments**
Living in a student apartment combines the independence you get from living alone with the social aspect of living with fellow international students. Apartment buildings will house students from all nationalities, some of whom may be your classmates, or studying at a school close to you. Apartments will frequently hold social activities encouraging interaction between tenants.

| | |
|---|---|
| **Uni Lodge** | **Student Housing Australia** |
| 238 Flinders Street | 6 High Street |
| Melbourne Vic 3000 | North Melbourne Vic 3051 |
| Tel: +61 03 9224 1500 | Tel: +61 03 9663 1188 |
| Email: unilodge.flinders@unilodge.com.au | Email: info@s-h-a.com.au |
| Website: www.unilodge.com.au | Website: www.s-h-a.com.au |

**Homestay**
Homestay accommodation involves living with an Australian family and adapting to their ways of life. It is a fantastic opportunity for students who wish to immerse themselves in the Australian culture and improve their English. The minimum stay for Homestay accommodation is four weeks and it can be used as either a long-term accommodation option or as a short-term option while you settle in the Australian life.

**Temporary Accommodation:**

**Hotels, Motels & Backpackers**
Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bay if you choose this option.

**Backpackers**
Generally designed for travellers staying short term, backpacker accommodation can be a great short term (1-2 weeks prior to course commencement) way to familiarise yourself with Melbourne while deciding what longer term accommodation you may like to have. Backpacker hostels generally provide you with a room with a bed. Bathrooms and kitchens are shared amongst all tenants. This creates a highly social environment amongst people from all nationalities

**The Friendly Backpacker**

197 King Street
Melbourne Vic 3000
Tel: +61 03 9760 1111
Website: www.friendlygroup.com.au
The Gippsland Institute of Technology is able to assist you in finding short term accommodation prior to arrival. Gippsland Institute of Technology will assist students by helping them access the accommodation agencies/ sources listed below.  Please contact us at info@git.vic.edu.au for further details.

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre.  Students can expect to pay between approximately $200 - $400 per week for a room in a share house close to the city centre.

The Gippsland Institute of Technology does not offer accommodation services; however, the Gippsland Institute of Technology is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to organise accommodation prior to arrival in Australia.

The following types of accommodation are available for international students (prices are approximate):

1. Full Board (Home stay) AU$300 - AU$450 per week
2. Student house AU$250 - AU$300 per week
3. Half - Board AU$250 - AU$350 per week (plus expenses).
4. Leasing a House/Flat - AU$280 - AU$500 per week (unfurnished)

You can access information on share accommodation at the following links:

**Student Housing Australia** - http://sha.com.au

**Share Accommodation** - http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw

**Youth Central Housing and Accommodation** - http://www.youthcentral.vic.gov.au/housing-accommodation

**Study in Australia -** http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

**Newspaper classifieds:** Herald Sun, The Age

**Transport**
Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and several regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

Students may drive in Australia on a valid overseas driver's licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Melbourne has an efficient public transport system (buses, trains, and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns.

The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to www.ptv.vic.gov.au

Now international students cannot access concession rates of travel on the public transport system.  To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

The City of Melbourne and the metropolitan area is split into travel zones and fares are charged depending on which zones you are travelling between.

**Examples of Travel Costs on Public Transport**

**Two Hour of Travel Fair Table**

|  | Zone 1+2 | Zone 2 |
|---|---|---|
| **Full Fare** | $4.60 | $3.10 |
| **Concession** | $2.30 | $1.55 |

**All Day Travel Fare Table**

|  | Zone 1+2 | Zone 2 |
|---|---|---|
| **Full Fare** | $9.20 | $6.20 |
| **Concession** | $4.60 | $3.10 |

For further information refer to:
Metrolink at http://www.metlinkmelbourne.com.au
Travellers Aid at http://www.travellersaid.org.au

**Road Maps and Directions**
Web: www.street-directory.com.au

**Melbourne Airport**
Dial: 03 9297 1600
Web: www.melbourneairport.com.au

**Melbourne Airport Bus**
Skybus operates between Melbourne Airport and the city centre:
Web: www.skybus.com.au

**Taxi Services**
Dial: 132 227

**Public Transport – in Melbourne**
Metolink
**Dial**: 1800 800 007
**Web**: www.ptv.vic.gov.au

**Public Transport – Around Victoria**
VLine
**Web**: www.vline.com.au

**Food**
Due the diverse nature of Melbourne's population international students has a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home.  Main meals in cheaper restaurants cost approximately $10.00-14.00.

However, this may vary depending on the season, suburb, and quality of the eatery.  Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Hungry Jackes are also available and generally range from around AUD$8.00 -

AUD$14.00. Indicative costs of groceries are milk 1 litre $2.10, bread 1 loaf $3.50, apples 1 kg $4.00, potatoes 1 kg $4.00, eggs 1 dozen $4.00, cereal 1kg $3.00, fruit juice 2 litres $4.00, rice 1 kg $2.00, fish and meat vary enormously depending on type/ quality.

**Some Other Indicative Costs**

Listed below are prices of some items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Shoes 1 pair $75.00, Jeans 1 pair $85.00, Toothpaste 140g $3.00, Shampoo 500ml $3.50
T-shirt $25.00, Hairdresser $25.00 to $45.00, Newspaper $2.50, Cinema ticket $20.00

To review prices of every price and, clothing/ household good refer to the following websites:

www.coles.com.au          www.woolworths.com.au          www.aldi.com.au
www.target.com.au          www.kmart.com.au

For further information refer to: http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living

**Occupational Health and Safety**

Gippsland Institute of Technology conducts regular Health & Safety reviews covering all Gippsland Institute of Technology operations to ensure our facilities, equipment, materials, and practices comply with all OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Gippsland Institute of Technology staff are providing OHS information it is important that this is understood, and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

https://www.safeworkaustralia.gov.au/contacts-your-stateterritory/contacts-victoria
https://www.safeworkaustralia.gov.au/resources-publications/guidance-materials
https://www.vic.gov.au/health-community.html
https://www.australia.gov.au/information-and-services/education-and-training/international-students
https://www.australia.gov.au/information-and-services/jobs-and-workplace/whs-workplace-health-and-safety
https://www.australia.gov.au/information-and-services/jobs-and-workplace/working-conditions
https://www.australia.gov.au/directories/australia/fairwork

**Student Safety**

We are committed to providing a safe, secure, and supportive environment for our students. Security and personal safety are an important issue for everyone and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

Students are encouraged to report any issues that impact their learning, safety or personal welfare while attending the Gippsland Institute of Technology. Gippsland Institute of Technology will support the student address the issue and/ or take action to prevent the student's wellbeing being impacted by the issue.

Students are also entitled to lodge a complaint about any issue impacting their learning or personal welfare while attending Gippsland Institute of Technology. Complaints can be lodged in accordance with the Complaints and appeals policy and procedure. Copies of the Complaints and appeals policy and procedure and form can be accessed via email from info@git.vic.edu.au.

**When Attending Gippsland Institute of Technology:**

- Gippsland Institute of Technology will be always staffed during day and evening classes and all entrants may be asked for identification.
- Students will be asked to always display identification when entering the premises.
- Visitors are not permitted into the training facilities without express permission from the CEO.
- Please contact the nearest member of staff if you:

  ➢ Feel threatened or unsafe at any time.
  ➢ Have concerns about someone else's behavior.
  ➢ Are worried about someone harming themselves or someone else.
  ➢ Receive unwanted attention or communications.

- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.
- Students can report issues in person to the Training manager or via email info@git.vic.edu.au.

**Attending Evening or Weekend classes**

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building, and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of Gippsland Institute of Technology and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

For further information on public safety and advice on how to make your time at Gippsland Institute of Technology as enjoyable and safe as possible please refer to Victorian Police Community safety website:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

**Legislative Frameworks**
The following information providers and overview of the regulatory frameworks relevant to studying at Gippsland Institute of Technology.

**The National Vocational Education and Training Regulator Act 2011**
The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. The main part of the Act that guides Gippsland Institute of Technology in its activities is the National VET Regulators Standards for Registered Training Organisations 2011.

There are another 3 main parts of the act that impact and guide Gippsland Institute of Technology practice. This sets out the standards and provides guidance on Gippsland Institute of Technology practice. Gippsland Institute of Technology policies and procedures and operating practices are in compliance with this regulatory framework. The Framework and relevant Gippsland Institute of Technology policies and procedures will be explained to you during orientation so that you are aware of your role and Gippsland Institute of Technology obligations.

**VET Quality Framework**
The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts the economy in general, industry and individuals' lives. Gippsland Institute of Technology operates in several sectors and therefore must operate in compliance with several regulatory frameworks and pieces of legislation including:

**The National Vocational Education and Training Regulator Act 2011**

VET Quality Framework

- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012
- Fit & Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Australian Qualifications Framework.

**Standards for Registered Training Organisations 2015**
http://www.comlaw.gov.au/Details/F2014L01377

**The VET Sector (Vocational Education and Training)**
The VET accredited courses being delivered by Gippsland Institute of Technology require Gippsland Institute of Technology to also adhere strictly to the Federal and State bodies which develop and oversee the delivery of the national curriculum. The VET sector is characterised using Competency Based Training – being competent in this context means having the skills, knowledge, and attitudes to be able to perform tasks to pre-established industry standards.

**ESOS Act 2000/2001**
The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.  In particular, ESOS provides tuition protection for international students.

The *Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx#Information

**The National Code of Practice 2018**
The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered, a provider must demonstrate that it complies with the requirements of the National

Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration. This includes conditions on registration, suspension, or cancellation of registration.

The National Code of Practice complements existing national quality assurance frameworks in education and training including the Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).



NATIONALLY RECOGNISED
TRAINING
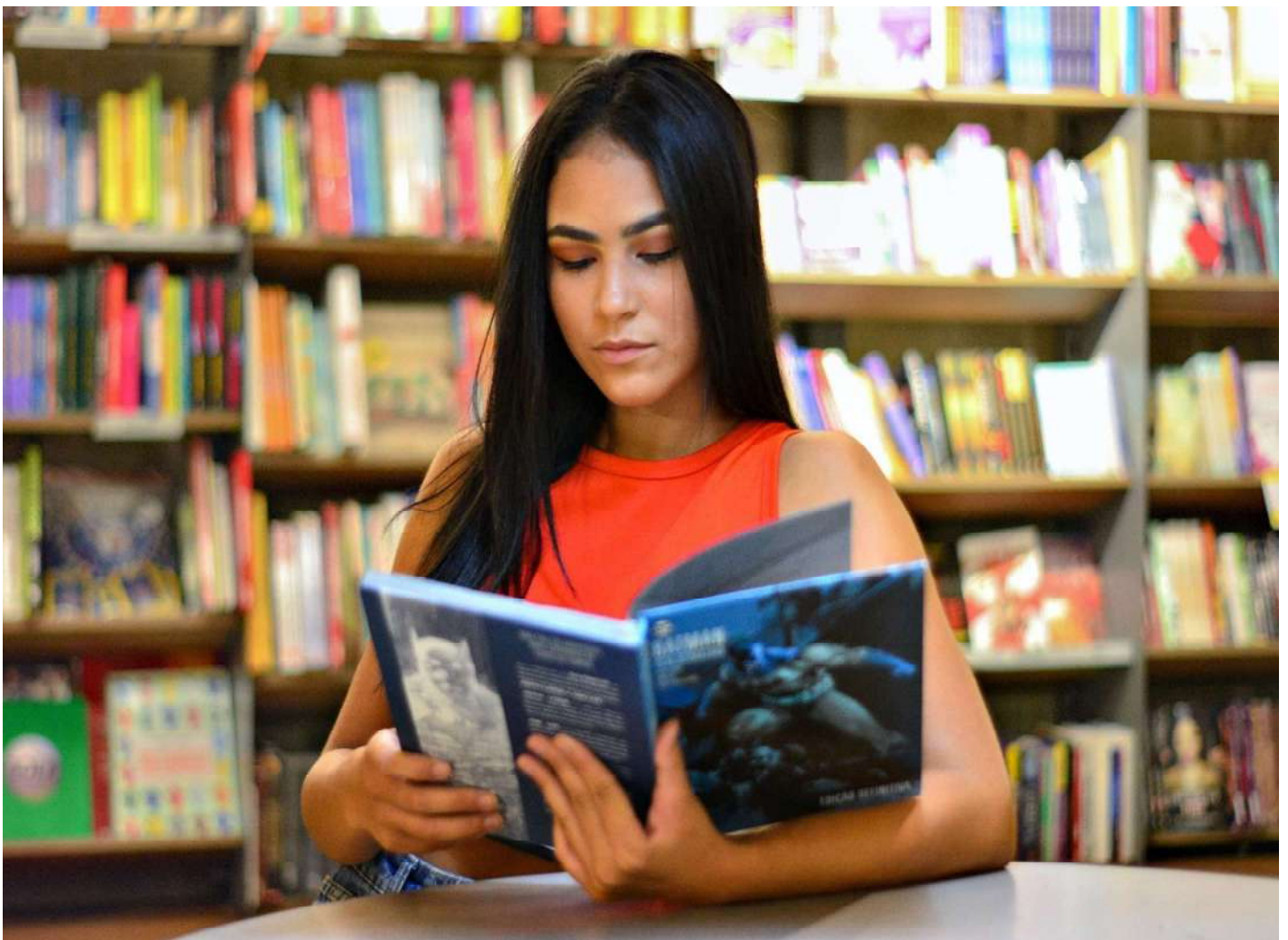
## The ESOS Framework - Student Rights and Responsibilities

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the *Education Services for Overseas Students* (ESOS) *Act* 2000 and the National Code 2018.

https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act

**Protection for Overseas Students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) http://cricos.education.gov.au/. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

**Your Rights**

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support, and welfare.

- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- Orientation and access to support services to help you study and adjust to life in Australia.

- Who the contact officer or officers is for overseas students?

- If you can apply for course credit

- When your enrolment can be deferred, suspended, or cancelled.

- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well

- If attendance will be monitored for your course

- A complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course, you need your provider's permission.

**Your Responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions.

- Maintain your overseas student health cover (OSHC) for the period of your stay.

- Meet the terms of the written agreement with your education provider.

- Inform your provider if you change your address.

- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support, and general welfare arrangements.

**Contact Details**

For policies and procedures that affect you:

- Speak with Gippsland Institute of Technology
- Go to your provider's website.
- Department of Education and Training
- For your ESOS rights and responsibilities https://internationaleducation.gov.au/Pages/default.aspx

**ESOS Enquiries**

| | |
|---|---|
| General enquiries: | Phone: 1300 615 262 |
| Online: | https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx |
| Visa enquiries: | Department of Home Affairs. Phone: 131 881 (within Australia) |
| Online: | Department of Home Affairs: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study |
| AEI Hotline: | Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au |

For further information on Australian Legislation and how it affects International Students visit:

https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf

https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx

https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

**Gippsland Institute of Technology Code of Conduct**

Gippsland Institute of Technology practices are directed by our Code of conduct. The code of conduct is guided to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

**Access & Equity**

Gippsland Institute of Technology ensures that:

- All students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- We employ a systematic, fair and equitable approach to enrolling students
- All staff will perform their duties in a fair, equitable and respectful manner
- All training and assessment staff employ language that facilitates learning and achievement and does not exclude any student
- All staff are aware of their responsibilities with respect to equity and access
- Staff activities are evaluated for continuous improvement purposes
- Staff are culturally aware and sensitive to differing norms, beliefs and values
- Systems are employed to receive feedback on its application of this policy
- Staff and students are required to comply with access and equity requirements at all times.

**Management**

Gippsland Institute of Technology ensures that:

➢ The provision of high quality training and assessment is its principal purpose
➢ All decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
➢ We adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
➢ Appropriate financial management and student fee protection arrangements are consistently implemented
➢ Suitably qualified staff contribute to informed decision making in management, academic and support services
➢ All staff are aware of their responsibilities to gippsland institute of technology and students
➢ It employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
➢ A safe learning environment is provided both on and off site to facilitate student learning
➢ It maintains appropriate insurances
➢ It will inform the national vet regulator any significant changes to the control, senior management and scope of registration.
➢ It provides the national vet regulator with the required data in soft and hard copy when requested. (free of charge).
➢ It will fully cooperate with all national vet regulator during audits
➢ Courses delivered are current and in accordance with training package requirements
➢ It will implement new training packages/ accredited courses within 12 months of their introduction
➢ It communicates all appropriate information relating to academic and support services to students in a timely manner

**Administration Management**

Gippsland Institute of Technology ensures that:
➢ AVETMISS & academic results records are stored electronically for a period of 30 years
➢ Original copies of assessments for students are stored for a period of 6 months from the date the student completes their course
➢ Enrolment and administrative documents relating to the student undertaking their course are stored for a period of one year from the date a student completes their course
➢ Records relating to the delivery of training to students are stored for at least 6 months post course completion
➢ All non-participation records relating to the delivery of training to are stored for a period of 7 years from the date the student ceased their studies.
➢ Personal records are treated as confidential and stored on and off site
➢ It maintains appropriate systems to record and store student details relating to attainment, attendance avettmiss details and related correspondence
➢ It adopts an avetmiss compliant student management system
➢ Staff and students are to be able to access their own records at no cost.
➢ Statements of attainment and certificates are awarded to students who successfully complete courses
➢ Statements of attainment and certificates are provided in a timely manner
➢ Statements of attainment and certificates contain the required information
➢ It employs unique student identifiers where required

**Training & Assessment**

Gippsland Institute of Technology ensures that:
➢ All learning and assessment materials are their own or permission obtained from publishers for use
➢ Courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
➢ Learning and assessment strategies are employed for each course in accordance with regulatory requirements
➢ Suitable learning and support resources are employed to guide staff and students
➢ The opportunity for recognition of prior learning and credit transfer are provided to students
➢ All accredited courses provided are in accordance with its scope of registration
➢ Appropriate academic and personal support services are provided to students
➢ Language, literacy and numeracy needs are assessed and accommodated where appropriate
➢ Course delivery is no longer than 8 hours per day
➢ All course learning and assessment material is systematically validated internally and externally
➢ All learning and assessment strategies are systematically validated internally and externally
➢ Course and Gippsland Institute of Technology information is provided to students pre enrolment and at orientation
➢ Appropriate learning and assessment facilities are provided to facilitate achievement
➢ Learning and assessment facilities comply with appropriate legislation

**Staff**

Gippsland Institute of Technology ensures that training and assessment staff:
➢ Possess relevant current vocational experience for the course/s they deliver
➢ Hold appropriate vocational qualifications
➢ Possess a tae40116 certificate iv in training and assessment or equivalent
➢ Engage in professional development activities relevant to their teaching
➢ Follow Gippsland Institute of Technology policies and procedures when training and assessing
➢ Treat all students in a fair and equitable manner
➢ Treat students in a non-discriminatory manner
➢ Are fully informed of their roles and responsibilities

**Marketing & Enrolment**

Gippsland Institute of Technology ensures that it:
➢ Provides appropriate pre enrolment information to students to enable them to make an informed choice of course
➢ Does not provide false or misleading information about Gippsland Institute of Technology or its courses
➢ Performs marketing activities with integrity and accuracy
➢ Identifies all AQF accredited and non-accredited courses in all its materials
➢ Identifies Gippsland Institute of Technology name and Gippsland Institute of Technology number on all its materials
➢ Only places students in courses appropriate to their needs
➢ Systematically reviews its marketing materials to ensure currency and accuracy
➢ Employs a systematic, fair and equitable approach to enrolling students

**Student Support Services**

Gippsland Institute of Technology ensures that:
All students will be supplied information pre enrolment on the following:
➢ Course information
➢ Enrolment process/ requirements
➢ Course fees
➢ Assessment arrangements
➢ Recognition of prior learning/ credit transfer
➢ Qualifications issued
➢ Academic support
➢ Personal support
➢ Literacy and numeracy requirements
➢ Staff contacts
➢ Facilities and equipment
➢ Course withdrawal/ cancellation fees and terms
➢ Complaints and appeals policy and procedure

In addition students will be provided access to appropriate academic and personal support services during their course

## Student Code of Conduct

Students are expected to be genuine/ bona fide students with a principal purpose of being in Australia to study and successfully complete their course/ qualification.

**All Students have the:**
- Right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- Right to learn in an environment free from intimidation and interference from others
- Right to access all services and facilities as identified in pre enrolment information
- Right to suitably qualified and experienced trainers
- Right to seek academic advice and support from their trainers
- Right to learn in a safe and clean environment that facilitates achievement
- Right to access the complaints and appeals policy to resolve disputes/ complaints

**All Sstudents are expected to:**
- Approach learning and assessment activities in an ethical manner
- Not engage in cheating, plagiarism or collusion
- Submit work when required.
- Attend all classes and/ or participate as per delivery schedule
- Participate in course learning and assessment activities
- Follow staff instructions during learning and assessment activities
- Maintain satisfactory course progress.
- Abide the terms and conditions of the written agreement.
- Comply with the Gippsland institute of technology policies and procedures that apply to students.
- Treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- Pay the full amount of fees owed to Gippsland Institute of Technology when requested
- Not use of illegal drugs, or consume alcohol, or have in their possession dangerous articles at any when on Gippsland Institute of Technology property
- Not use mobile phones and other electronic devices while in classrooms or any training/ assessment environment unless prior arrangements have been made with the trainer or person in charge.
- Wear appropriate safety clothing and use equipment safely
- Not use inappropriate or offensive language, signs or gestures
- Not carry weapons onto any Gippsland Institute of Technology premise
- Always speak English during class and when in the training facility
- Respect other peoples and Gippsland Institute of Technology property
- Look after their own possessions, Gippsland Institute of Technology accepts no responsibility for personal property lost or stolen
- Not interfere with another's ability to learn through disruption of classes or harassment of any kind.
- Not to smoke inside training facilities
- Not eat or drink in classes

The information in this section is an outline of some of the main policies and procedures that impact international students when studying at Gippsland Institute of Technology.  It is important for students to read this information, access the hyperlinks to full versions of each policy and procedure and review the content. Students should understand policy and procedure requirements prior to completing and returning this Written agreement to the Institute.

Access to our full policy and procedure manual is available on request by contacting the Training Manager via e-mail at info@git.vic.edu.au. Students are encouraged to contact Gippsland Institute of Technology with any questions.

Students are required to comply with the requirements of Gippsland Institute of Technology policies and procedures during the period of enrolment at the Institute.

### NC Standard 3 - International Student Fee & Refund Policy & Procedures
### Fee Payment Terms and Conditions

Fees are collected on confirmation of enrolment and at the identified points during each course. Fee payment plans are also offered contact Institute admission team at info@git.vic.edu.au for more information.

| Course | Tuition fees |
|---|---|
| **AUR30620 Certificate III in Light Vehicle Mechanical Technology (106297H)** | **$14,000** |

On enrolment $8,500 is payable of which $1,250 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $7,000 is payable one week prior to the commencement of term 3.

**AUR31520 Certificate III in Automotive Diesel Engine Technology (110954A)**              **$14,000**

On enrolment $8,500 is payable of which $1,250 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $7,000 is payable one week prior to the commencement of term 3.

**AUR30320 Certificate III in Automotive Electrical Technology (111950H)**              **$14,000**

On enrolment $8,500 is payable of which $1,250 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $7,000 is payable one week prior to the commencement of term 3.

**AUR40216 Certificate IV in Automotive Mechanical Diagnosis (106298G)**              **$4,500**

On enrolment $3,500 is payable of which $1,000 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $2,250 is payable one week prior to the commencement of term 2.

**AUR50216 Diploma of Automotive Technology (106299F)**              **$5,500**

On enrolment $4,000 is payable of which $1,000 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $2,750 is payable one week prior to the commencement of term two.

**BSB50120 Diploma of Business (107991M)**              **$10,000**

On enrolment $5,600 is payable of which $350 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $5,000 is payable one week prior to the commencement of term three.

**BSB60120 Advanced Diploma of Business (107992K)**              **$10,000**

On enrolment $5,600 is payable of which $350 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $5,000 is payable one week prior to the commencement of term three.

**BSB50420 Diploma of Leadership and Management (109005A)**              **$10,000**

On enrolment $5,600 is payable of which $350 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $5,000 is payable one week prior to the commencement of term three.

**BSB60420 Advanced Diploma of Leadership and Management (109006M)**       **$10,000**

On enrolment $5,600 is payable of which $350 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $5,000 is payable one week prior to the commencement of term three.

**BSB80120 Graduate Diploma of Management (Learning) (109007K)**       **$15,000**

On enrolment $8,350 is payable of which $600 is the materials fee, and $250 is a non-refundable enrolment fee. The remaining $7,500 is payable one week prior to the commencement of term three.

## Other fees are charges that apply:

| Item | Fees |
| --- | --- |
| RPL Assessment per unit | Pro rata unit fee |
| Enrolment fee | $250 |
| Administration fee | $250 onshore student/ $500 offshore student |
| Credit Transfer | No Charge |
| Issuance of first certificate/ statement of Attainment | No Charge |
| Re-submission of Assessment (after the permitted 3 attempts) | $250 |
| Issuance of replacement certificate or Statement of attainment | $50 |
| Re-training of a unit fee | Pro rata unit fee |
| Change of course fee | $250 |
| Course variation fee | $250 |
| Materials Fee | Varies per course |
| Re-issue of materials | Cost of item to be replaced plus $25 |

### Refund Terms, Conditions and Claims Process

**Definitions**

| | |
| --- | --- |
| Tuition fees: | Fees paid by the student (or third party) to Gippsland Institute of Technology for training and assessment services provided by Gippsland Institute of Technology. |
| Materials fee: | Fees paid by the student (or third party) to Gippsland Institute of Technology for training and assessment materials. e.g. for textbooks, learner guides, and assessment materials. For Automotive students, this fee also includes the hire of tools and equipment used for practical learning and assessment activities. |
| Enrolment fee: | Fee paid by the student (or third party) to Gippsland Institute of Technology for the costs of processing a student enrolment application. |
| Administration fee: | Fee paid by the student (or third party) to Gippsland Institute of Technology if the student withdraws from the course in which they are enrolled and does not enrol in another course at Gippsland Institute of Technology. |
| Onshore student: | A student who is based in Australia at the time of submitting an enrolment application to Gippsland Institute of Technology. |
| Offshore student: | A student who is not based in Australia at the time of submitting an enrolment application to Gippsland Institute of Technology. |
| Course fee: | Course fee is the tuition fee plus the enrolment and materials fees. |

| | |
|---|---|
| Reassessment fee: | Students are permitted three attempts for each assessment task. The re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts. |
| Late payment of fees: | Penalty fee incurred by the student (or third party) for failing to pay Gippsland Institute of Technology tuition fee instalment by the due date. |
| Re attempt unit fee: | Students who are judged Not Yet Competent in a unit may have to undertake all training and assessment activities again. This re- attempt unit fee will be applied in this situation. |
| Pro rata unit fee: | Courses have a different number of units. The pro rata fee per unit is calculated by dividing the tuition fee for a course by the number of units in that course. e.g., tuition fee = $10,000. Course units = 8. Pro rata fee per unit = 10,000/ 8 = $1,250. |
| Change of course fee: | This fee is applied if the student wishes to change from one course to another at Gippsland Institute of Technology after the issuance of a Confirmation of Enrolment. |
| Course variation fee: | This fee is applied if a student wishes to change the start date of their course at Gippsland Institute of Technology after issuance of the Confirmation of enrolment. The fee is also applied if a student wishes to defer the start date or suspend their studies for a period of time. |
| Provider default: | In the unlikely event that the Gippsland Institute of Technology is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative course by the Gippsland Institute of Technology at no extra cost to you. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course.

If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the Gippsland Institute of Technology is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) is provided. |
| Student Default: | If a student withdraws from a course or has their enrolment cancelled by Gippsland Institute of Technology (e.g., for not maintaining satisfactory course progress, breaching the Gippsland Institute of Technology Code of conduct, not paying fees). |

**Refund Terms and Conditions**

| | |
|---|---|
| Student withdraws from the course after fees have been paid but before the course commences due to visa refusal. | Full refund of tuition and materials fees paid less administration and enrolment fee. |
| Student withdraws after course commencement due to visa refusal. | Refund unused tuition and materials fees paid less administration and enrolment fee. |
| Student withdraws from the course before course commencement (non-visa refusal) | 90% of tuition and materials fees paid less administration and enrolment fee. |
| Student withdraws from the course on or after the course commencement date. | No refund of current term tuition or materials fees paid or enrolment fee. |

| Student in breach of visa conditions and/ or conditions of enrolment as per Written agreement and has enrolment cancelled by Gippsland Institute of Technology | No refund of current term tuition or materials fees paid or enrolment fee. |
|---|---|
| Provider default - the provider is unable to offer the course in full. | % Of unused tuition fees paid refunded or enrolment in another suitable course at Gippsland Institute of Technology or Tuition Protection Service (TPS). |
| Student notifies Gippsland Institute of Technology in writing that they wish to cancel their enrolment within 7 days of accepting an offer and paying course fees. Only applicable pre-enrolment. (Cooling off period). | Full refund of tuition and materials fees paid less administration enrolment fees. |

The Enrolment fee is non-refundable in all circumstances (except provider default)

Any refunded amount will have an amount deducted for any applicable transaction fees, bank charges and currency exchange fees.  Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to Gippsland Institute of Technology.

The Institute may amend tuition and other course related fees during the period of your enrolment. Any fee changes during the period of enrolment will not be applied to existing students. All students will be required to pay tuition and other course related fees as indicated in the Written agreement between the student and the Institute.

**Refund Process**

1. Gippsland Institute of Technology provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a  place and pays Gippsland Institute of Technology relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the enrolment and administration fee) will be provided.  Students must notify Gippsland Institute of Technology in writing within 7 days of paying Gippsland Institute of Technology any fees.

2. Refund applications must be made in writing to the Gippsland Institute of Technology.  The student refund Enrolment form is available from the Gippsland Institute of Technology, must be used as the written application.

3. Students must contact Gippsland Institute of Technology and request a copy of the student refund Enrolment form.  This will be sent to the student's e-mail address or given to them personally.

4. Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

5. Refunds are made in the same manner fees were paid. e.g., If a student had paid fees through credit card, the refund amount will be credited to the credit card, and the same for other methods of payments.

**Calculation of Refunds**

Refunds will be calculated as follows:

Course fee per week x number of weeks unused course fees the student has paid for at point of withdrawal.

The weekly course fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course.  e.g., Total tuition fee $1,250/ 10 weeks duration = $125 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of scheduled weeks of course completed at point of withdrawal from the course e.g., 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course.

The amount refunded will be the course fee per week x the number of weeks' unused course at point of withdrawal.

e.g., Course fee of $125 per week x 4 weeks unused course = $500 refund paid to the student.

Any refunded amount will have an amount of $140 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Gippsland Institute of Technology.

**Tuition Protection Service**

The Gippsland Institute of Technology is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Gippsland Institute of Technology are safeguarded if the Gippsland Institute of Technology defaults on delivering the courses you are enrolled in.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent course fees

In the unlikely event that the Gippsland Institute of Technology is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Prior to a student enrolling fee may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

There is no obligation on the student, or the Gippsland Institute of Technology until the Written Agreement is signed by all parties, funds have been cleared by the Gippsland Institute of Technology bank and an official receipt is issued by the Gippsland Institute of Technology.

**NC Standard 5 - Under 18's policy**

Gippsland Institute of Technology does not enrol students who are under 18 years of age.

**NC Standard 6- Summary of Critical Incident Policy & Procedure**

**Critical Incidents**

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Examples of critical incidents are:

➢ Missing students.
➢ Severe verbal or psychological aggression.
➢ Death, serious injury or any threat of these.
➢ Natural disaster; and
➢ Issues such as domestic violence, sexual assault, drug, or alcohol abuse.
➢ Other non-life-threatening incidents may still qualify as critical incidents.

Staff members and/ or students are to contact the CEO immediately if they believe an incident to be deemed a 'critical incident'. If the CEO is unavailable contact the Training Manager. If staff/ students believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention, or a fire exists or other) do so immediately and then inform CEO.

The CEO will access and initiate the Critical incident procedure.

The CEO will form a Critical Incident Team consisting of the CEO and appropriate Gippsland Institute of Technology staff to manage the incident.

**NC Standard 7 – Student Transfer Policy and Procedure**

Under the ESOS Framework, the Gippsland Institute of Technology cannot enrol students seeking to transfer from another Gippsland Institute of Technology before that student has completed 6 months of their principal course of study except in some limited circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the Gippsland Institute of Technology for a letter of release. The six months is calculated as six calendar months from the first day of your principal course.

The following are examples of criteria that Gippsland Institute of Technology considers for granting a Letter of release:

- Gippsland Institute of Technology is unable to continue to provide the course in which you are enrolled; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at Gippsland Institute of Technology and can demonstrate clearly how this will be alleviated through a transfer; or
- You are experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain studying the course in which you are enrolled.
- The current course of study is clearly not consistent with documented course requested for in the student's Enrolment application or
- In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate or
- The student can demonstrate that Gippsland Institute of Technology has breached the terms of the Written agreement or
- The student can provide evidence that they were provided inaccurate or incomplete information by Gippsland Institute of Technology or its Education Agent prior to enrolling in the course.

**NC Standard 10 - Complaints and Appeals Policy and Procedure**

If student's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another Gippsland Institute of Technology staff member.  Gippsland Institute of Technology staff will attempt to resolve this in an informal manner to the students' satisfaction.  Students can lodge a complaint against any a third-party providing service on Gippsland Institute of Technology behalf, or in relation to our trainers, assessors, fellow students, or others.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook.  This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly.  This can be done by completing the complaints and appeals form located in appendix one of this handbook.  The appeal will be dealt with in accordance with the complaints and appeals policy and procedure,

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.

An external party to Gippsland Institute of Technology will review the case to identify if Gippsland Institute of Technology has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal.  The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process.  The cost of this will be borne by the student.

The availability of the Gippsland Institute of Technology Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

### NC Standard 8 - Completion within Scheduled Duration Policy and Procedure

It is a requirement for students to complete their course of study within the scheduled duration as stated on the students Confirmation of Enrolment (COE) and Written agreement with Gippsland Institute of Technology.

In order to achieve this, students must satisfactorily complete all course work and assessment tasks within the scheduled durations. Gippsland Institute of Technology will provide training and assessment and support services to assist students complete their course within the scheduled duration.

Gippsland Institute of Technology can only extend a student's scheduled course duration in limited exceptional circumstances. The student's CoE will be amended if the course duration is extended. Students should note that if their scheduled course duration is extended this may impact their student visa. Students are advised to contact the Department of Home Affairs prior to applying to Gippsland Institute of Technology for an extension to their scheduled course duration.

### NC Standard 8 - Course Progress Policy and Procedure

**Satisfactory Course Progress**
It is a requirement of your student visa to maintain/ achieve satisfactory course progress.  If you do not maintain/ achieve satisfactory course progress over two consecutive study periods, you will be reported to DHA. This may lead to cancellation of your visa. Unsatisfactory course progress is defined as failing/ deemed Not Yet Competent in 50% or more of the units in any two consecutive study periods. If this occurs Gippsland Institute of Technology will report, you to DHA.

A study period for each Vocational Education and Training (VET) course is defined as:

- **AUR30620** Certificate III in Light Vehicle Mechanical Technology      2 terms
- **AUR31520** Certificate III in Automotive Diesel Engine Technology      2 terms
- **AUR30320** Certificate III in Automotive Electrical Technology       2 terms
- **AUR40216** Certificate IV in Automotive Mechanical Diagnosis:      1 term
- **AUR50216** Diploma of Automotive Technology:      1 term
- **BSB50120** Diploma of Business:      2 terms
- **BSB60120** Advanced Diploma of Business:      2 terms
- **BSB50420** Diploma of Leadership and Management:      2 terms
- **BSB60420** Advanced Diploma of Leadership and Management:      2 terms
- **BSB80120** Graduate Diploma of Management (Learning):      2 terms

1.11 Being "at risk" of not achieving satisfactory course progress occurs when a student:

- Is assessed as having failed/ deemed Not Yet Competent in the number of units of competence indicated in the Table below, either during or at the end of a study period (refer to each course in the table for further details)
- Is unable to successfully complete a course within the scheduled duration.
- Is assessed as unsatisfactory in one assessment in a pre-requisite unit.
- Is assessed as Not Yet Competent (NYC) in a pre-requisite unit.
- Is identified by a trainer as at risk or at high risk of not achieving satisfactory course progress.

Being 'at high risk' of not achieving satisfactory course progress occurs when a student:

- Is assessed as having failed/ deemed NYC in 50% or more of the units in one study period and NYC in the number of units indicate in the table below in the following study period. (Refer to each course in the table below for details)
- Unable to successfully complete a course within the scheduled duration.
- Is identified by a trainer as at high risk of not achieving satisfactory course progress.

| Course Name | Course Duration (weeks) | Total study weeks | Term duration/ study Periods | At risk of not achieving satisfactory course progress | At high risk of not achieving satisfactory course progress |
|---|---|---|---|---|---|
| AUR30620 Certificate III in Light Vehicle Mechanical Technology 36 units of competency in total | 52 Weeks | 2 x 12-week terms & 2 x 11-week terms = 46 Weeks | Term duration - 11 & 12 weeks. Duration of study period - 23 weeks. 2 study periods. | Student has failed/deemed NYC in four or more units of competence during or at the end of a study period | Student has failed/deemed NYC in 50% or more of the units in one study period and one or more units in the following study period |
| AUR31520 Certificate III in Automotive Diesel Engine Technology 28 units of competency in total | 52 Weeks | 2 x 12-week terms & 2 x 11-week terms = 46 Weeks | Term duration - 11 & 12 weeks. Duration of study period - 23 weeks. 2 study periods. | Student has failed/deemed NYC in four or more units of competence during or at the end of a study period. | Student has failed/deemed NYC in 50% or more of the units in one study period and one or more units in the following study period |
| AUR30320 Certificate III in Automotive Electrical Technology 32 units of competency in total | 52 Weeks | 2 x 12-week terms & 2 x 11-week terms = 46 Weeks | Term duration - 11 & 12 weeks. Duration of study period - 23 weeks. 2 study periods. | Student has failed/deemed NYC in four or more units of competence during or at the end of a study period. | Student has failed/deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |

**The Certificate IV in Automotive Mechanical Diagnosis is delivered over 11- or 12-week terms depending on the intake date. If the course runs over Christmas, it will include two 11-week terms. If the course does not run over Christmas, it will include two 12-week terms.**

| Course Name | Course Duration (weeks) | Total study weeks | Term duration/ study Periods | At risk of not achieving satisfactory course progress | At high risk of not achieving satisfactory course progress |
|---|---|---|---|---|---|
| AUR40216 Certificate IV in Automotive Mechanical Diagnosis 10 units of competency in total | 26 Weeks | 2 x 11-week terms = 22 Weeks | Term duration - 11 weeks. Duration of study period – 11 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/deemed NYC in 50% or more of the units in one study period and one or more units in the following study period |
| AUR40216 Certificate IV in Automotive Mechanical Diagnosis 10 units of competency in total | 26 Weeks | 2 x 12-week terms = 24 Weeks | Term duration - 12 weeks. Duration of study period – 12 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |

**The AUR50216 Diploma of Automotive Technology is delivered over 11- or 12-week terms depending on the intake date. If the course runs over Christmas, it will include two 11-week terms. If the course does not run over Christmas, it will include two 12-week terms.**

| | | | | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
|---|---|---|---|---|---|
| AUR50216 Diploma of Automotive Technology 12 units of competency in total | 26 Weeks | 2 x 11-week terms = 22 Weeks | Term duration - 11 weeks. Duration of study period – 11 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
| AUR50216 Diploma of Automotive Technology 12 units of competency in total | 26 Weeks | 2 x 12-week terms = 24 Weeks | Term duration - 12 weeks. Duration of study period – 12 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period. | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
| BSB60120 Advanced Diploma of Business 10 units of competency in total | 52 Weeks | 4 x 11-week terms = 44 Weeks | Term duration - 11 weeks. Duration of study period – 22 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
| BSB50420 Diploma of Leadership and Management 12 units of competency in total | 52 Weeks | 4 x 11-week terms = 44 Weeks | Term duration - 11 weeks. Duration of study period – 22 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
| BSB60420 Advanced Diploma of Leadership and Management 10 units of competency in total | 52 Weeks | 4 x 11-week terms = 44 Weeks | Term duration - 11 weeks. Duration of study period – 22 weeks. 2 study periods | Student has failed/deemed NYC in two or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |
| BSB80120 Graduate Diploma of Management (Learning) 10 units of competency in total | 52 Weeks | 4 x 11-week terms = 44 Weeks | Term duration - 11 weeks. Duration of study period – 22 weeks. 2 study periods | Student has failed/deemed NYC in one or more units of competence during or at the end of a study period | Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period. |

Students identified as 'at risk' and 'at high risk' of not achieving satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress.

Being assessed as "Not Yet Competent" (NYC) means a student has failed one or more assessment tasks for a unit of competency in the time allocated to deliver the unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class.
- Study the theory and practice the skills that are taught in class.
- Ensure that you are present for all assessment activities scheduled by the trainers and
- Make an appointment with the student support officer if you are having any difficulties with your studies.

**NC Standard 8 – Attendance Policy and Procedure**

**Satisfactory Attendance**
It is a Gippsland Institute of Technology requirement for students to attend all scheduled classes at the times indicated.

Students who fail to achieve satisfactory attendance and subsequently fail to achieve satisfactory course progress will be supported in accordance with the Course progress policy and procedure. If a student fails to achieve satisfactory course progress over two consecutive study periods, they will be reported to DHA/ DoE and may have their student visa cancelled.

**NC Standard 9 – Defer, Suspend or Cancel Enrolment Policy and Procedure**

**Student Initiated Deferral or Suspension of Enrolment**
Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Gippsland Institute of Technology using the student deferral, suspension, or cancellation Enrolment form or in writing by email, fax, or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the Gippsland Institute of Technology will report your deferral of commencement or suspension of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA 131 881.

**Student Cancellation of Enrolment**
Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the Gippsland Institute of Technology and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Gippsland Institute of Technology, Training Manager. The student refund Enrolment form, available from the Gippsland Institute of Technology, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Gippsland Institute of Technology will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA 131 881.

**Gippsland Institute of Technology Initiated Suspension or Cancellation of Enrolment**
The Gippsland Institute of Technology may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behavior through misbehavior including unsatisfactory course progress. If the Gippsland Institute of Technology is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the Gippsland Institute of Technology suspension or cancellation. The Gippsland Institute of Technology will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

**Gippsland Institute of Technology Deferral of Commencement**

The Gippsland Institute of Technology may also decide to defer the commencement of a course. If the Gippsland Institute of Technology defers the commencement of a course the provider default conditions in the Written Agreement between the Gippsland Institute of Technology and the student will be triggered and the Gippsland Institute of Technology will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the Gippsland Institute of Technology will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA 131 881.

Students are encouraged to review all policies and procedures prior to completing and returning this Written agreement and contact Gippsland Institute of Technology with any questions. Contact us at info@git.vic.edu.au to request access to full versions of all Gippsland Institute of Technology policies and procedures.

**Change of Address**

Upon arriving in Australia, you are required to advise the Gippsland Institute of Technology of your residential address and telephone number, email address and of any subsequent changes to your residential address. Students must confirm and update their contact details with Gippsland Institute of Technology (address, mobile phone number and email address if any) at least every 6 months.

It is a requirement of your student visa to always comply with this requirement.

**Appendices**

## Complaints and Appeals Policy & Procedure

### 1. Policy

1.1   This policy and procedure apply to international students who are enrolled at Gippsland Institute of Technology.

1.2   If a student has a complaint that they wish to raise with Gippsland Institute of Technology, they are encouraged to do so through the Complaints and Appeals procedure.  Students are also encouraged to appeal any Gippsland Institute of Technology decision if they feel they have valid grounds via the Appeals process as per this policy.   This includes assessment and RPL decisions.

1.3   Students may lodge informal and formal complaints.  Students can lodge a complaint against any decision made by a third-party providing services on Gippsland Institute of Technology behalf, its trainers, assessors, fellow students, or others. Students may also access Gippsland Institute of Technology internal and the external appeals process.

1.4   Gippsland Institute of Technology has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.

1.5   All complaints and appeals lodged will be used for continuous improvement purposes.

1.6   The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.

1.7   This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6 and the National code of practice 2018 Standard 10.

1.8   This policy and procedure applies to all Gippsland Institute of Technology international students and staff.

1.9   Students right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.

1.10  All students are provided information on Gippsland Institute of Technology Complaints and appeals policy and procedure pre and post enrolment.

1.11  Students may be accompanied and assisted by a representative at any time.

1.12 Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.

1.13 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to Gippsland Institute of Technology management meeting as part of the continuous improvement process.

1.14 The student will incur no cost during the complaints and appeals process unless they seek external representation.

1.15 Complaints and appeals are taken seriously by Gippsland Institute of Technology and action is commenced within 5 days of receipt of a complaint or appeal. Gippsland Institute of Technology act upon the outcome of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.

1.16 Students are provided the opportunity to lodge their complaint or appeal in writing.

1.17 The principles of natural justice and procedural fairness are consistently applied when Gippsland Institute of Technology is implementing this policy and procedure.

1.18 Gippsland Institute of Technology encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.

1.19 All complaints and appeals will be handled professionally and confidentially to achieve a satisfactory resolution that is fair, unbiased, and equitable to all parties.

1.20 Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.

1.21 The following procedure outlines how students will have their complaints and appeals processed.

## Procedure

### 2. Informal Complaint Process – General Complaints

2.1 Students are encouraged to approach any member of Gippsland Institute of Technology staff and make an informal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Gippsland Institute of Technology behalf, its trainers, assessors, fellow students, or others.

2.2 Where possible staff members utilise advice, discussions, and general mediation in relation to the issue/ complaint. Staff members try and resolve the issue informally. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.

2.3 Any staff member can be involved in this informal process to resolve issues. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their informal complaint and a copy of this policy and procedure within 5 working days of Gippsland Institute of Technology receiving the informal complaint.

2.4 Parties identified in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to present their side of the matter. Gippsland Institute of Technology gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.

2.5 Staff members refer students to the Training Manager if they feel they cannot, or it is not appropriate for them to try and resolve the complaint/ issue. The Training Manager may seek advice from or delegate the handling of the complaint to the CEO.

2.6 Staff may arrange a future meeting with the student if further investigation is required.

2.7 If the complaint is against the Training Manager the CEO should be contacted and deal with the complaint.

2.8 The outcome of the informal complaint should be communicated to the student within 10 working days of lodgment.

2.9    Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.

2.10   All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

## 3. Formal process - General Complaints

3.1    Students are encouraged to approach any member of Gippsland Institute of Technology staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Gippsland Institute of Technology behalf, its trainers, assessors, fellow students, or others.

3.2    If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form (with assistance from the Training Manager if required).

3.3    Students should lodge formal complaints using the Complaints & Appeals form located in the international student handbook.

3.4    Complaints & Appeals forms are to be submitted to:  Training Manager Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810 or by e-mail to info@git.vic.edu.au.

3.5    If the complaint is against the Training Manager the CEO will deal with the complaint.  In this instance submit the complaint form to the CEO Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810 or by e-mail to info@git.vic.edu.au.

3.6    Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 5 working days of Gippsland Institute of Technology receiving the formal complaint form. Gippsland Institute of Technology processes the complaint/ appeal within 10 working days of lodgment.

3.7    Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint.  Gippsland Institute of Technology gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.

3.8    The Training Manager or CEO ill investigate the complaint and liaise with appropriate staff (if/ when appropriate) to ensure all the facts are considered prior to making any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.

3.9    If appropriate the Training Manager may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint.  Students may request assistance from the student support officer during any part of the complaints process, including during meetings.

3.10   If appropriate the Training Manager may seek advice from other staff in the handling of the complaint.

3.11   If appropriate the Training Manager may implement Gippsland Institute of Technology Critical Incident policy if they believe the issue meets the criteria to be deemed so.

3.12   The Training Manager may delegate the handling of the complaint to other staff if appropriate.

3.13   The Training Manager may arrange a meeting with the student during the investigation process if appropriate. Other parties identified in the complaint/ allegations may attend the meeting.

3.14   If a meeting is initiated the Training Manager and will attend the meeting and provide the complainant an opportunity to present their side of the matter.

3.15   Meeting minutes will be taken and made available to all parties.

3.16   Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process.  The cost of this will be borne by the student.

3.17   At any meeting the student can submit and discuss any evidence in support of their complaint.

3.18   The Training Manager will consider all evidence from the student, and/ or other parties and/ or The Gippsland Institute of Technology prior to coming to any decision.

3.19  The Training Manager will clarify evidence/ information to ensure they fully understand all aspects of the issue.

3.20  On reviewing the evidence the Training Manager will attempt to negotiate a resolution to the issue/ complaint. The Training Manager will approach the resolution with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.

3.21  The Training Manager notifies the student in writing of Gippsland Institute of Technology decision within 3 working days of the decision being made.  This will include reasons for the decision.

3.22  Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process.  They are also notified how to access the process.

3.23  All formal complaints and outcomes are recorded in the Complaints and Appeals Register.  If appropriate the continuous improvement register will be updated.

3.24  If a student's complaint is substantiated through this process the Training Manager will take immediate corrective action.

3.25  All relevant documentation relating to the complaint is stored in the student's file.

3.26  If the complainant is unsatisfied with the outcome of the formal complaint process, they may access the Gippsland Institute of Technology internal appeals processes. The internal appeals procedure is outlined below.

## 4. Internal Appeals Process – General Appeals

4.1  If students are not satisfied with a Gippsland Institute of Technology decision, they may appeal by accessing the appeals process. All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.

4.2  The student will not incur costs when accessing the internal appeals process unless they seek representation.

4.3  General appeals may be made in relation to the situations identified in clauses 4.4 and 4.5 of this procedure.

4.4  The outcome of a formal complaint.

4.5  The outcome of action being brought against the student for breaching the code of conduct or a decision made by Gippsland Institute of Technology that impacts the student.

4.6  Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.

4.7  The Training Manager can assist students with completing the Complaints and Appeal form if the complaint is against the Training Manager).

4.8  The Training Manager is not able to assist students in establishing if they have reasonable grounds for an appeal.

4.9  Students have the right to seek advice from and be represented by external parties at any time during the appeals process.  The cost of this will be borne by the student.  Students may request assistance from the student support officer during any part of the appeals process, including during meetings.

4.10  If the appeal is in relation to the Training Manager and/ or his decisions another member of staff will deal with the process.  This will be the CEO.

4.11  If the appeal is lodged because of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.

4.12  Students must lodge an appeal within 20 working days of being notified by Gippsland Institute of Technology of any decision they wish to appeal.

4.13  Students must lodge appeals using the Complaints & Appeals form located in the international student handbook via e-mail to info@git.vic.edu.au.  Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Gippsland Institute of Technology receiving the Complaints and appeals form.

4.14  Complaints & Appeals forms are to be submitted to: Training Manager Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810 or by e-mail to  info@git.vic.edu.au.
If the appeal is against a decision undertaken by the Training Manager, the appeals form is to be forwarded to the CEO.

4.15 The appeals process will commence within 3 working days of lodgment and the outcome communicated to the student within 20 working days of lodgment. On receiving an appeal Gippsland Institute of Technology will arrange a meeting to take place and inform the student in writing.

Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Gippsland Institute of Technology gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.

4.16 The student and representative (if requested), Training Manager (or CE if the appeal is against a Training Manager decision) will attend the meeting.

4.17 Staff handling the appeal provide all parties every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.

4.18 Gippsland Institute of Technology considers all the evidence and liaises with appropriate staff, if necessary, to ensure all the facts are considered prior to making any decision.

4.19 If appropriate Gippsland Institute of Technology staff may seek advice from external welfare support services and/ or academic staff.

4.20 If appropriate staff may implement the Gippsland Institute of Technology Critical Incident policy if they believe the issue meets the criteria to be deemed so.

4.21 Gippsland Institute of Technology representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.

4.22 All evidence will be reviewed in a fair, unbiased, equitable and impartial manner in coming to a decision.

4.23 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.

4.24 Gippsland Institute of Technology staff discuss the reasons for the decision with the appellant.

4.25 If the outcome is in favor of the student, Gippsland Institute of Technology will immediately commence corrective/ improvement action.

4.26 Students are forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.

4.27 The complaints and appeals register are updated. The continuous improvement register may also be updated.

4.28 All evidence will be placed in the student's file.

4.29 There are no further avenues within Gippsland Institute of Technology for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available to students.

4.30 Details of the external appeals process and how students may access it are outlined below.

4.31 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## 5  Internal Appeals Process – Assessments

5.1 The student will not incur costs when accessing the internal appeals process unless they seek representation.

5.2 If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.

5.3     Students should approach their assessor in this case outlining the reasons for their appeal.  Students may request assistance from the student support officer during any part of the appeals process, including during meetings.

5.4     If the assessor feels there are reasonable grounds for the appeal, he will decide to re-assess the student.

5.5     The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the student file.

5.6     If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form.  The student must provide reasons for the appeal along with any supporting evidence.

5.7     Complaints & Appeals forms are to be submitted to: Training Manager Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810 or by e-mail to info@git.vic.edu.au.

5.8     The Training Manager will deal with this process. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Gippsland Institute of Technology receiving the Complaints and appeals form.

5.9     The Training Manager reviews all the supporting documentation and discusses the situation with the assessor and student.  A decision will be made after all the evidence has been considered. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Gippsland Institute of Technology gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.

5.10    The Training Manager will invite the student and other party/s to attend a meeting and present their evidence (if appropriate). All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.  The Training Manager also review all evidence in an impartial manner. If the Training Manager decides that the students appeal be upheld the following will apply.

5.11    The assessment submission in question will be marked again by the assessor or an additional opportunity to demonstrate competency provided to the student or another assessor will mark the submission, or another assessor will provide an additional opportunity for the student to demonstrate competency (the relevant factors impacting the appeal and circumstances will be considered in deciding on the most appropriate course of action).

5.12    Gippsland Institute of Technology will document this process along with the outcome in the complaints and appeals register.  All supporting documentation should also be placed in the student's file.

5.13    The student will be awarded the grade that gives them the most favorable outcome between the two submissions.

5.14    If the students appeal is refused, he/she will be sent written notification of the outcome within two working days of the decision being made.  This will also include reasons and details for the decision.  The letter will also inform the students of their right to access the external appeals process and how to do so.

5.15    Students can only appeal an assessment decision once.

5.16    If students are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process.  Details of this procedure and how to access it are outlined below.

5.17    Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## 6. External Appeals Process

6.1     External appeals may only be lodged if a student thinks Gippsland Institute of Technology has not followed this Complaints and Appeals policy and procedure.  Students can lodge an external appeal against any decision

made by a third-party providing services on Gippsland Institute of Technology behalf, its trainers, assessors, or others.

6.2 Students may access the external appeals process with the Overseas Student Ombudsman http://www.ombudsman.gov.au/How-we-can-help/overseas-students. Students may request assistance from the student support officer during any part of the external appeals process, including during meetings.

6.3 Students must lodge external appeals using the Complaints & Appeals form located in the and international student handbook or available from info@git.vic.edu.au.

6.4 Complaints & Appeals forms are to be submitted to: Training Manager Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria 3810 or by e-mail to info@git.vic.edu.au. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Gippsland Institute of Technology receiving the Complaints and appeals form. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.

6.5 Gippsland Institute of Technology will forward all external appeals to the Overseas Student Ombudsman within two working days of lodgment.

6.6 The Overseas Student Ombudsman will advise the student that in general, the purpose of the external appeals process is to determine whether Gippsland Institute of Technology has followed its internal complaints and appeals policy and procedure**.**

6.7 The Overseas Student Ombudsman will not review the evidence or decide in place of the one made by Gippsland Institute of Technology.

6.8 Students will not incur costs in accessing the external appeals process unless they seek external representation.

6.9 All documentation is placed in the student's file.

6.10 The Overseas Student Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and Gippsland Institute of Technology at the completion of the external appeals process.

6.11 If the outcome of the external appeals process results in a decision favoring the student, Gippsland Institute of Technology will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by Gippsland Institute of Technology as per the Overseas Student Ombudsman advice.

6.12 The student will be contacted within 1 working day of receiving notification from the Overseas Student Ombudsman of the decision.

6.13 The student may access and receive the outcome of only one external appeal process.


## 7. Extending the Duration of the Complaints and/ or Appeals Process

7.1 If Gippsland Institute of Technology considers that due to the nature of the complaint or appeal that more than 60 days are required to process the complaint or appeal the following will apply:

   ➢ Gippsland Institute of Technology will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
   ➢ During the period of processing the complaint of appeal Gippsland Institute of Technology will regularly update the complainant or appellant in writing on the progress of the matter.

**8. International Students Appealing Gippsland Institute of Technology Intention to Report for Unsatisfactory Course Progress or Appealing a Decision to Suspend or Cancel their Enrolment.**

8.1    If an international student receives notification from Gippsland Institute of Technology informing them that Gippsland Institute of Technology intends to report them for failing to maintain satisfactory course progress (as per student visa requirements and Gippsland Institute of Technology Course progress policy and procedure), students have to the right to appeal the decision.

8.2    If an international student receives notification from Gippsland Institute of Technology informing them that Gippsland Institute of Technology intends to suspend or cancel their enrolment for misconduct/ misbehavior or in accordance with the Defer, suspend, or cancel enrolment policy and procedure, students have to the right to appeal the decision.

8.3    Appeals must be lodged in writing on the Complaints and appeals form and include verifiable supporting documentation/ evidence.

8.4    Complaints and appeals forms are found in the international student handbook, available from the Gippsland Institute of Technology reception at or on request from info@git.vic.edu.au.  Complaints and appeals forms are to be submitted to the Training Manager Gippsland Institute of Technology at 4/70 Main Street, Pakenham Melbourne Victoria Australia 3810 or by e-mail to info@git.vic.edu.au.

8.5    Students have 20 working days to lodge an appeal against a Gippsland Institute of Technology decision.

8.6    Students must attend all scheduled classes during the complaints and appeals process and complete all related course work and assessments.

8.7    If a student chooses to access the Complaints and appeals processes to appeal the intention to report the student to the DHA/ DoE or suspend or cancel their enrolment, Gippsland Institute of Technology will maintain the student's enrolment while the internal and external appeals processes are ongoing. ** unless in the circumstances identified in clause 8.9.

8.8    Gippsland Institute of Technology may decide to suspend or cancel a student's enrolment before the internal or external appeals process elapsed or before the conclusion of the appeal process is known if there are extenuating circumstances.  e.g., serious risk being posed to the student, other students and/ or Gippsland Institute of Technology staff by maintaining the student's enrolment.

**9. Suspending and Cancelling International Student Enrolments**

9.1    Gippsland Institute of Technology waits until 22 working days after notifying the student at the Gippsland Institute of Technology intention has elapsed, or the outcome of any appeal is known, or the student withdraws from the appeal process before suspending or cancelling an enrolment.

9.2    Enrolments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the student's file.

9.3    Students are notified of the impact of suspending and/ or cancelling their enrolment on their student visa at all stages during the relevant process in person and in formal communication from the Gippsland Institute of Technology.

9.4    All documentation relating to cancelling an enrolment is stored in the students' file.

**10. Continuous Improvement**

10.1    Information collected during the complaints and appeals process will be securely stored and used for continuous improvement purposes.

10.2　All records and information collected will be stored in a locked office. Hardcopy records in a locked filing cabinet, and soft copy records on a PC which is password protected.

10.3　Soft copy data is backed up on and off site.

10.4　As part of the continuous improvement process, information gained during the processes will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

## Further Information

Gippsland Institute of Technology complaints and appeals policy and procedure in no way effects the students right to access consumer affairs legislation and legal representation.

Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Gippsland Institute of Technology.

### National VET Regulator

Australian Skills Quality Authority

Web: www.asqa.gov.au

Email: enquiries@asqa.gov.au

Phone: 1300 701 801

# Gippsland Institute of Technology